



**COPPER
COAST**



Opportunities for the Development of Accessible Tourism on the Yorke Peninsula

Prepared by

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Study undertaken by Travability



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Executive Summary

Background

The Legatus Group on behalf of 3 of its member Councils (Barunga West, Copper Coast and Yorke Peninsula) contracted Travability to expand on the five key recommendations outlined in the Accessible Tourism Experiences Yorke Peninsula - Working towards Disability Access and Inclusion for the Tourism Sector report via further detailed approaches.

The purpose of this project “Design of best practice modules re accessibility for Tourism on South Australia’s Yorke Peninsula” is to expand and cover 3 of the recommendations which are listed below. These in turn will assist the other 2 recommendations.

1. Building an inclusive approach to Tourism
2. Universal Design for Inclusive Communities that enable Inclusive Tourism
3. Enablers of Inclusive Tourism

Report Overview

The Yorke Peninsula currently markets itself as a family holiday destination with its major catchment being Adelaide and through the Mid North and the Riverland.

“If You’re Looking For A Family Playground With Sun, Sea And Sand, It’s Hard To Go Past Yorke Peninsula.”

Its key attributes are its fishing, beaches, surfing, snorkeling and its network of walking trails making up the 500-kilometre trail of Walk the Yorke.

In addition, to the natural assets it has a rich agricultural and mining history with influence of its early Cornish settlers. Those influences can be seen all over the Yorke Peninsula in its mural artworks.

This report analyses the key accessible assets across the Yorke Peninsula and identifies key areas to promote and market as accessible destinations. It also includes a detailed self-audit checklist for businesses, councils and others to use to develop their capacity to service the market and prepare their own Accessibility Guides.

In addition to the checklists, there is a guide to help with the preparation of Accessibility Guides as well as a proposed 4-part online training module that will develop individual businesses’ understanding of the market and how to offer good customer service to travellers with a disability.

Target Market

The natural environment and the existing facilities on the Yorke Peninsula catering for people with a disability as best suited to families. Whether it is a family with children, grandparents, parents or extended family or friends with a disability, the Yorke Peninsula can offer a great accessible vacation. There is a broad range of accommodation and good beach and trail activities available, including the Splash Park at Moonta.

In addition to the family market, there is an opportunity to attract couples, especially during the winter season. The spectacular coastline and scenery are a major drawcard for young couple looking for a romantic getaway. The abundance of land-based fishing options could be a major drawcard for retirees.

Key Locations

Areas identified as key Accessible Tourism destinations:

- **Copper Coast Council** - Port Hughes, Moonta Bay, Moonta and Wallaroo
- **Yorke Peninsula Council** - Port Vincent and Stansbury
- **Barunga West Council** - Port Broughton as a future site for accessible boating.

These areas have accessible fishing and beach access as well as a choice of good accessible accommodation. There both offer a range of non-water-based activities including coastal walks and dining options.

One of the key selling points for families with a disability is North Beach Wallaroo and the ability to drive onto the beach. This is a major drawcard, especially for permanent wheelchair users or families with high care disabled children. It is one of the very few beaches in Australia that offer full drive on and on-beach parking.

Opportunities

In the identified destinations, existing capacity would allow the Yorke Peninsula to develop and market itself as an accessible destination. There are further opportunities to enhance that offering over time and become one of Australia's key accessible destinations.

Changing Places/Adult Change Facility

Port Hughes, Moonta Bay, Moonta and Wallaroo has been identified as a key family destination, especially North Beach. The addition of a Changing Places adult change facility would widen the market to families with high care children or disabled groups of high care adults. There are a number of funding opportunities available and the approximate cost of a changing places facility is \$120k

Beach Access Ramps

A number of potentially good beaches around the Yorke Peninsula are only accessible by steps. The addition of beach access ramps at key locations would widen the opportunity. Moonta Jetty, in front of the caravan park, Office Beach, Stansbury, Port Vincent and Marion Bay are priority examples.

Beach Wheelchairs

There are currently four beach wheelchairs available on the Yorke Peninsula all servicing the Port Hughes, Moonta Bay and Wallaroo area. Ideally, there should be beach wheelchairs available at Port Vincent, Stansbury, Pt Broughton and Marion Bay.

Enhancement of Water-based offerings

Engagement of local operators could broaden the offering of water-based activities.

There are currently renters of kayaks for use on the sheltered bays, the addition of accessible kayaks and/or seat back inserts would allow people with a disability to enjoy the water. Seat back inserts are low cost and local business or charity funding could be sought for the purchase of "outrigger" type kayaks.

There are a number of snorkel and dive operators on the Yorke Peninsula. Encouragement to become a disabled diver instructor would develop a new potential market.

Currently, there is not a Sailability on the Yorke Peninsula. Traditionally accessible sailing using the Hansa class of self righting sailing dingy has been done in a marina environment. Recently Hansa Sailing has developed an off the beach option. The Wallaroo Sailing Club is ideally located to develop a Sailability program. This is another grant funding opportunity and would to the range of opportunities available to attract potential visitors.

Next to the yacht club is a dragon boat club that during the research it was indicated that it may have some members with a disability. Dragon boat racing is an adaptive sport and could be promoted.

Port Broughton is situated on a sheltered estuary that offers land based, estuary and offshore fishing. The chartered fishing industry could be encourage to offer fishing charters for guests with a disability, especially on their shorter estuary trips. Adding a hoist at the Port Broughton boat ramp would offer the opportunity for private boaters with a disability to board their boats and enjoy one of the most sheltered fishing areas on the Yorke Peninsula. An electric hoist was successfully installed by Parks Victoria at their Patterson River launching facility in Melbourne.

Open the Door to Nature

The Legatus Group in partnership with Yankalilla Council have secured funding for an accessible trike project and the Yorke Peninsula has a number of trails that are suitable for wheelchair users and slow walkers.

There are a number of other short walks that involve either soft sand or rough pathways. The use of the Mountain Trike eTrike and Push Trike will open up these trails to a wider range of users. Privately owned equipment could also traverse a wider range of trails. The Open the Door to Nature Project will identify a number of new trails and currently the Department and Land and Water is reviewing its trail classification and amenities within the Dhilba Guuranda-Innes National Park.

Moonta Mines/Moonta Tourist Train

The Moonta Mines precinct is a significant part of the Yorke Peninsula's history. Given the topography, most of the precinct is not accessible to people with reduced mobility or those with vision impairments.

Major upgrades to the site are planned and this represents a perfect opportunity to consider accessibility in the development of new trails through the site. The Moonta Tourist Railway does not cater for people with reduced mobility and wheelchair users. The train is potentially a perfect way for people with a disability to appreciate the history of the Moonta Mine site. There is potential to add a carriage to the train with an appropriate boarding system. There are a number of examples of accessible rolling stock being added to narrow gauge trains including one developed by Puffing Billy in Victoria.

Marketing

While there is a significant amount of good accessible infrastructure on the Yorke Peninsula, much of it is hidden away. Throughout the main body of this report, there is identified existing information that is presented as shaded text boxes. One of the key marketing tools is a good destination wide Accessibility Guide. As much of the information already exists it could be brought together from existing material with the addition of the accessibility data presented in this report. Creating a summary walks page and arts trail page with the identified attractions would give visitors confidence.

It is important that the attractions and accommodation identified have a consistent Accessibility Guide on their own web sites that is linked from the Visit Yorke Peninsula site. Visitors with a disability start on the same destination sites as all other travellers and only resort to blog sites when they can't find information in the mainstream guides. As a potential destination of choice for travellers with a disability, that accessibility information should also be part of the South Australian Tourism site.

Next Steps/Recommendations

Primary Responsibility

The development of Accessible Tourism as a key product offering and point of difference and competitive advantage for the Yorke Peninsula and should rest with Yorke Peninsula Tourism. Yorke Peninsula Tourism is both the face of The Yorke Peninsula to the general public and the industry conduit and facilitation organisation. It has a key role in ensuring that the policies and strategies link to the South Australian Visitor Economy Sector Plan. Accessible tourism needs to become a key visible product offering on the Yorke Peninsula Tourism starting with the key areas already outlined.

The self-audit checklists provided as part of this report should be added to the industry resources section of the Yorke Peninsula Tourism Web Site.

Reference Group

In order to further this report and implement its recommendations, Yorke Peninsula Tourism will need the assistance of a permanent reference group. It is recommended that the existing project reference group be re-constituted as an Accessible Tourism Advisory Committee. Its makeup needs to comprise elected representatives from each of the three councils, a tourism or economic development officer from each of

three councils along with a works engineer, a selection of key business representatives and a representative from the National Parks and Wildlife Service.

Destination Guides

The key to success of the project is to concentrate on the initial areas identified and create and expand on these accessible destinations on the Yorke Peninsula Web site in the same style as the existing destinations, featuring the things to do and places to stay identified in this report.

Selected Itineraries

In addition to the destination guides, it is recommended that 4 Accessible Itineraries be developed in the short term.

1. Long weekend family beach stay centering on Port Hughes, Moonta Bay, Moonta, Wallaroo
2. Week long family vacation
 - Beach fun
 - Selected short walks
 - Art Trail
 - Fishing
 - Snorkeling
3. Fishing adventures
4. Couples art trail and food escape

Business Mentoring

Businesses identified should be monitored and assisted in creating their own Accessibility Guides on their our web sites. It is important that those guides are then linked into the Yorke Peninsula Accessible Destination pages.

Infrastructure Improvements

Changing Places/Adult Change Rooms

Changing Places provide suitable facilities for people who cannot use standard accessible toilets.

A Changing Places facility allows people with high support needs to fully participate in the community. This may include people with an acquired brain injury, spinal cord injury, cerebral palsy, multiple sclerosis, spina bifida, and motor neurone disease, as well as many other people with a disability.

Changing Places facilities provide:

- a height-adjustable adult-sized change table
- a constant-charging ceiling track hoist system
- a centrally located peninsula toilet (a peninsula toilet is located central on a back wall with space for attendants on either side
- circulation spaces as defined in the design specifications
- an automatic door with a clear opening of 950 mm at a minimum (1100 mm for beach and lake locations)
- a privacy screen.

There are two key locations for Changing Places facility:

- Port Hughes, Moonta Bay, Moonta and Wallaroo precinct
- Dhillba Guuranda-Innes National Park visitors centre

The South Australian Department of Human Services has a grant program for the funding of Changing Places Facilities of around \$100,000 per facility. It is recommended that the funding opportunity be explored especially for the Wallaroo North Beach area.

Beach Matting

Beach matting provides a solid surface for people with a disability to traverse soft sand to either the water's edge or the hard sand base at the high water mark. There have been a number of successful trials and permanent installations including Glenelg Beach in South Australia. Beach matting is a candidate for sponsor funding either from local business groups or service organisations.

Several beaches are accessible without the need for matting and should be added to the Accessible Beaches listing. There are currently 7 beaches listed for South Australia. <https://accessiblebeaches.com/directory#accessible-beach-directory>

The Accessible Beaches organisation is experienced in developing plans, costings and assisting with grant and funding applications.

Self Propelled Beach Wheelchairs

Currently, the Yorke Peninsula has 4 beach wheelchairs available for free hire. All of the wheelchairs are "push type" requiring an assistant to push the person with a disability across the sand and into the water. Independence is something sought after by many people with a disability. Self propelled beach wheelchairs are available and are something within the realm of business and service club sponsorship.

Inclusive Playground

The Port Hughes, Moonta Bay, Moonta and Wallaroo region has been identified as a family friendly accessible destination. The addition of a fully inclusive Playspace would enhance the tourism offering, especially on days where weather conditions are unsuitable for beach play.

Since 2006, Touched by Olivia has been Australia's only for purpose organisation focused on the creation of inclusive playspaces. Over the years it has partnered with communities, governments and businesses and has enabled the creation of over 40 inclusive playspaces around Australia. Touched by Olivia projects benefit from our extensive experience and skills in the following areas:

- Community engagement
- Community consultation
- Government liaison
- Research
- Design review
- Fundraising
- Promotion and Awareness
- Advocacy
- Stakeholder engagement
- Post occupancy evaluation

It is recommended that the reference group consider an approach to the touched by Olivia Foundation and explore and scope the building of an Inclusive Playspace. It is envisaged that this would be a minimum of a three-year undertaking to plan and secure the required funding.

Contact details are:

Justine Perkins, Founder

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justine@touchedbyolivia.com.au

Mail: 64 Roseby St, Drummoyne, NSW 2047

Destination Capacity Reviews

Land Based Fishing

Moonta Bay Jetty



The long, L-shaped jetty in Moonta Bay rarely rates a mention in the fishing press, but it can be well worth a visit when tides and weather are favourable. It's the old stand- bys, tommy ruffs, garfish and squid that make up the bulk of the catch at Moonta Bay and it has become a favourite venue with many visiting fishing families.

The tide goes out a long way in Moonta Bay, regularly leaving half the jetty high and dry, but there is still enough water at the seaward end to catch a fish or two. By far the best period to fish from this pier is later in the afternoon and into early evening, especially when the tide is on the way in.

