

ATIC Accessibility

**To support the accessible community
in making informed travel decisions
for their individual needs**



This report prepared for:

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ATIC Accessibility

The following pages provides travellers with information on the businesses facilities and amenities which aims to support the traveller to make an informed decision on whether the business is suitable for their individual needs.

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OVERVIEW

Business Overview

The business has the following products/services available

- Accommodation
- 26 rooms (one accessible room)
- Shared kitchen and dining facilities



Our business caters for the following disability types:

- Deaf or low hearing
- Limited mobility
- Wheelchairs or mobility scooters
- Food allergies or intolerances
- Cognitive or people on the Autism Spectrum

Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal

Emergency Management

- Emergency and evacuation procedures are explained on arrival
- Exit signs are clear and easy to see
- Exit access is free and clear at all times

We ensure exit access is free and clear at all times by: access doorways are kept free and clear with regular staff checks

- Exits and access to exits are greater than 900mm
- Exit doors are able to be opened by all occupants
- Exits to the emergency evacuation point does not include stairways
- There is an emergency refuge that has an intercommunication system linked and has sufficient fire resistance levels.

The business identifies guests who need additional assistance should an emergency occur by: registration information on checkin

The procedure for assisting guests who need assisted rescue is: a staff member is assigned to the guest, fire services are alerted in our Bushfire Emergency Evacuation Plan

- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

Communications

- Our business offers the following alternative communication methods
- Plain English
- There is easy to read signage and information (e.g. menus and emergency information)
- Staff can use interpretive services if required.



Guide Dog and Service Animals

- The business provides a secure area with shade and water for service animals
- The business provides a toilet area for service animals
- Food & water bowls can be provided for service animals, Guest needs to provide crate or bedding for service animal.

The business provides the following services for services animals: guests are asked to advise if brining a service animal and requested to bring a cage or bed for their service animal



GENERAL

Pre-arrival, arrival and reception

The business has the following in place to support guests during pre-arrival, arrival and reception

- There is a reception/public entryway
- Seating available at reception
- Lighting in the reception area is even and glare free
- Large print information sheets
- Information and maps are available in written form
- A familiarisation tour
- Luggage assistance, if previously arranged

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: chair at reception, self checkin is available

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides and general information)
- Quiet periods or early opening times for people on the Autism Spectrum
- A space for parents and children on the Autism Spectrum

Car Park and Access amenities

The business has the following Car Park and Access amenities

- A drop off zone
- Disabled Parking is available if pre-arranged.

Entry

The business has the following amenities/systems in place for entry

- A drop off point close to the entrance
- A path of access to the building is clear of obstruction
- Glass doors are fitted with a visual sighting strip
- Door jams/doors are of a contrasting colour to surrounding walls
- Door handles are of a contrasting colour to the door
- Signage is written in a contrasting colour
- Signage is written in a Sans Serif font and use upper and lower case letters
- The entry door is a minimum of 850mm wide
- There a clear space of at least 1500mm x 1500mm in front of all doors.

Internal Spaces

- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- Floors, walls, counters and furniture are of contrasting colours
- Floor surfaces are hard or short pile carpet
- Seating is available for guests unable to stand for long periods
- All corridors greater than 900mm
- There is a quiet space for parents and children on the Autism Spectrum



LEFT: Shared lounge facility

Public areas

The public areas have the following amenities in place

- Display units, Televisions, Video displays etc. are open captioned
- Even lighting
- Seating

PHOTO BELOW: solar sensor lighting is automatic as daylight is diminished



External Paths

External paths of travel have the following amenities are in place

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)
- Pathways are wider than 900mm
- There 3 successive steps or less on any path or at any doorway
- A curb is present from carpark to pathways, requiring some assistance for guests using a wheelchair.

PHOTO BELOW: The main carpark (curbing is present)



Steps

Steps have the following amenities are in place

- The underside of all staircases are enclosed or protected to a height of at least 2 metres
- Handrails fitted to all open sets of steps
- In the lower accommodation building where steps are present are there no steps
- There are steps to the upper level of accommodation units.

PHOTO BELOW: UPPER ACCOMMODATION BLOCK ACCESS HAS STAIRS



ACCOMMODATION

Bedrooms

The bedrooms have the following facilities/amenities in place

- ❖ There is 1 room available to guests who use a wheelchair and require access to an accessible bathroom.

The following bed types are available in wheelchair accessible rooms

- One double/queen bed/king bed
- Twin bed is available with prior notice (48hrs prior to arrival)

Room Amenities

No wardrobe – we have hanging space with hooks on the wall.

For guests with a hearing impairment, the following emergency evacuation procedures apply to ensure safe evacuation: Not specified

- Televisions are equipped with closed captioning capability
- There is contrast between the walls, skirtings, floor and furniture
- Doors open fully against the adjoining wall
- There is a clear opening at least 850mm wide
- There at least one chair with rigid arms
- The bedside lamp switch is easy to reach from the bed
- There is at least 850mm clear space beside the bed
- The bed height is no higher than 680mm from the floor
- There is at least 130mm clearance under the bed
- The business offers a range of non-allergenic bedding
- Non-allergenic cleaning products are used

Bathrooms

The bathrooms have the following facilities/amenities in place

- All heating appliances and hot water pipes are protected or insulated
- All shower, bath and basin taps are clearly differentiated between hot and cold
- Fixtures and fittings have rounded edges
- The door is at least 850mm wide
- There is a minimum of 850mm beside the toilet
- Handrails are fitted
- There is a minimum of 1400mm of clear space in front of the toilet
- The toilet seat is a contrasting colour to the floor
- The toilet seat is 460mm above the floor
- A range of non-allergenic toiletries are available
- There is a roll-in shower with a shower chair in our Accessible ensuite room
- There is a portable shower head on flexible hose in our Accessible ensuite room

PHOTOS BELOW ARE FROM THE ACCESSIBLE ROOM ENSUITE IN ROOM 7



COMMON AREAS

Swimming pool

- Swimming pool is enclosed by a pool fence, with one step down to the pool deck.
- Pool does not have accessible entry point.
- No lifeguard on duty – parental supervision required for children under 12 years old.



Parks and gardens

- The following parks and gardens amenities are available:



Report Disclaimer

Please note that this business report, provided as a result of the use of the diagnostic assessment, is for information purposes only.

Australian Tourism Industry Council (ATIC) cannot guarantee the accuracy of respondent's answers, or that they are fully representative of your business. Therefore, ATIC does not warrant or guarantee any particular outcome in respect of your businesses self-assessment.

This report is intended as guidance only for your business and should not be relied on for future marketing considerations. ATIC recommends that you seek your own independent advice as well as the results from the diagnostic.

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