Set up a berley trail to attract gar and tommies and have a squid jig ready at all times. Using a float rig is probably best, with either gents, cray tail or pieces of cockle for bait. Keep hook size down to number eight or smaller and use only as much weight as necessary.

As is often the case at nearby locations such as Port Victoria and Port Hughes, small to medium size snook visit the Moonta Bay jetty at night and these are worth a shot with either minnow lures or strip baits. A sliver of squid or fish fillet on ganged hooks will often attract their attention, but you will need a small bean sinker or several split shot to add some casting weight to the rig.

Accessibility information

Disabled parking is provided adjacent to the jetty on a level asphalt surface. The jetty is a wooden structure with close fitting wooden boards. It has level access from the car park. A handrail and raised kicking boards are provided on both sides of the jetty platform. The rail provides an excellent rest for fishing rods. Halfway along the jetty is a netted swimming area and observation deck. Both of these are accessible by stairs only.

An accessible toilet is available next to the Splash Park at the top end of the car park. Additional accessible parking is provided adjacent to the Splash Park.

To the southern side of the jetty there is an asphalt ramp that leads down to the beach. The beach is very shallow for a long distance and is subject to significant tides.

On the northern side of the car park is a covered BBQ pavilion, containing one BBQ and two tables. It has a concrete floor and level access from the car park.

Wallaroo Jetty



The Wallaroo Jetty is one of the best fishing jetties in the state. Extending out for 869 metres into water that is up to 10 metres deep, the jetty is home to a wide variety of birdlife as well as many marine species. Amongst the types of fish anglers may catch are snapper, squid, flathead, tommy ruff, garfish, snook, salmon and mullet.

Accessibility Information

Accessibility parking is provided at the top end of the car park. The surface is asphalt with a curb cut leading to the footpath to the jetty. The jetty has a concrete surface for approx 2/3rds with the remaining being wooden sleepers. The surface is uneven with large gaps between the boards which could be a tripping hazard. The spur on the right side of the jetty is accessible but the deep sea fishing can only be achieved from the end of the jetty. There is level access from the footpath access road.

The Cafe Mia is accessible with both outdoor and indoor seating. Accessible toilets are available at the rear of the cafe.

There is a coastal path leading north from the jetty that is a wide flat concrete surface.



Port Hughes Jetty



The Port Hughes Jetty is one of the most popular year-round fishing spots on Yorke Peninsula. Blue swimmer crabs, tommy ruff, garfish and squid are the regular fare. If you enjoy walking you can walk from the Port Hughes Jetty along the foreshore and beach all the way to the Moonta Bay Jetty.

Accessibility Information

Accessible parking is available next to the jetty and in front of the toilet block. The surface is flat asphalt. The surface of the jetty is wooden planks and it is fitted with rails and bump strips. An accessible unisex toilet is located on the opposite side of the car park.

Ardrossan



There are two jetties at Ardrossan, one of which is open to public access and is very popular with visiting anglers. The second, much longer jetty is off limits to land-based fishers, but can be visited in a small boat. An oversized replica of a blue crab greets you as you approach the town jetty, providing a definite clue as to what you can expect to catch.

Tommies, squid, snook, blue crabs, salmon trout and mullet are bagged regularly from the public jetty, as well as a few school mulloway for those who put in the time. It is probably at its best from late afternoon and into the evening, especially from October through until Easter.

Accessibility Information

An accessible car parking spot and loading zone is provided next to the jetty. The car park is a flat asphalt surface with level access on the jetty. The surface of the jetty is concrete and the deck is wide. Adjacent to the jetty is a ramp that leads down to the beach. There is a large covered pavilion on the beach. An accessible unisex toilet is located in the car park area, opposite the jetty.

Port Vincent

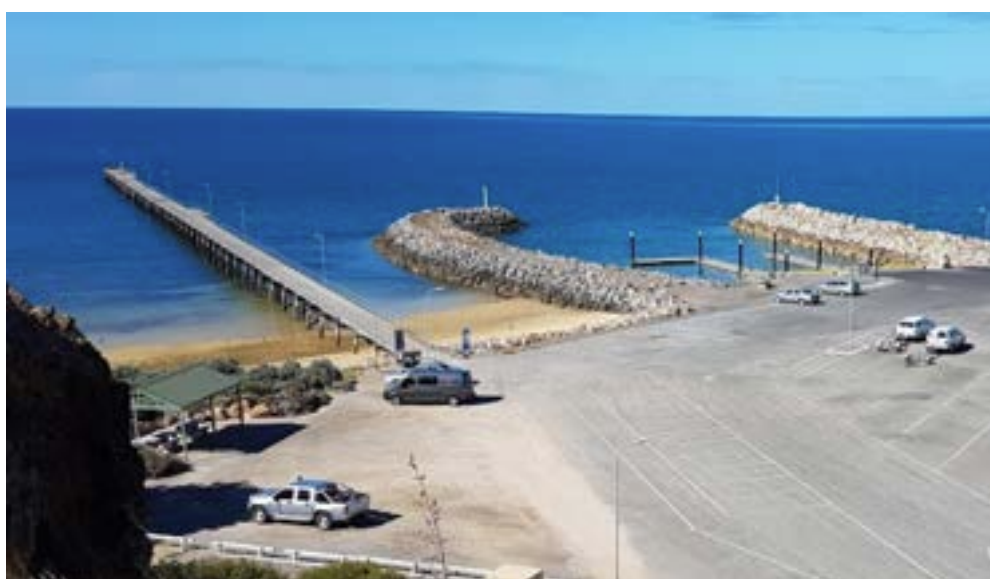


Port Vincent has no jetty for recreational fishing, but there is a conveniently located wharf that attracts plenty of interest from visitors. Tommies and mullet are regular catches from the wharf, along with the occasional nice bream. Best results from the wharf seem to come from late afternoon into the evening.

Accessibility Information

There is an asphalt car park adjacent to the wharf with level access onto the wharf deck. The wharf is a smooth concrete surface. There is an accessible toilet adjacent to the wharf car park.

Stansbury



Stansbury has an excellent jetty that attracts a lot of visiting anglers when the weather is right. This jetty

is good for blue crabs in the summer, as well as squid, mullet, gar, tommies and snook at night under the lights. The Stansbury jetty also produces some thumper King George whiting at times. The best whiting come from the seaward end, where the bottom is a mixture of sand, tape weed and low limestone outcrops. Don't expect to catch a bag limit of whiting from the jetty, but hauls of half a dozen fish per angler are common and some are better than 40 centimetres.

Accessibility Information

The jetty and launching facility share a common car park. There are no designated accessible parking bays. To the left of the jetty in front of a picnic pavilion is a large area to park. The jetty has level access from the car park and has a concrete surface. An accessible toilet is located in the car park.

Wool Bay



Wool Bay has one of the best squidding jetties in South Australia. A casual stroll along the jetty will reveal wall-to-wall squid ink, indicating just how many of the delectable cephalopods are caught here annually. It's a busy jetty during holiday periods and on warm summer evenings, but squid numbers are still high. Tommies and some nice gar are also available from the jetty, with best catches coming from late afternoon through into the evening. Use a floating rig and gents for bait and make sure you have a steady berley source to entice and hold the fish. A mixture of soaked stale bread, bran and some tuna oil will usually have the tommies and gar lined up for a feed.

Those keen enough to fish well into the wee small hours often do best at Wool Bay, with the period around sunrise sometimes prime time for calamari. Artificial squid jigs generally work well, but employing a 'teaser' line with a whole tommy ruff or gar regularly improves the catch.

Accessibility Information

There are no designated disabled parking bays. The car park is large and has an asphalt surface. The jetty is concrete and has a level surface from the car park. There are no accessible public toilets in Wool Bay.

Edithburgh



Edithburgh is one of the few jetties that consistently produces King George whiting, which are generally caught by casting well out from the south-eastern corner. There has also been the odd big snapper taken from the jetty, so it's well worth setting a big bait on the bottom while concentrating on smaller species

Accessibility Information

There is limited parking next to the jetty. The lower section is flat. From the main street of the town there is a significant slope down to the jetty. The car park surface is paved and smooth on the left hand side and rough gravel on the right. There is level entry onto the concrete jetty. The jetty has vehicle barriers across its entrance and wheelchair users will need to use the wider gap on the left hand side. There are no accessible toilets at the jetty. The nearest are the Edithburgh Institute, Corner Blanche & Cross Street, or the Edithburgh Tidal Pool, O'Halloran Parade.

Marion Bay



The long jetty at Marion Bay is legendary for its big squid and there are thousands of mullet caught along the beaches from Easter onwards. Seaweed worms are the 'gun' bait for these tasty little fish and they are

quite easy to come by in piles of decaying ribbon weed found lying on the beach. Keep the tackle really light for the best results on mullet and have a good supply of bread-based berley on hand to maintain their interest.

Accessibility Information

The car park is shared with the adjacent boat ramp. It is a large asphalt area with no marked parking bays. There is level entry from the car park to the jetty and the jetty deck is wooden planking. There are no accessible toilets at the jetty. The nearest is at the Marion Bay Community Hall in Slow Street. It is signed from the jetty.

Stenhouse Bay

Once one of Australia's richest gypsum mining areas, Stenhouse Bay has the southernmost jetty on Yorke Peninsula. The jetty used to be off limits to recreational anglers, but when the gypsum mine closed, the 290 metre pier was upgraded and set aside for visiting fisher folk to enjoy.

This is a great place to fish for big sharks if you have the right equipment, but most who visit the jetty try for tommies and squid. There are no lights on the jetty for night fishing, so a good lantern is an important part of the kit.

Mullet are often caught in the shallows, with tommies, squid and a few snook coming from deeper water. There have been big snapper taken from the end of the jetty, but the abundant rays will usually grab a bait on the bottom and make life tough for all but the most determined angler.

Accessibility Information

The jetty is accessed from the car park via a gravel pathway. It is a fine gravel with a smooth surface. It can become rutted after heavy rain. It is a moderate slope down to the jetty over a distance of 250 metres. The jetty is wide and smooth. There are no accessible toilet facilities at either the car park or the jetty with the nearest being at the National Park entrance visitor information centre.

Point Turton



Point Turton jetty fishes well year-round, but it is the warm summer evenings that attract most visiting anglers. Float fishing with gents for bait will produce the tommies and gar and it's a good idea to have a couple of small lures in the tackle box for snook. It is not uncommon to see small yellowtail kingfish

around the Turton jetty, but they are often difficult to catch.

Accessibility Information

The jetty has an asphalt car park with a slight downhill slope towards the jetty. There are no designated disabled parking bays. The jetty has a wooden deck with level access from the car park. There are no accessible public toilets in Point Turton.

Port Victoria



The town jetty is a good one for squid, snook, gar and big tommies at night, whilst offshore there are plenty of snapper and big whiting. Wardang Island protects the bay at Port Victoria from strong onshore winds.

Accessibility Information

The jetty has an asphalt car park. There are no designated disabled parking bays. The jetty is wooden with level access to the right of the jetty building. An accessible toilet is available at the jetty.

Port Broughton

Port Broughton has developed an enviable reputation over the years as one of Australia's premier locations for truly big snapper. This rather unique inlet from upper Spencer Gulf offers many angling alternatives, from light estuary through to heavy offshore. The inlet itself is almost totally protected from strong winds and provides some first class fishing for yellowfin whiting in the winter time.



Jetty based options

Yellowfin to 40 centimetres provide terrific light tackle action from the jetty, with tube worms, prawns and clickers the preferred baits. Yellowfin are caught day and night and most who are there at the right time have little trouble filling a personal quota.

There are salmon trout, mullet and tommies available for much of the year, along with some nice garfish when conditions are calm.

The jetty is accessed from the coastal promenade which runs for approximately 1.2 kilometres along the beach. The jetty is level and wide with a good wooden service. Handrails are provided on both sides of the jetty. There is a public toilet immediately adjacent to the jetty which has an accessible cubical.

As the estuary is sheltered and provides good access to estuary and open sea fishing Port Broughton is one of the most suitable locations to develop boat fishing options for people with a disability. The encouragement of local fishing charter companies to develop options for people with a disability should be considered.

For people with their own boats the installation of a hoist at the Port Broughton boat ramp, similar to one installed at the Patterson River ramp in Melbourne, is a development opportunity for the future.

Beaches and Pools

Splash Town and foreshore playground



Splash Town – Copper Coast features racer slides, kids slide, large tipping bucket, water mushrooms and more located on the Moonta Bay foreshore in the Copper Coast.

As part of the \$1million Council received in Drought Funding under the Federal Government Drought Communities Programme - Extension, 4 shade sails have been installed ready for the season opening!

Accessibility Information

The water park surface is level with level access from the front of the play area and from an access ramp in front of the toilet block. The water mushrooms and tipping bucket can be enjoyed by children and parents in a wheelchair and access to the base of the water slides is also wheelchair accessible. The water slides require the climbing of a short set of stairs. Accessible toilet facilities are available at the toilet block in the water park area.

Moonta Beach



On both sides of the jetty are beaches. To the southern side of the jetty there is an asphalt ramp that leads down to the beach. The beach is very shallow for a long distance and is subject to significant tides. There are

rocky sections closest to the jetty, but there is clear sand to the south.

An accessible toilet is available next to the Splash Park at the top end of the car park. Additional accessible parking is provided adjacent to the Splash Park.

Port Hughes South Beach



South Beach can be accessed from West Terrace. There is an asphalt car park with one designated disabled parking space. Access to the beach is opposite the disabled parking bay. The path to the beach is initially asphalt, but the last 30 metres is soft sand. The nearest accessible toilet facility is at the Port Hughes Jetty. The south beach and jetty car parks are adjoined by a small grassy park and playground.

Wallaroo North Beach



North Beach in Wallaroo is one of the last remaining beaches in South Australia that you are able to drive your car down on to the sand. Being over two kilometers long there is plenty of room for everyone to enjoy the wide white sandy beaches and the great outdoors. Being able to drive onto the beach is perfect for people with a disability. Not only does it make it easy transport accessible equipment, it also provides a shelter and refuge for those with temperature sensitivities. It is an ideal location for families. An accessible toilet is available at the nearby North Beach Reserve in Clayton Drive.

The sand is hard packed making it an ideal location for beach wheelchairs, either those available from the Copper Coast Council or for those bringing their own.

Office Beach Wallaroo



Office beach is located next to the Spencer Gulf Searoad Ferry Terminal. It is serviced by an asphalt car park, there is one designated disabled parking space. Access to the beach is via a short but steep set of stairs and two ramps. The steps have a handrail either side which would aid people with mobility impairments but are ambulant. The two ramps would require assistance for permanent wheelchair users. The beach has shade sails.



Port Vincent



Port Vincent is well known as a holiday playground and is an ideal location for fishing, boating, sailing, swimming and snorkelling. With a magnificent coastline and sheltered bay, Port Vincent is a popular holiday

destination and retirement town.

The beach stretches from the Marina in the North to the Aquatic Centre next the caravan park in the South. From the marina to the wharf access to the beach is across a short section of soft sand. Parking is available all along Marine Parade. One of the best access points is immediately to the north of the wharf. There are accessible toilets at the wharf. A covered shelter is located on the beach opposite Way Street.

From the wharf to the aquatic centre there is a sea wall with steps down to the beach. There is an asphalt ramp, used for yacht launching immediately adjacent to the aquatic centre which provides wheelchair access to the beach. It is a convenient point to the caravan park.



Beach Wheelchairs

The Copper Coast Council has four wheelchairs that are available to the public. The chairs are suitable for all ages and can be used on the beach and in shallow water. The wheelchairs are “Sandcruisers” with large balloon tyres. They are not a self propelled type but are easy to push across the wide beaches of the Yorke Peninsula. The chairs are collapsible and will fit into a conventional vehicle. The chairs are available free of charge to the public, however, a security deposit may be required

They are available by arrangement from the following locations:

- Port Hughes Caravan Park - 8825 2106
- Moonta Bay Caravan Park - 8825 2406
- Wallaroo Tourist Park - 8823 2531



The Yorke Peninsula Council has a Beach Trakka chair available free of charge at the Minlation Information Centre, 18 Main St. It is a rigid construction and requires the user to have a trailer to transport it.

Walks/Trails

Inneston Historic Walk



A 2 kilometre loop, allow 1 hour. The walk is graded as a class 1 trail with a smooth fine gravel surface. It would be suitable for most wheelchairs with larger front casters or a freewheel attachment. The trail is well marked and meanders through the old gypsum mining area. Interpretative signs tell the story of the early days. Be aware of unstable ruins. The nearest accessible toilet is at the park entry visitors centre at Inneston.

Stenhouse Bay Lookout Walk



A 2 kilometre loop, allow 1 hour. Starts from the jetty car park and leads around the cliff tops through low closed coastal heath. Nine lookouts with interpretive signs provide an insight on natural and cultural history of the area. Spectacular views over Investigator Strait. The trail is rated as a class 1 trail and is a mainly flat well defined trail with a surface of fine gravel. It would be suitable for most wheelchairs with larger front casters or a freewheel attachment. The nearest accessible toilet is at the park entry visitors centre at Inneston.

Cape Spencer Lighthouse Walk



Located in the Dhillba Guuranda-Innes National Park the Cape Spencer Lighthouse Walk is a class 1 trail. It is a short walk, 600 metres or 1 hour return and it provides spectacular views from Cape Spencer, including of the Althorpe Islands. The surface is hard packed gravel. The trail starts with a short descend and ascent before a relative flat final section to the lighthouse. The nearest accessible toilet is at the park entry visitors centre at Inneston.

Ardrossan – Tiddy Widdy Beach Walking Trail

Trail goes along the entire length along the front of Ardrossan cliff tops to Tiddy Widdy Beach. Distance 3 kilometres, can be accessed at many different points. Wheel chair accessible, easy walk. The gradient is flat for the duration of the walk. The surface is smooth fine gravel. An accessible toilet is available at the Ardrossan Jetty.

Edithburgh Mosaic Trail



The Mosaic Trail begins at the main jetty in Edithburgh, following the coast around to Sultana Point. The trail includes interpretive signage and 94 mosaics.

The walking trail is hard gravel, and is suitable for wheelchairs, prams, walkers and cyclists. The walking trail ends in Sultana Point when it joins the roadway at the beginning of the town. An accessible toilet is available at the Edithburgh Institute Corner Blanche & Cross Street, Edithburgh.

Port Moorowie Coastal Walk

The reef walk is 1 kilometre in length and begins at the central car park. It is suitable for wheelchair access. The walk has seating along the way and stair access to beaches. An accessible toilet is located in Marine Parade between the boat ramp and Gilbert Point.

Point Turton Seaside Walk

A bitumen walking trail extends from the Salesian Camp (where there is car parking) for a distance of 1.5 kilometres towards the jetty and caravan park. An interesting scenic walk along the beach front to the caravan park.

Stansbury Coastal Walk

Approximately 2.4 kilometres return walk of paved pathway from the town jetty along the foreshore through the Seaside Markets site to Foreshore Caravan Park was completed in 1999. Dolphins can often be seen gracing the shallow waters of the bay in the early morning and late afternoon. Accessible toilets are located at the Stansbury Playground and at the jetty.

Mill's Gully Lookout

This wheelchair accessible walk is situated on the northern town boundary, this area was originally the town rubbish tip until the 1960's and was redeveloped for the Stansbury Progress Committee by the Green Corps group in 2001. View Oyster Bay, Gulf Saint Vincent, the Stansbury jetty and the township from the cliff top. A great photo stop. Interpretive signage depicts some local history and a picnic setting amongst the natural bush completes this small reserve. Accessible toilets are located at the Stansbury Playground and at the jetty.

Kadina Heritage Walk

This is a self-guided historical walk with brochure, prepared by the Copper Coast Council. As a town walking trail is it suitable for people of all abilities. The duration is 1 - 2 hours. This trail takes in the following sites:

- Town Hall
- Uniting Church
- Masonic Lodge
- Anglican Church
- Bews Fountain
- Rotunda
- Rosewornes Kadina
- Royal Exchange
- Post Office
- Ascot Building
- Mitchells Building
- Russacks Building
- Fairy Doors
- SA Banking Company
- Old Railway Station
- Senior Citizens Hall
- Butcher Shop
- Wombat Hotel
- YP County Times
- Kadina Hotel

An accessible toilet is located at Victoria Park, Graves Street.

Wallaroo Historical Walking Trail

This is a self-guided historical walk with brochure, prepared by District Council of the Copper Coast. As a town walking trail is it suitable for people of all abilities. The duration is 1 - 2 hours. This trail takes in the following sites:

- Old Post Office
- Old Bond Store
- Cornucopia Hotel
- Town Hall
- Railway Station
- Sonbern Lodge Motel
- St Mary's Anglican Church
- Wallaroo Primary School
- Residence of Caroline Carleton
- Rotunda - Davis Square
- Globe Inn
- Police Station and Residence
- Court House
- Copper Smelters Office
- Hughes Chimney Stack
- Bews Square

Accessible toilets are located at the jetty, office beach, and at the adventure playground in John Terrace.

Moonta Historical Town Walk

This is a self-guided historical walk with brochure, prepared by District Council of the Copper Coast. As a town walking trail it is suitable for people of all abilities. The duration is 1 - 2 hours. This trail takes in the following sites:

- Town Hall
- Roach's Butcher Shop
- Martin's Shop and Residence
- Former Moonta Institute
- Former Bank of SA
- State Bank
- Shop and Residence
- Former Prince of Wales Hotel
- Thomas Shop
- Birks Chemist Shop
- Formerly National Bank
- Beytheins Shop
- Marshall Building
- Moonta Hotel
- Rossiter's Store & Residence
- Royal Hotel
- Druids Hall
- Post Office
- Cornwall Hotel
- Shops
- Former Union Bank
- Salvation Army Hall
- School of Mines
- Row Cottages
- Bible Christian Church
- Wesleyan Methodist Church
- Queen Square

Accessible toilets are located at Queen Square, in Henry Street and at the Ellen Street car park.

Copper Rail Trail

An 8 kilometre sealed shared cycling and walking trail, the Copper Rail Trail follows the old railway line between Wallaroo and Kadina. It takes around 30 minutes to ride (one way) and two hours walking. Along the trail, you'll find sheltered areas to stop for a break and interpretive signs showcasing the history of the trail. The rail line was in use from the 1860's to the 1900's, and then again from 1992 to 2017 as the line for the tourist train service operated by Yorke Peninsula Tourist Railway. At 8 kilometres it is long to call a fully accessible trail. However, with power assist devices or power wheelchairs this trail is a possibility for a number of disabled visitors. There are only 2 shelters along the 8km track, the track is approximately a metre above road level so once you are on the path there is no way of getting a wheelchair off of the track if needed.

Moonta Area School Memorial Trail

The Moonta Area School Memorial Trail covers a 100 year timeline commemorating the conflicts Australia served in during the twentieth Century. There is a sign board giving a brief history of each conflict. Along the 275 metre trail you will also find signs for each year of the twentieth century with highlights from the history of that year. The walls are made from copper stone donated by the Poona Mines North Yelta. Servicemen and women born in Moonta are represented on the roll of honour.

Moonta Mines

There are three trails through the Moonta Mines precinct. At this stage none are suitable for people with a disability, especially those using wheelchairs and mobility devices. We understand that there are major new developments planned including 8 more trails. It is a perfect opportunity to consider accessibility needs in the planning and design of those trails and access to the significant historic items within the precinct.

Port Broughton

Just inside of the entrance to the Port Broughton Area School is the Remembrance Walking Trail, a 1km long trail through natural scrubland where 103 small metal signs detailing a significant World event from each year between 1899 and 2001 have been placed.

Pt Broughton Historical Walk

Approx 3km long and takes walkers past 15 of the most significant buildings and locations within the town that are etched in its history.

The Encounter Trail

The trail starts at the Pt Broughton Jetty takes walkers on a short walk along John Lewis Drive past the holiday homes and shacks. Five information boards along the way, the path finishes at the Bayside Caravan Park.

Fisherman's Bay Trail

The trail starts at the Pt Broughton Jetty and follows the coastline with lawns, sand and shacks to the east and sea water & the curved Mundoorra Arm to the west. The walk is 6km long.

Moonta Tourist Railway

The railway is currently unsuitable for people with limited mobility or permanent wheelchair users. In the redevelopment of the site there should be consideration to the inclusion of an accessible carriage and loading ramp to the attraction. For people with limited mobility the train has the potential to bring the mine experience to them. Puffing Billy in Victoria is a narrow gauge tourism railway that has had to deal with the confines of historic architecture and rolling stock in developing solutions for mobility impaired passengers. We have worked with Puffing Billy Railway and would be happy to make the necessary introductions to share some of solutions with the Moonta Tourist Railway.

Yorke Peninsula Art Trail

Explore the Yorke Peninsula Art Trail to discover colourful murals, statues, mosaic creations and photo opportunities across the region. All of the selected murals and displays below are either viewable from your car or from accessible footpaths or trails.

Bear Rock & Clown Rock, Yorketown

Located in Weaners Flat Reserve are two large colourfully painted granite rocks – one a bear and the other a clown. These rocks were relocated from the roadside halfway between Stansbury & Yorketown to the reserve in Yorketown.

Blue Lime Café Mural, Stansbury

Local artist Ann Harris painted this huge mural in the main street of Stansbury across 3 years. The mural covers the exterior walls of the Blue Lime Café along St Vincent Street and depicts Stansbury's history and

colourful characters.

Centenary Garden mural, Yorketown

This large mural is painted on the wall of Murdock Motors in Yorketown and is a backdrop to the Centenary Gardens located in the centre of the town.

Coobowie Water Tank Mural

Completed in just 16 days by artists Creature Creature & Jason Parker, the mural on the Coobowie Water Tank shows birdlife seen in the waters of Coobowie's Bay & Estuary, with local flora species depicted throughout the mural. The nearby shed has a mural showing a part of Coobowie's history, when a rodeo was once held in town.

Cousin Jack and Jenny mural, Moonta

Just one of the many pieces of art in Moonta's Queens Square, the Cousin Jack & Jenny mural is on the wall of the public toilets.

Edithburgh Museum mural

Another piece by local artist Ann Harris, this mural on the outside wall of the Edithburgh Museum was painted in 2014 and depicts the history of Edithburgh.

Edithburgh Water Tower Mural

Celebrating the marine life found near Edithburgh's jetty, this water tower design was created by 3 artists – Mike Makatron, Conrad Bizjak & Dylan Butler. The vibrant colours depict Edithburgh's underwater and natural attractions with marine species including Leafy Sea Dragon, Cuttlefish and Striped Pyjama Squid; a stunning sunrise with local birdlife in flight, and the iconic Troubridge Island Lighthouse.

Fairy Door Trail, Kadina

Follow the Fairy Door Trail through Kadina's CBD, with fun colourful fairy doorways to be found at footpath height of many businesses.

Foreshore Changeroom Murals, Stansbury

Commissioned in 2014, local artist Ann Harris created 3 murals on the foreshore changerooms at Stansbury, with each artwork depicting difference scenes. One mural reflects the busy days of the Stansbury Seaside Markets, held monthly from October to April; while another shows the biennial Wooden Boat Regatta. The third mural is in honour of the war memorial and depicts those who served in conflict.

Garage Diner Mural, Edithburgh

Painted on the side of the Garage Diner in Edithburgh, this mural is sea themed with underwater marine

life and nearby Troubridge Island.

Hardwicke Bay mural

Painted by local landscapes artist Jason Swales, this beach themed mural on the Hardwicke Bay foreshore public toilets features seascapes and pelicans and is one of the most scenic loos on the peninsula.

Kadina Jewellers mural

Located on the wall of Kadina Jewellers in Graces Street, this large 20m x 3.4m mural covers the whole of the eastern wall. Created by artist Nicky Create, it's a great opportunity for a photo, complete with swing for posing.

Kadina Water Tower mural

The Water Tower next to the old Kadina Railway Station on Frances Terrace, has a fresh look as it overlooks the central business area. With a nod to the regions origins, the mural depicts a young maypole dancer holding wheat sheafs and copper reflecting the Cornish history, along with a steam engine representing the rail line that once ran alongside the tower, plus poppies signifying a memorial to fallen soldiers.

Moonta Bay mural

Located within the jetty car park near Splash Town Water Park, this mural portrays a Moonta Bay beach scene, complete with horse & cart when the jetty was a bustling trade port.

Mural of Shipping scene, Wallaroo

Located on the side of a building on the corner of Hughes Street & Wildman Street, this mural features Wallaroo jetty, shipping activities including carriages on the jetty carting goods for sea transport.

Mural of various Wallaroo scenes

On the corner of Owen Terrace & Jones Street is a shipping mural, showing scenes from Wallaroo's past as a bustling seaport to sailing ships from all over the world.

Neddy draft horse statue, Gundersen Reserve, Ardrossan

Using pieces of metal, machinery parts and rod welded together and created by artist Ty Manning, the life-size Neddy statue celebrates the draft horse and their contribution to dryland farming.

Piano Park Bench, Moonta

The Piano Park Bench in Moonta's Queens Square was erected as a monument to former Moonta resident John Henry Thomas, who was a composer, singer, musician, choir member & band master for over 50 years.

Pitt Street Murals, Stansbury

Located on the side of the former Butter Factory on Pitt Street, this large mural depicts Stanbury's history and was painted by local Tania Heaslip.

Port Hughes Seamen's Memorial, Port Hughes

Located on the Port Hughes foreshore this memorial has a nautical theme with a sailing ship, and is in honour of those who lost their lives at sea in the waters off Port Hughes & Moonta Bay.

Port Vincent Water Tower

The Port Vincent Water Tower tells the story of Port Vincent, inspired the town's history, boating, fishing, beach & family fun in the design created by artist Joel Van Moore & Elizabeth Close, painted by Camilo Delgado & Jasmine Crisp. Comprising past, present and future elements, the design reflects the heart of Port Vincent along with Narungga people's connection to the land and coast.

Rainbow Mural, Moonta

Designed & painted by artist Nicky Create, the Rainbow Mural is located on the side of the Nook & Nourish café in Moonta. With vibrant colours, the mural is a popular spot for group photos or selfies

Stansbury Water Tower

Created by artists Mike Makatron & Conrad Bizjak, this artwork took just 13 days to complete. Celebrating Stansbury's distinctive coastline of Oyster Bay, the design features Norfolk Island Pines, Stansbury Jetty, the iconic Blue Swimmer crab, Oysters, Pelicans, and Dolphins.

Tiddy Widdy Beach Stobie Pole Art Trail

Enjoy the colour, creativity and sense of community while soaking in the sea views and sea breeze along this leisurely 1km art trail. Admire more than 50 pieces of Art across 26 Stobie Poles along the coastline with the theme 'What's Wonderful about Yorkes'.

Wallaroo Historical Buildings mural, Wallaroo

On both sides of the students hitting wall at the Wallaroo Primary School, artist John Whitney has created a sporing theme mural on one side, and on the other a Wallaroo map, heritage buildings and the origins of Wallaroo's name 'Wadla Waru'.

Wallaroo Museum mural

Painted on the western side of the Wallaroo Museum, this mural commemorates the first steam train in Wallaroo in 1927.

Weaners Flat Mural, Yorketown

The Weaners Flat mural was commissioned as part of the biennial Yorke Peninsula Art Exhibition and completed by artist Sam Brooks over 4 days. The design aspects pay homage to unique elements of Yorketown's community, all tied together by the 5 main roads that meet at the town's centre.

Wombat Sculptures, Moonta

Located in Moonta's Queen Square, this pair of wombat statues celebrates their pivotal role in the discovery of copper and the subsequent copper mining boom in Moonta in 1861.

Yorketown Water Tower Mural

Showcasing the Yorketown community and its surrounding landscapes, artist Jasmine Crisp's design on the water tower on the outskirts of town includes canola & wheat crops, bottle brush, pink lakes (of which more than 200 salt lakes are scattered around the Yorketown district), and the Royal Flying Doctor Service's plane.

Minlaton

Harry Butler Red Devil Memorial and the Captain Harry Butler murals.

Pt Clinton

Colourful mural on the public toilet block and the murals on the Pt Clinton Community Hall.

Ardrossan

The Ardrossan Visitor Centre features a full size mural recognising the contribution local farmer, Clarence H Smith made to farming.

Pt Turton

The BBQ Shelter backdrop mural.

Corny Point

3 sided mural on the Public Toilet Block.

Pt Victoria

Mural on the Public Toilet Block.

North Beach (Wallaroo)

Mural located at the North Beach Playground, Clayton Drive.

Moonta

A new Mural is currently being painted at the Ellen St Carpark. Artist - Julie Cheshire

Wallaroo

Artist Julie Cheshire has just completed the 150m long Wallaroo Railway mural on the wall along the walking path in front of the Wallaroo Library. It depicts Wallaroo's rail, nautical, aboriginal and smelting history.

Our Silo's (Wallaroo)

Images are projected on the silo's every night. The narration is played on the local radio station ?Gulf FM 89.3 Images are provided by members of the community and themes are changed every 3 months to coincide with different events in the region.

Pt Broughton

The Toilet Block near the Jetty has sea-themed a mural painted on.

Accommodation

BIG4 Breeze Holiday Parks - Port Hughes



Beach View Villa - Sleeps 4

The two bedroom villa is fully self-contained and sleeps up to 4 people. There is a the main and second bedroom both equipped with queen beds. The lounge and dining area is open plan. The unit has a fully equipped kitchenette.

This spacious villa is also perfect for people requiring wheelchair accessible facilities, it includes wide doorways and large accessible bathroom with roll in shower, stainless steel handrails and folding seat in shower. The villa complies with the Australian Standard 1428.1-2009.

Family Villas

These spacious 3 bedroom villas sleep up to 8 people and are fully equipped. The main bedroom features a queen sized bed along with an ensuite bathroom, the second bedroom has another queen sized bed and the third bedroom has two sets of single bunk beds. Linen is included on all beds.

Family Villa #23 is also perfect for anyone requiring wheelchair accessible facilities, it includes wide doorways and large accessible bathroom with roll in shower, stainless steel handrails and folding seat in shower. The villa complies with the Australian Standard 1428.1-2009.

Moonta Bay Holiday Park



Moonta Bay Holiday Park is situated on 2 levels of west facing foreshore land with 188 metres of absolute beach frontage.

There is a selection of powered sites on the upper level with access to the laundry, childrens bathroom and special access bathroom as well as the park attractions. A newly refurbished camp kitchen is spacious and well suited to wheelchair users with low level microwaves and a selection of open ended dining tables.



It is a short walk/roll around the concrete foreshore path to the Moonta Jetty and beach access.

Moonta Bay Cabins

Moonta Bay Cabins is located at 42 Coast Road Moonta Bay. It has 15 newly refurbished cabins including an accessible cabin suitable for wheelchair visitors.

The Deluxe Cabin contains 1 bedroom with a double bed and bunk bed arrangement. With one bathroom and a kitchenette, this cabin is suitable for up to 4 guests. It has an adjacent car park and ramped entry.



Wallaroo Beachfront Tourist Park



Situated on the picturesque beach front of Wallaroo Bay, Wallaroo Beachfront Tourist Park is the idyllic location for either a family holiday or romantic escape.

Located within walking distance of the main street, the park offers a sense of natural serenity, paired with the convenience of nearby shops and local attractions.

The park has accommodation to suit all guests, from deluxe units with 2 bedrooms, en suite toilet, breakfast bar, lounge room, and balcony; to gorgeous luxury beach front units featuring all of the best facilities.

For guests wishing to get back to nature, the park also offers fully powered grassed camping sites, so you can pitch a tent, pour a drink, and watch the sun go down.

The park has facilities for travellers with a disability that either a cabin or pitch a tent.

Amenities block: Disabled facilities can be found within the Men's and Women's sections of the amenities block.

There are 2 x 2 bedroom beachfront units and 1 x 2 bedroom villa with disabled facilities.

The 2 bedroom Villa has 1 queen bed and 2 single beds. This can be changed to a hospital bed if required. There are also 2 beach wheelchairs available for use.

Edithburgh Caravan Park



Located on the South-Eastern tip of South Australia's Yorke Peninsula, Edithburgh's Caravan Park is the perfect base to explore the beauty of the peninsula.

Overlooking one of the best boat ramps on the peninsula, it is located in close proximity to surf beaches, rugged coast as well as child safe beaches and a tidal swimming pool.

The park has a modified unit with open plan accommodation. It has a Flat screen TV, Queen bed and two bunk beds. The unit features a Microwave and Bench top oven as well as a Cook top and Fridge. Crockery

and cutlery is provided in the modified kitchen with lowered bench tops. Linen is provided. As this unit is disabled friendly, the bathroom is fitted with grab bars extra and has wheelchair access.

Port Vincent Foreshore Caravan Park



Recognised as the most outstanding Tourist and Caravan Park at the 2016 and 2012 Yorke Peninsula Regional Tourism Awards, the Port Vincent Foreshore Caravan Park is situated on the absolute beachfront overlooking a beautiful sheltered bay.

Its unique position on Surveyor Point, giving access on one side to a beach that is excellent for swimming and other aquatic activities, and on the other side perfect for fishing, crabbing and birdlife observations.

Purpose built Accessible Villa

This Absolute beach frontage, spacious, luxurious 3 bedroom villa has been completed at the Port Vincent Foreshore Caravan Park. The villa is situated on the northern tip of Surveyor Point with a deck overlooking the spectacular 270 degree views of St Vincent Gulf and the Bay. It sleeps up to 8 people and contains a luxury ensuite with and a disabled compliant second bathroom. It has a main bedroom with ensuite, the bed faces large windows that gives you the sunrise and 180 views of the beach. the 2nd bedroom is a large room with a queen size bed and a single bed, the 3rd bedroom has a bunk and a single bed. the villa has a large, modern kitchen that is fully equipped, and opens up to the large living area that faces the beach with Large windows

There is also a small cabin built 20 years ago that is wheelchair accessible with accessible facilities but it is not compliant with current standards. Eg. Toilet height etc.

Androssan Highview – Holiday Park



The “Highview” is currently one of the Peninsula’s highest rating holiday parks with all own Ensuite Accommodation and Sites.

It has been the winner of the first two KESAB business presentation awards for the area, in 1987, 1990, 2002 and also 2004.

It has 5 chalets that have limited wheelchair access. The chalets feature clean linen, Queen Bed, TV, Microwave, self contained Kitchen, Internal Ensuite.

Thje they also have a set of bunks set of bunks sleep 4-6 people

The bathrooms are an open wet room design, but there is a glass partition next to the toilet limiting maneuvering room. Shower chairs available on request.



Androssan Caravan Park



The community owned Ardrossan Caravan Park is only a short stroll to the main street shopping & services, the beach and the jetty; a great spot to drop the crab pots or throw in a line.

There's a range of accommodation options to suit every holiday maker from a variety of cabins, to powered sites and unpowered camping areas.

There is one accessible Queen ensuite cabin available. It is an open plan with 1 x Queen, 1 x triple bunk (small singles suitable for children only)

The cabin features, LCD TV, reverse cycle air conditioning, refrigerator, microwave, stove, pots & pans, toaster, kettle, cutlery, crockery & glassware. Bedding & towels provided. Iron & ironing boards available from the office.

The park also caters for campers with a disability with 3 amenity blocks with disabled facilities throughout the park.

Black Point Camping ground



Black Point Camping Ground (signposted as Harvey Camp Ground) is the perfect base from which to explore this delightful region of South Australia.

It is a small camp ground consisting of 13 powered sites, 5 of which are overlooking the beach. The caravan and motorhome sites are on a well maintained gravel surface with power and town water connected while the tent sites (sites 3-5) are situated on a lovely area of green grass with water available near by.

A public ablution block is open 24 hours a day. There are male and female toilets with disabled access as well as male and female hot showers and laundry facilities.

The caretaker calls each day to clean the amenities and to collect the fees. The Park is pet friendly. There are steps to the beach in front of the park, however access can be gained for wheelchair users via the boat ramp immediately adjacent to the park.

Coobowie Caravan Park



Coobowie Caravan Park is situated in the heart of Coobowie with a stunning view of the bay and beautiful beach. The park is close to the business centre of Coobowie, with the Coobowie Shop, Coobowie Hotel, and Coobowie Corner all within walking distance.

There are accommodation options to suit all visitors.

For campers the Ablutions block has disabled bathroom.

There are 2 ramped Deluxe cabins but the bedrooms are a tight squeeze to manoeuvre into. Bathroom has a shower with hand-held shower rose and there is a small lip into shower base.

There is also a ramped Spa Villa. Room to move around but shower is over the spa bath.

Corny Point Caravan Park



Corny Point's unique location means that you are never too far away from Lower Yorke Peninsula's best sights, spots and natural attractions including conservation parks and Innes National Park. There's certainly no need to rough it here at the park. A wide choice of accommodation is complemented by modern spacious amenities, complete with wheelchair facilities, a coin operated laundry and linen hire service. What's more there's also free-to-use undercover outdoor areas with dining areas, BBQ's and recreation activities.

There is 1 unit that is wheelchair accessible however the bathroom is not connected with the unit and is 10 metres away from the amenities block with the disabled facilities.

Port Turton Caravan Park



Point Turton is a peaceful seaside town overlooking the beautiful, calm waters of Hardwicke Bay. It is very popular as a tourist destination because of its sheltered bay which allows year round boating, fishing and sailing. As well as being centrally located for those wishing to explore the scenic Innes National Park or the many nearby coastal towns of the Southern Yorke Peninsula.

The Point Turton Caravan Park is uniquely nestled in the disused historic flux quarry and overlooks the jetty and boat ramp.

All cabins are positioned on the absolute seafront with panoramic views over Hardwicke Bay. All Caravan Sites are powered and well sheltered.

2 and 3 Bedroom Luxepods

Set at the most premier location within the caravan park overlooking the spectacular Hardwicke Bay, these brand new state of the art modern luxury pods offer something for everyone. Specifically designed for outdoor living & fully self-contained, the Luxepods are set to impress. The bathroom bench tops & bedroom side tables in each pod have been constructed from reclaimed jetty timbers originally from our very own Point Turton Jetty, which adds a distinctly local element.

- Disabled accessible ensuite
- Ramps for disabled access
- R/C air conditioning
- Fully equipped kitchen including dishwasher
- Modern lounge & living area
- TV in main bedroom
- High end interior design features
- Reverse cycle air conditioning
- Large outdoor deck with outdoor dining table & lounge
- Sufficient parking for a car & boat

Marion Bay Caravan Park



The Marion Bay Caravan Park has been designed as a bush camp, while providing central facilities and services that allow you to have a comfortable and enjoyable stay. Feel right at home amongst the shady native trees with just a short walk to the sheltered beach and Marion Bay jetty.

Relax in the luxurious self contained units and a modern camp kitchen in a bush setting provides you with a great facility after a hard days exploring or fishing in the Innes National Park and surrounding coastline and beaches.

Mobility Villa's – 2 Bedroom (1 & 2)

Two bedroom spacious and self contained villa with ramp access to the Deck to enjoy the views. Queen bed in main bedroom, two sets of king single bunks in 2nd bedroom. All linen/towels provided. Sleeps a

maximum of six (6) people.

Features Include :-

- Ramp Access
- Split System Air Conditioning
- Heating & Cooling
- Refrigerator
- Cooking Facilities
- Gas Cooktop/Electric Oven
- Microwave
- Toaster & Kettle
- Crockery/Cutlery
- 2 Vast Television/DVD Player – TV is intermittent, please bring your favourite DVDs
- Disabled Access Ensuite
- Hair Dryer
- Insect Screens
- Clock Radio
- Iron and Iron Board
- Vacuum Cleaner
- Deck with 2 seater outdoor setting
- Non-Smoking Rooms



Stansbury Caravan Park



Located on the foreshore of panoramic Oyster Bay, Stansbury Caravan Park the park has stunning ocean views and accommodation to suit all needs.

The park caters for campers with disabled facilities located in the amenities blocks throughout the park. 1 unit has a ramp and wider doorway, safety rails in toilet room and open shower.



Stansbury Holiday Motel



Stansbury Holiday Motel is situated overlooking the scenic Oyster Bay on the coast of the Southern Yorke Peninsula. All of the rooms in our single storey motel complex are clean and spacious, with uninterrupted views of the gulf by day and the twinkling lights of Adelaide at night. A great destination for a long or short getaway. The motel has one disabled access studio room. It has a ramp into the room, wide doorways and a full open plan wet room bathroom. There are small handrails in the shower and next to the toilet.



Port Vincent Motel and Apartments



Situated on the Main street of the delightful sea-side village of Port Vincent, Port Vincent Motel & Apartments is ideally located to the towns facilities while being only 150m from the calm waters of Gulf Saint Vincent. All rooms enjoy some free WiFi, with extra available for purchase. Free BBQ facilities are available as well as a fish cleaning area, Crab cooker and pay per use Laundry facilities. There is a large covered & lawned/paved area at the back of the property with tables & chairs, for guests to enjoy a quiet drink or let the children play.

There is a ground floor Superior Studio Apartment access suite. with the following features:

Wide doors & Tiled floors for easier access

- Queen sized bed
- Large bathroom w/- shower & toilet
- Well equipped Kitchen w/- dining area
- Lounge area w/- Sofa & TV
- S/S Air conditioned
- FREE WiFi
- All Linen & Towels supplied

The apartment is an open plan design with ample room for wheelchair and mobility device users. The bedroom is large with good access room beside the bed. The bathroom is a full wetroom. There are no grab rails in the shower and a single grab rail in front of the toilet. The shower has two detachable shower roses and two sets of controls.



Point Vincent Beach Front Break



Beach Front Break is a modern self contained beachfront property, just 300 metres north of the Port Victoria

Jetty. You can enjoy 180 degree views of Port Victoria bay, coastline & Wardang Island.

Beach Front Break is ideal for families travelling with elderly relatives as it is a single-level holiday house, doorways are wide and bathrooms are easily accessible.

There are 4 bedrooms, 2 with queen beds and 2 with trio bunk beds (double on bottom, single on top).

Quilts, pillows and blankets are provided, bring your own linen or hire from Country Getaways.

There is ducted reverse cycle air-conditioning in all bedrooms. along with fans.

There is a well equipped kitchen with dishwasher, coffee plunger & machine, and and large refrigerator/freezer. There is a high chair and baby bath available and two bathrooms (no bath) with large showers (shower chair provided if needed).

Other features include two televisions, both with DVD players, large lounge/kitchen/dining room with reverse cycle air conditioning and an alfresco area under the main roof.

There is a washing machine, dryer and barbecue. Off-street parking for 3 vehicles with room for a boat. Pets not permitted

Beachfront Break is a great getaway for summer or winter for families or couples. Access to the beach is 20 metres away.



ISO 21902:2021 Accessible Tourism for All

Since the project was commissioned, the ISO organisation has issued ISO 21902:2021 Accessible Tourism for All. ISO is an independent, non-governmental international organization with a membership of 165 national standards bodies. Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market relevant International Standards that support innovation and provide solutions to global challenges. It is Headquartered in Geneva Switzerland.

ISO 21902 is the first International Standard for accessible tourism. The standard was developed in recognition that for over a billion people worldwide living with some form of disability travelling can be difficult. The standard provides a guide to industry on how to remove the barriers and create equal access. The new standard is intended to cater to anyone involved in, or touched by, tourism. This includes national tourism administrations and tourism boards, municipalities, and public entities in charge of infrastructural policies, development and legislative/regulatory frameworks. It will also benefit all travel and tourism businesses, such as tour operators and travel agencies, transport providers, accommodation facilities, hospitality and catering, as well as support players such as architects, ICT developers and, of course, the tourists themselves.

The standard covers the following key areas:

- Core requirements and recommendations
- Policies and Strategies for the Public Sector
- Transport
- Urban and Rural Tourist Spaces
- Leisure Activities
- Meetings, Incentives, Conventions and Exhibitions
- Accommodation
- Food and Beverage Services
- Tour Operators and Travel Agents

All of the checklists that have been prepared for this project have been checked against the new ISO standard as has the marketing approach developed for the Yorke Peninsula to ensure that they are in accordance with the guidance of the standard.

Self Audit Check Lists

What is Inclusive Tourism?

All sorts of terms have been used to describe this growing market from Barrier Free Tourism in the United Kingdom, Accessible Tourism in Australia, Access Tourism in New Zealand. All of those terms have their foundations based on the physical term of “access” More often than not those expressions also have a narrow interpretation as people think of them applying only to travelers with a mobility related disability. More correctly what we are describing in talking about Inclusive Tourism is an environment where people of all ages and abilities are felt welcome and wanted as customers and guests.

Market Size

Since 2014 several pieces of research around the world have placed the value of the market at between 14% and 20% of the total tourism spend. The growth rate is tracking at three times the rate of tourism as a whole. It is being fuelled by the aging and retiring baby boomer generation. Most western countries have a very similar age distribution. Research by McKinsey & Company in the US found that the Baby Boomer generation controls 60% of total wealth and 40% of total expenditure and in areas such as hospitality and leisure the spend was 50%. When looking at that population segment, at age 65, 40% of the group has an age-related disability and by age 75 that climbs to 60%. Extrapolating the spending power and the disability statistics the market is worth 25% of the total tourism spend. The retiree market has also changed with the Baby Boomer generation. This generation is very different from the generations that came before it. It was born into optimism and was also adventurous. It was the Baby Boomers who first backpacked their way around the world, first invented adventure tourism and trekking, and lived by their Lonely Planet guides. The sheer size of the generation meant that they always had the market power to demand products that suited their needs, after all, it was this generation that caused Levis Strauss to alter the cut of their jeans to cater for a middle-aged spread when they turned 40. As retirees, that adventurous spirit remains as does the expectation that the tourism industry will develop a range of inspiring products and experiences that suit their expectations and their aging needs.

Over the last ten years, we have also seen major developments in adaptive equipment. Everything from off-road wheelchairs, sit skis, advanced hearing augmentation, visual wayfinding, etc that are opening up new opportunities for people with a disability.

“American adults with disabilities or reduced mobility currently spend an average of \$13.6 billion a year on travel. Creating accessible cruise ships, accessible ship terminals, accessible ground transportation, and accessible tourist destinations is not charity. It is just good business.”

The late Dr Scott Rains, a US expert on Accessible Tourism

Enhance your Utilisation by providing the right information

For many tourism operators, catering to the accessible tourism market is extremely cost effective. Many will already have the physical assets to cater for the market, the missing link is often the detailed information required to allow a potential visitor to make their own informed decisions as to whether a facility or experience is suitable for their needs.

Customers who have specific access needs are part of every tourism “segment”. Their interests are as wide as any other group of people. They may be looking for mountain adventures, concert performances, a seat at the AFL Grand Final, a honeymoon hotel or a business lunch. In business terms, they are simply ‘customers’ but they need good access – otherwise they will choose to go elsewhere. They also travel with family and friends so you could not just be losing one customer but potentially many more. It is about gaining market share.

Key elements are:

- Don't assume all disabilities are the same
- Don't hide the information, put it where the rest of the facility information is. Bookings are often made by friends, family or employers. Headings such as "special facilities" or "compliance requirements" are meaningless and demeaning.
- Provide enough detail
- Use photographs of your accessible facilities
- Include people with a disability in your general marketing and imagery

Purpose of this guide

Design that caters for the needs of everyone is formally known as Universal Design or Design for All. Sometimes the smallest things like providing a walking stick holder at your reception desk, making sure planter boxes are not placed below lift call buttons and ensuring bathroom and kitchen taps provide purchase for those with a poor grip, can make a huge difference to the experience of your guests. This guide encourages owners and operators to take a fresh look at their premises from the point of view of someone with a disability. Further, good design for someone with a disability is better design for everyone and will be appreciated by young families with prams and pushers, the elderly and for businessmen with heavy suitcases. The workbook is not a statutory audit checklist, it is designed to be used as a "walkthrough" tool to enable you to collect information on your facilities. It collects the sort of data that is important to a various range of disabilities and will allow people with a disability to make an informed decision as to whether a facility is suitable for them or not.


Most of the data collected with this guide should be available on your web site. The best facilities will remain invisible to your potential customers if they are not promoted. Terms such as "we have an accessible room" is largely meaningless as is the simple use of the "wheelchair" disability symbol. Having a tag line of "call us for accessibility information" is putting potential customers at a disadvantage over other customers searching on the internet and potentially putting your establishment at a competitive disadvantage over your competitors.

Introduction

The checklist is divided into a number of sections to reflect the diversity of tourism businesses. The core module applies to all businesses and all disability categories.

Core Module

Question	Action	Accessibility Guide
Which of the following disability types does your business cater for?	Tick all applicable	We cater for the following: (include all ticked)
People who are blind or have low vision	✓ ✗	People who are blind or have low vision
People who are deaf or have low hearing	✓ ✗	People who are deaf or have low hearing
People who use wheelchairs or mobility scooters	✓ ✗	People who use wheelchairs or mobility scooters
People with specific dietary requirements and food allergies or intolerances	✓ ✗	People with specific dietary requirements and food allergies or intolerances
People with cognitive disabilities or people on the Autism Spectrum	✓ ✗	People with cognitive disabilities or people on the Autism Spectrum
People of large body size	✓ ✗	Many of the mobility features apply to this group of people, additional features such as wider chairs, higher chairs and lounges that are easy to get in and out of as well as weight rated furniture should be noted
Does your business have a listing with the ATDW	YES/NO	
Have you completed the ATDW accessibility criteria questions	YES/NO	Ensure the link to the accessibility guide on tour web site is included in the ATDW accessibility module
Does your business offer multiple methods for booking and enquiries?		
Phone	YES/NO	
Email	YES/NO	
Web portal	YES/NO	
Does your site support Screen Readers?	YES/NO	
Do forms have high contrast boxes and submit buttons?	YES/NO	
Does your business offer any of the following alternative communication methods?	Tick all applicable	We offer the following alternative communication methods: (List all available)

Question	Action	Accessibility Guide
Does your business use Plain English?	✓ ✗	
Braille Displays	✓ ✗	
Magnifiers available	✓ ✗	
Other	✓ ✗	List
If bookings can be made onsite, does the ticket booth/counter/box office offer any of the following?	Tick all applicable	<p>If a ticket booth has any of the described features list them and if it a particular counter or booth describe where the facility is in relation to the entrance.</p>  <p>Include an image of the accessible counter/service desk</p>
Access for people using a wheelchair?	✓ ✗	
Hearing augmentation	✓ ✗	
TGSI markings and colour contrast	✓ ✗	
Does your business use easy to read signage and information (including menus and emergency information)	YES/NO	
Does your business use a Pictorial menu and/or pictorial signage?	YES/NO	
Does your business use Picture boards?	YES/NO	
Does your business have other types of communication aids? E.g. talking mats, introduction cards, community request cards	List all available	List alternatives available
Does your business accept the Companion Card?	YES/NO	
Guide Dogs and Service Animals	Tick all applicable	We provide the following facilities for service animals:
Guide dogs and registered service dogs cannot be refused entry to any business or transport service. Exemptions exist for Zoos, Aquariums and Wildlife Parks with an approved management plan.		
Do you provide a secure area with shade and water for service animals?	✓ ✗	a secure area with shade and water for service animals
Do you provide a toilet area for service animals?	✓ ✗	a toilet area for service animals
Do you provide bowls, bedding etc	✓ ✗	bowls, bedding etc

Core elements



This section contains details of core facilities and their accessibility. Not all features will be applicable to all venues.

Pre-arrival, Arrival and Reception


Question	Action	Accessibility Guide
Does your advertising material, web sites and social media contain information relating to phone numbers available for non-voice communication e: Text, SMS, email and fax?	YES/NO	Information should be included in the "contact" section of your web site
Do you have documents in plain English for people with cognitive impairment? (This may include instructions, guides, menus and general information)	YES/NO	Include a link to these documents in your access guide
Do you have a "social script" guide to your premises or attraction describing the sights, sounds and smells to aid parents/carers prepare visitors in advance?	YES/NO	Include a download link to your social script from the accessibility guide page of your web site
A social script is a plain English document with images that explains the sight and sounds of your business. It is designed to reduce anxiety of potential visitors. Making it editable allows the users to tailor it to their particular needs. It is important to include photographs and even a video if areas are particularly noisy. Images of staff in uniform helps reduce anxiety when patrons are approached by staff.		
Is the social script available in word or other editable formats?	YES/NO	
Do you have quiet periods or early opening times for people on the Autism Spectrum	YES/NO	Note the opening hours in the accessibility guides
Do you have a quiet space for parents and children on the Autism Spectrum?	YES/NO	We have a quiet space available
Is your web site and booking information compatible with screen readers?	YES/NO	
Where access is via intercom or phone is there an alternative procedure and clear written instructions and universal access symbols	YES/NO	Alternative procedures should be noted both in the accessibility guide and in the opening hours section of your web site
Is there seating available at reception?	YES/NO	
Is there a lower counter at reception/ticket office?	YES/NO	

Question	Action	Accessibility Guide
Is there a clip board to allow check-in/ticket purchase while seated?	YES/NO	List the services you offer to aid check-in
Do you have a walking stick holder on your reception counter?	YES/NO	
Do you have a tablet with text to voice or pen and paper available at reception to aid with communication?	YES/NO	
Do you have a picture boards available at reception to aid with communication?	YES/NO	
Is a hearing loop fitted to the reception area?	YES/NO	
Is the lighting in the reception even and glare free to aid lip readers?	YES/NO	
Do you offer large print information sheets and registration forms?	YES/NO	
Is information and a map available in a written format?	YES/NO	
Do you offer a facility map and information in Braille?	YES/NO	
Is there a step free map or guide?	YES/NO	
Do you offer guests a familiarisation tour?	YES/NO	
Are quests given a key to any accessible facilities that are locked?	YES/NO	
Are keys available for each guest?	YES/NO	
Note: a guest with hearing impairment may not hear someone knocking at the door and a patron with a mobility impairment may not be in a position to open the door		
Are quests with a disability noted in the guest log for emergency evacuation purposes	YES/NO	
Do you explain the emergency evacuation procedures on arrival?	YES/NO	
Are guests offered assistance with luggage?	YES/NO	
What accommodations have been made to ensure that people with fatigue related to their disability are not disadvantaged by long wait times?	List all arrangements and procedures available	We offer the following services to reduce wait times. Note: outline if these services need to be pre-booked or are available at a service desk on arrival

Car parking and paths of access

Question	Action	Accessibility Guide
Is a drop-off zone provided?	YES/NO	
Are designated disabled parking bays provided?	YES/NO	
Is there level or ramped access from the car park to the entrance?	YES/NO	
Is the accessible entrance clearly signed from the parking bay?	YES/NO	
Do you provide details of the accessibility of the closest train stations and of the closest bus or tram stops?	YES/NO	Public transport options that are accessible should be listed in the “getting here” section of your web site and referenced from the accessibility guide
Are kerb ramps in place if a pavement or walkway needs to be crossed?	YES/NO	
Is there an intercom system at the entrance of the car park?	YES/NO	
What modifications have been put in place to ensure that a person with a hearing impairment or reduced limb movement is not disadvantaged in using the system?	List the procedures	
Are instructions on how to use the system in Plain English and accompanied by Universal design standard pictures?	YES/NO	

Entrance

Question	Action	Accessibility Guide
Is the path of access to the building slip resistant and even?	YES/NO	
Is the path of access to the building clear of obstructions?	YES/NO	
Are entry doors self opening or fitted with a self closer? (Half open doors can present a hazard to a person with a visual impairment)	YES/NO	 Image of entrance. Should include the access ramp if the entrance is not level entry
Are all glass doors fitted with a visual sighting strip?	YES/NO	


Question	Action	Accessibility Guide
Are the door jams/doors of a contrasting colour to the surrounding walls?	YES/NO	
Are the door handles of a contrasting colour to the door?	YES/NO	
Is all signage written in a contrasting colour?	YES/NO	
Is all signage written in a Sans Serif font and use upper and lower case letters?	YES/NO	
Is the entry door a minimum of 850mm?	YES/NO if not what is the actual width? _____mm	
Is the entry door have self opening or have a light opening pressure if manually operated?	YES/NO	
Is the entrance sill less than 13mm?	YES/NO if not what is the actual height _____mm	
Do entrance door mats have a thickness less than 13mm and with of 750mm or greater	YES/NO	
Note: 13mm is the maximum many wheelchairs can negotiate with small front castors or power chairs with a central set of drive wheels. Mats should not have holes or gaps in them greater than 13mm as they may pose a danger to users of walking sticks and frames. wedge shaped mats are available if the door sill is greater than 13mm		

Lifts/Elevators

Question	Action	Accessibility Guide
Does your premises have a lift(s)		
How many lifts do your have	Number	
Lift location	Description	
Is the lift available to all public floors?	YES/NO	If the lift doesn't service all public areas eg: car park, sun deck, pool, roof top bar, etc it should be noted in the accessibility guide and on the facilities page of your web site
Does your lift contain a visual method of identifying the floor level?	YES/NO	
Do you have a breakdown procedure for lifts containing guests with a hearing impairment?	YES/NO	
Do the emergency procedures within the lift have an SMS contact number?	YES/NO	
Do the lift doors contrast with the surrounding wall finishes?	YES/NO	
Do the lift call buttons contrast with the surrounding wall finishes?	YES/NO	
Do the lift floor buttons have large print numbers?	YES/NO	
Do the lift buttons have braille floor numbers?	YES/NO	
Does the lift have audio floor announcements?	YES/NO	
Does the lift have an easily identifiable/tactile emergency button?	YES/NO	
Is there an external tactile or braille floor indicator near the lift call button?	YES/NO	
This can either be a braille number or a raised floor number		
Do the doors open to a clear span of 880mm?	YES/NO if not what is the actual width? _____mm	
Is the minimum size of the lift 1100mm wide by 1400mm deep?	YES/NO If not what are the actual dimensions Width _____mm Depth _____mm	 Image of lift with doors open

Question	Action	Accessibility Guide
Are the control button heights between 900mm and 1200mm?	YES/NO	
Is there a handrail of a minimum length of 600mm?	YES/NO	

Interior Spaces

Question	Action	Accessibility Guide
Are there clear and unobstructed routes through and between all buildings?	YES/NO	
Are interior walls matte or low sheen?	YES/NO	
Are floors, walls, counters and furniture of contrasting colours?	YES/NO	
Are any protruding or overhanging obstructions at least 2 metres above the floor or are protected?	YES/NO	
Are menus available in large print or Braille?	YES/NO	
Does tableware/glassware contrast with the table surface or table cloth?	YES/NO	
Are floor surfaces hard or short pile carpet?	YES/NO	
Is seating available for guests unable to stand for long periods?	YES/NO	
Are accessible facilities clearly signed and visible from all areas?	YES/NO	
Are all corridors greater than 900mm?	YES/NO	
Do you have a quiet space for parents and children on the Autism Spectrum?	YES/NO	

Public areas

Question	Action	Accessibility Guide
Where display units, Televisions, Video displays etc. are provided are they open captioned?	YES/NO	
Do you have hearing loops?	YES/NO	
Where hearing loops are provided are there symbols displayed?	YES/NO	
Are there areas or even lighting for guests who are lip reading?	YES/NO	
Is seating provided in public areas?	YES/NO	

Displays, exhibits, commentary and live performances


Question	Action	Accessibility Guide
Do you have any displays, exhibits, tour commentary or live performances?	YES/NO	Include a statement outlining wheelchair seating and audio augmentation available
Is seating available?	YES/NO	
Is wheelchair accessible spaces/seating available	YES/NO	
Where audio description is provided i.e. display commentary, tour commentary, is a written transcript available?	YES/NO	
Are hearing loops used for live shows and presentations?	YES/NO	

External paths of travel


Question	Action	Accessibility Guide
Are pathway surfaces concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)	YES/NO	A site map outlining the step free routes should be provided
A good test of a hard packed gravel surface is to ride a push bike over it. If it doesn't leave an imprint it is hard packed.		
Do paths or slopes longer than 15 metres have resting places or seats?	YES/NO	
Are pathways wider than 900mm?	YES/NO	
Are there 3 successive steps or less on any path or at any doorway?	YES/NO	

Question	Action	Accessibility Guide
Are any paths having steps clearly identified as non-wheelchair accessible?	YES/NO	
Are step free routes clearly signed?	YES/NO	


Steps

Question	Action	Accessibility Guide
Are the top and bottom steps easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators)	YES/NO	
Do all steps or staircases have enclosed risers?	YES/NO	
Is the underside of all staircases enclosed or protected to a height of at least 2 metres?	YES/NO	
Are handrails fitted to all open sets of steps?	YES/NO	
Do the handrails extend 300mm beyond the top and bottom step?	YES/NO	
If steps are present are there three steps or less?	YES/NO	

Ramps


Question	Action	Accessibility Guide
Are all fixed ramps 1:14 or less?	YES/NO	
Are hand rails fitted?	YES/NO	
Are long ramps (more than 10m) 1:20 or less?	YES/NO	
If a temporary ramp is used is it in place for the duration of the guests stay?	YES/NO	
Do your ramps have a raised edge of at least 100mm?	YES/NO	

Public Toilets/Adult change facilities

Question	Action	Accessibility Guide
Do you have an accessible toilet for the public?	YES/NO	 <p>Images should clearly show the toilet and grab rails and the sink/basin</p>
Is the door at least 850mm wide?	YES/NO	
What is the actual width of the door if greater than 700mm	_____mm	
Is there a minimum of 850mm beside the toilet?	YES/NO	
Are handrails fitted?	YES/NO	
Is there a minimum of 1400mm of clear space in front of the toilet?	YES/NO	
Does the toilet have raised flush buttons?	YES/NO	
Does the hand basin have lever taps or mixer tap?	YES/NO	
Is there a shelf or counter top next to the basin?	YES/NO	
Is the toilet seat of a contrasting colour to the floor?	YES/NO	
Is the toilet seat 460mm above the floor?	YES/NO	
Do you have a registered changing places facility?	YES/NO	
Where is the nearest changing place or adult change facility?	_____km	
This is more than an accessible bathroom, includes full-sized change table and hoist https://changingplaces.org.au In NSW the alternative is a Lift and Change Facility https://www.facs.nsw.gov.au/inclusion/disability/lift-and-change-facilities		
Do have a facility with an adult change table?	YES/NO	
Is there a ceiling or portable hoist available?	YES/NO	


Hotel Accommodation

Bedrooms




Question	Action	Accessibility Guide
How many rooms are available for guests who use a wheelchair?	Number and configuration including whether they have an adjoining room	 Images showing the room and space around the bed, any desks or tables and any doors to balconies if applicable
Can the bedroom furniture be re-arranged, if requested by the guest?	YES/NO	
Can you accommodate hospital beds if requested and supplied by guests?	YES/NO	
Which types of beds are available in rooms for wheelchair users?	Tick all available	
One double/queen bed/king bed	✓ ✗	
One single bed	✓ ✗	
Two single beds	✓ ✗	
Two double/queen	✓ ✗	
One double/queen and one single	✓ ✗	
Other (Please describe)		
Does the wardrobe have a lower hanging rail?	YES/NO	
Is there a visual alarm fitted to the room?	YES/NO	
If No detail your emergency procedures to ensure the safe evacuation of guests with a hearing impairment		
Are televisions equipped with closed captioning capability?	YES/NO	
Are vibrating alarm clocks available?	YES/NO	
Are the room phones hearing loop compatible?	YES/NO	
Do the room phones have volume control?	YES/NO	
Have your room phones got a visual ringing indicator?	YES/NO	

Question	Action	Accessibility Guide
Are the room phones capable of sending and receiving an SMS?	YES/NO	
Is there contrast between the walls, skirtings, floor and furniture?	YES/NO	
Is there a clear path through the room	YES/NO	
Are the edges of all furniture and fixtures rounded?	YES/NO	
Are wardrobe handles of a contrasting colour to the doors and draws?	YES/NO	
Do your housekeeping procedures instruct staff not to reposition furniture that has been moved?	YES/NO	
Do doors open fully against the adjoining wall?	YES/NO	
Is there clear opening at least 850mm wide?	YES/NO	
If above 700mm what is the actual opening?	_____mm	
Are there luggage racks for at least two suitcases?	YES/NO	
Is there at least one chair with rigid arms?	YES/NO	
Are wardrobe and drawer handles easy to grip?	YES/NO	
Is the bedside lamp switch easy to reach from the bed?	YES/NO	
Is there at least 850mm clear space beside the bed?	YES/NO	
Is the bed height no higher than 680mm from the floor?	Actual height _____mm	
Is there at least 130mm clearance under the bed?	YES/NO	
Are blocks available to put under the bed legs?	YES/NO	
Do you offer a range of non-allergenic bedding?	YES/NO	
Do you use non-allergenic cleaning products?	YES/NO	

Bathrooms


Question	Action	Accessibility Guide
Are all heating appliances and hot water pipes protected or insulated?	YES/NO	 <p>Images of toilet showing the position of the grab rails, space beside and in front of the toilet</p> <p>Images of the shower with either a portable shower chair in position, or if equipped with a fixed shower seat, the seat in the down position showing the relation to the grab bars and the shower controls</p> <p>Image of the vanity</p> <p>Image of the whole room showing the space available</p> <p>The bathroom is a key element for accessibility and the following should be noted in your accessibility guide:</p> <ul style="list-style-type: none"> • All measurements listed in this section • The type of shower seat provided • Whether any other equipment is available eg commode chair, portable hoist, ceiling hoist
Are all shower, bath and basin taps able to be clearly differentiated between hot and cold?	YES/NO	
Do all fixtures and fittings have rounded edges?	YES/NO	
Is the hot water thermostatically controlled to 41 degrees?	YES/NO	
Is the door at least 850mm wide?	YES/NO	
What is the actual width of the door if greater than 700mm	_____mm	
Is there a minimum of 850mm beside the toilet?	YES/NO	
What is the actual width if greater than 700mm	_____mm	
Are handrails fitted?	YES/NO	
Is there a minimum of 1400mm of clear space in front of the toilet?	YES/NO	
Is the toilet seat of a contrasting colour to the floor?	YES/NO	
Is the toilet seat 460mm above the floor?	YES/NO If NO what is the actual height _____mm	
What is the actual height of the toilet seat?	_____mm	
Do you offer a range of non-allergenic toiletries	YES/NO	
Is there a roll-in shower with fold down fixed seat or a shower chair?	YES/NO	
Is there a portable shower head on flexible hose?	YES/NO	
Note: If the shower head is height adjustable it should be set at the lowest height prior to guest arrival		
Is a door fitted to the shower?	YES/NO	
Is it outward opening with a minimum width of 900 mm	YES/NO	

Dining rooms, restaurants, cafes


Question	Action	Accessibility Guide
Does your entrance provide level access?	YES/NO	 Image of the whole room showing table layout Image of the server and ordering desk if applicable Images of bar area If a menu is available online it helps people with a cognitive disability or people with Autism decide in advance what are going to order. If large print or simple English versions are available have them available for download
Is your doorway at least 850mm wide?	YES/NO	
Is there a clear path through the restaurant at least 850 mm?	YES/NO	
Is there level access through the dining area?	YES/NO	
Are chairs moveable to allow for wheelchairs to be seated at the tables?	YES/NO	
Do you have a hearing loop?	YES/NO	 Image of the toilet if provided
Do all glass doors and full height windows have contrast markings?	YES/NO	
Are there areas of full lighting?	YES/NO	
Do you have large print menus?	YES/NO	
Do you have Plain English menus?	YES/NO	
Do you have an accessible toilet?	YES/NO	 Image of the toilet if provided
Is there an accessible toilet close by that is open during your business hours?	YES/NO	
Do you cater for the following dietary requirements?	Tick all applicable	
Sugar free (diabetic)	✓ ✗	
Gluten free (celiac)	✓ ✗	
Lactose free (diary free)	✓ ✗	
Low fat and fibre with no gastric content	✓ ✗	
Low potassium	✓ ✗	
Low sodium	✓ ✗	
Nut free	✓ ✗	
Additive free	✓ ✗	
Organic	✓ ✗	
Vegetarian	✓ ✗	
Vegan	✓ ✗	
Kosher	✓ ✗	

Question	Action	Accessibility Guide
Halal	✓ ✗	
Please detail your procedures to avoid cross-contamination of food products		

Nature and Wildlife Parks and Reserves

Question	Action	Accessibility Guide
Do you allow guide and service dogs into your park?	YES/NO	<p>A park map is recommended. Where a display requires a guest to negotiate steps the map should notate the number of steps required</p> <p>A step free route should be clearly marked. Refer to the paths and trails section and include references where gradients exceed the recommended maximums</p>  <p>Images required:</p> <ul style="list-style-type: none"> • Parking and access route to entry • General images of park layout showing access routes • Images of each major display clearly showing entry and boarding • Accessible toilets • Café, dining or picnic areas
Describe the extend that service animals are permitted and the limitations within the park		
Do you provide a secure area with shade and water for service dogs?	YES/NO	
Do you provide a guide for patrons who are blind or vision impaired?	YES/NO	
Do your displays have glass or mesh viewing panels for children or people seated in wheelchairs?	YES/NO	
Is signage positioned between 800mm and 1200mm above the ground?	YES/NO	
Is signage in a font larger than 18 point?	YES/NO	
Does your signage and information provide pictorial information?	YES/NO	
Are any alternative information sources available e.g. audio, braille, written guides?	YES/NO	
Is seating provided at regular intervals?	YES/NO	
Do aviaries and other enclosures provide level access?	YES/NO	
Do airlocks provide sufficient room for a wheelchair between doors?	YES/NO	
Do you operate a tour vehicle?	YES/NO	
Does it have a wheelchair lift or ramp?	YES/NO	

Tourist Railways

Question	Action	Accessibility Guide
Does your railway accommodate wheelchair users?	YES/NO	List booking requirements Location of toilets at stations and on train if available Method of loading Nearest parking  Stations Loading method, lift, ramp etc Interior of carriage
What method is used to board wheelchair passengers?		
Does every train contain an accessible carriage?	YES/NO	
What is the booking procedure to include an accessible carriage on the train?		
Do the stations contain an accessible toilet?	YES/NO	
Is there an accessible toilet on the train?	YES/NO	

Fairs and festivals amusement rides

General


Question	Action	Accessibility Guide
How many amusement rides does your park have?	Number	<p>A park map is recommended. Where a ride requires a guest to negotiate steps the map should notate the number of steps required</p> <p>Images required:</p> <ul style="list-style-type: none"> • Parking and access route to entry • General images of park layout showing access routes • Images of each ride clearly showing entry and boarding • Accessible toilets • Café, dining or picnic areas

Ride details


For each ride complete the following details

Question	Action	Accessibility Guide
Is there level or ramped access?	YES/NO	
Is there a wheelchair position on the ride?	YES/NO	
Is there a method of wheelchair transfer to the ride?	YES/NO	
Describe the transfer method		
Please describe the ride restrictions (e.g. the need for upper body strength, hand grip etc.)		
Please describe wheelchair size and weight restrictions		
Do you provide wheelchair storage for the duration of the ride?	YES/NO	
Is a briefing given to passengers who are blind or who have low vision?	YES/NO	


If your festival includes a Ferris Wheel complete the following:

Question	Action	Accessibility Guide
Does your wheel include an open or closed gondola?	YES/NO	
Will your gondola cabins take a wheelchair?	YES/NO	<p>Accessibility statement should include all of the measurements listed and the limits on wheelchairs.</p> <p>Loading procedures should be detailed</p> <p>Booking requirements should be listed</p>  <p>Entrance Loading area Gondola cabin</p>
What is the clear opening of the gondola doors?	_____mm	
Does the gondola have level access from the loading platform?	YES/NO	
Are portable ramps available to load a wheelchair?	YES/NO	
What are the maximum dimensions of wheelchairs that can be accommodated?		
Width	_____mm	
Length	_____mm	
Height	_____mm	
Weight	_____mm	
Do you offer loan wheelchairs?	YES/NO	

Play spaces

Question	Action	Accessibility Guide
Is level access provided to play spaces?	YES/NO	<p>A large playspace should have a layout map available</p>  <p>Images required: Parking and entry if applicable General images showing playspace layout and access paths Images of each piece of equipment Seats, shelters, picnic tables, Toilet facilities</p>
Are ramps provided to at least 25% of elevated sections of the play space	YES/NO	
Is the surface of the play space of a composite or rubberized material?	YES/NO	
Are there wheelchair accessible activities?	YES/NO	
Does the play space contain cognitive play panels?	YES/NO	
Does the play space contain tactile play panels or activities?	YES/NO	
Does the space contain colour contrasting elements?	YES/NO	
Is seating provided in or around the play space?	YES/NO	
Does the space contain a wheelchair swing?	YES/NO	

Swimming pools, spas and waterparks

Question	Action	Accessibility Guide
Do you provide beach or pool wheelchairs?	YES/NO	<p>Describe all of the facilities available.</p> <p>If programs for people with a disability are offered describe them</p>  <p>Changing rooms</p> <p>Hoist</p> <p>Pool wheelchairs</p> <p>Images of each pool showing the entry method</p>
Do you have unisex change facilities with an accessible toilet?	YES/NO	
Do you have a hoist available and an adult change table?	YES/NO	
Does your park map include a step free route?	YES/NO	
What accessible entry methods are available to your pools and spas? (Tick all applicable)	Tick all applicable	
Pool lift	✓ ✗	
Sloped/level entry	✓ ✗	
Transfer wall	✓ ✗	
Transfer stairs	✓ ✗	
Accessible pool stairs (hand rails both sides)	✓ ✗	


Parks, gardens and public open space

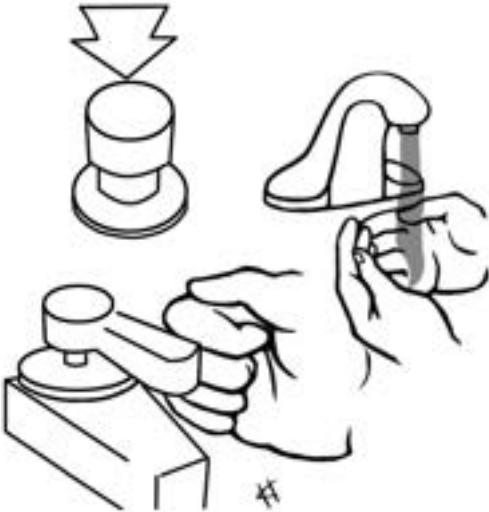

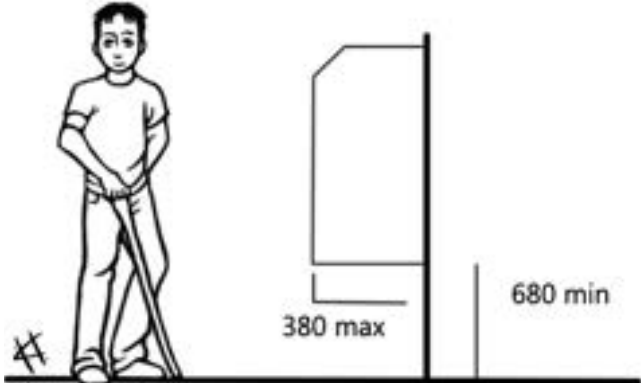
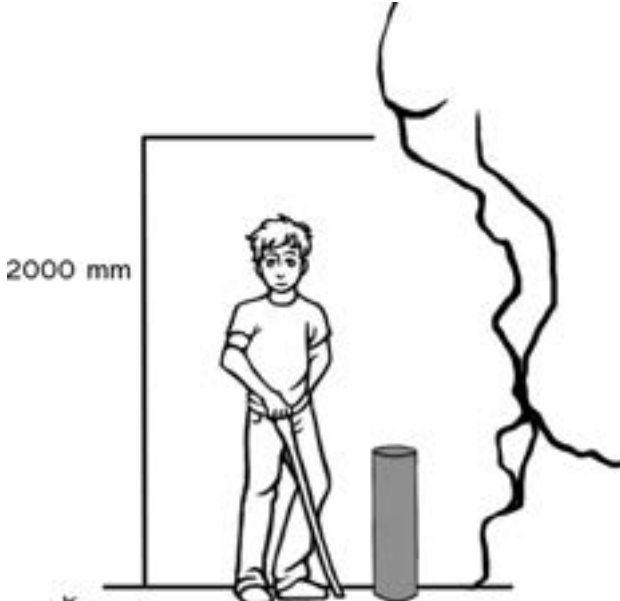
Overview


Outdoor open spaces offer unique challenges from an accessibility point of view as they are built around a natural environment. The key to enjoying nature is to preserve that environment and working with the constraints that it presents.

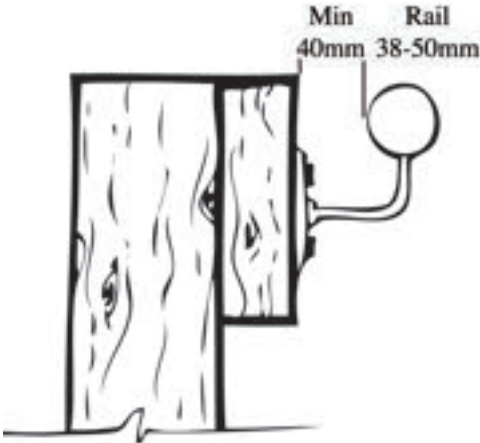
Common concepts and measures

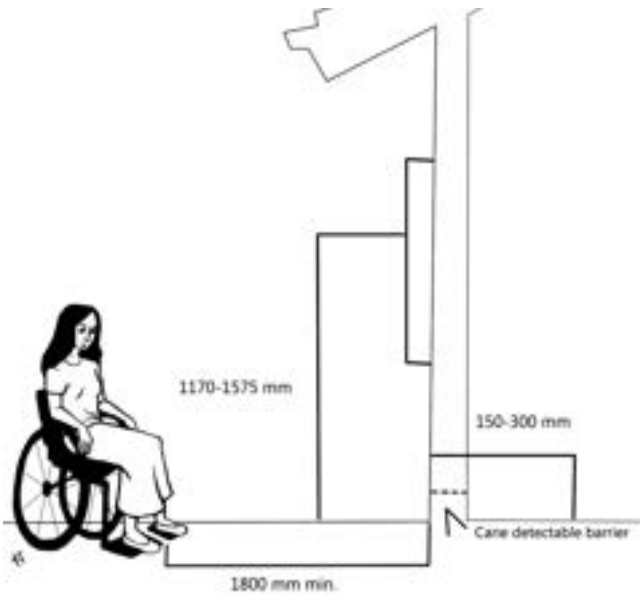
This section defines some common concepts that are then used throughout the individual checklists for structures and features.

Item	Measures
Clear Space to approach object	760 mm X 1200 mm required in either direction so wheelchair user can approach object from front or side. (min area 1200 mm X 1200 mm)
Cross Slope	Maximum cross slope 2% (1:50) in any direction (Up to 3% in areas for drainage requirements (1:33)) Max 3% on paths and trails (up to 5% for drainage if necessary)
 <p>Fig. 1 Cross Slope</p>	
Entrance	<ul style="list-style-type: none"> Doors and gates must be minimum 850 mm wide Easy to operate door handle (lever style) Door requires minimal force to open (2.5 kg max) Accessible path and no barriers to access door No threshold over 13 mm high, where over 6mm high should be bevelled at a slope of 1:2 1500 mm X 1500 mm space in front of all doors with 600 mm clearance beside Clear signage indicating accessible entrance if not principal entrance
Easy to operate hand controls	<ul style="list-style-type: none"> Controls should be operable with one hand (preferably closed fist) without tight grasping or twisting the wrist Operating heights 380 mm- 1200 mm


Item	Measures
 <p data-bbox="240 891 632 925">Fig. 2 Easy to operate hand controls</p>	
No barriers	<ul style="list-style-type: none"> Any object (natural or built) that reduces the path of travel to less than 920 mm wide or has a gap over 13 mm wide or threshold greater than 13 mm No gratings running parallel to travel path unless less than 6 mm apart
No hazards	<ul style="list-style-type: none"> There is adequate warning for hazards (signage) All ground level hazards are protected No hazards exist hanging 2000 mm from above Objects should not protrude into the path more than 300 mm with a maximum of 680 mm above the ground
 <p data-bbox="347 1955 612 1989">Fig 3 Ground level hazards</p>	 <p data-bbox="1038 1977 1286 2011">Fig. 4 Overhead Hazards</p>
Knee clearance	Clearance under counters/objects 680 mm high X 760 mm wide X 480 mm deep

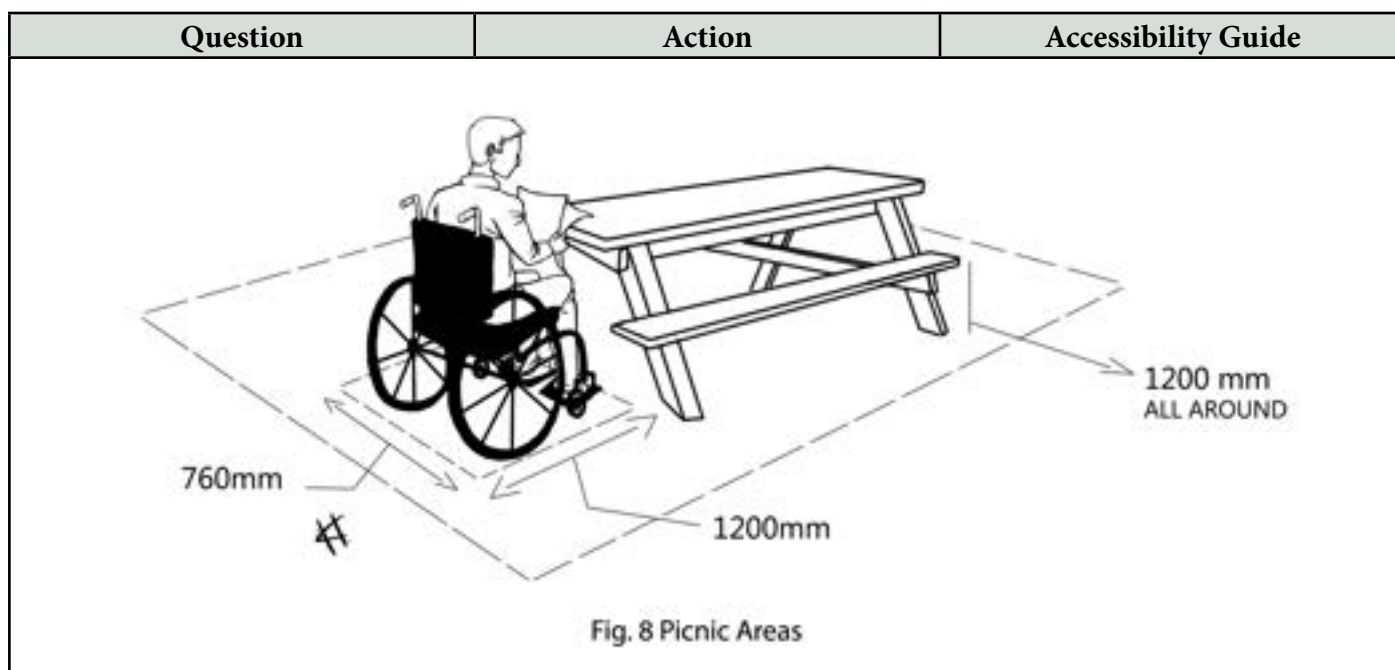
Item	Measures
	 <p data-bbox="710 918 885 952">Fig 5 Knee Clearance</p>
Stairs	<ul style="list-style-type: none"> • Handrails and stair details as per National Construction Code (NCC) • Slip resistant surface • Stairs must have opaque risers • Handrail 865-965 mm in height, extends 300 mm past top riser and continues one tread depth plus 300 mm parallel to floor past bottom riser • Handrail continuously graspable along entire length at least on one side • Detectable end markers to warn of ending handrail • Detectable tactile warning surfaces to warn of upcoming stair in urban settings and high use areas. • If used, should be used consistently throughout site • Luminance contrast strip 50 - 75 mm wide full width of step
Ramps	<ul style="list-style-type: none"> • Maximum 1:14 rise (7.14%) • Minimum 920 mm wide • Maximum cross slope 2% to ensure drainage • Landings 1500 mm in length by width of ramp required at top, bottom and at changes of direction in ramp, as well as for every 910 mm vertical rise • Handrails required on both sides of ramp if slope steeper than 1:20 • Handrails not required if ramp rise is less than 150 mm • Handrails continuous the full length of the ramp, 860-965 mm above ramp surface • Edge protection is provided if drop off is greater than 600 mm

Item	Measures
	 <p data-bbox="715 808 877 835">Fig. 6 Railings</p>
Surface	<ul style="list-style-type: none"> • Firm, stable (Could a person ride a narrow tyred bicycle without making ruts? Max 6 mm indentation), with an accessible cross slope • Examples of surfaces include finely crushed aggregate, reinforced grass, paving, compacted wood chip surfaces, paving • Stairs, ramps, docks should have slip resistant surfaces • Devoid of drainage culverts or spoon drains
Signage	<ul style="list-style-type: none"> • 24 point font with high contrast between foreground and background) • Minimal glare and reflection • Alternate formats exist at entrance of key buildings and amenities • Signage should be observable from seating or standing positions (centre of sign 1170-1575 mm above grade) • Alternate formats at entrance of all buildings and amenities • Signage uses simple language or symbols • Braille or audio sign information boards


Item	Measures
	 <p>Fig. 7 Signage</p>
Tactile Ground Surface Indicators (Visually Impaired Visitors)	<ul style="list-style-type: none"> • Use of TGSIs (Tactile Ground Surface Indicators) the rubber strips with dots or stripes - warning visually impaired of hazards, change of surface, stairs, ramps, roads and guides in appropriate direction • Handrail end returns at the ends of all handrails - warning visually impaired of the end of the handrail • Colour contrast, tactile signage and the International symbol of access usage • Lighting and shade that impact on facility access and for paths to facilities • Once used TGSIs must be used throughout the site

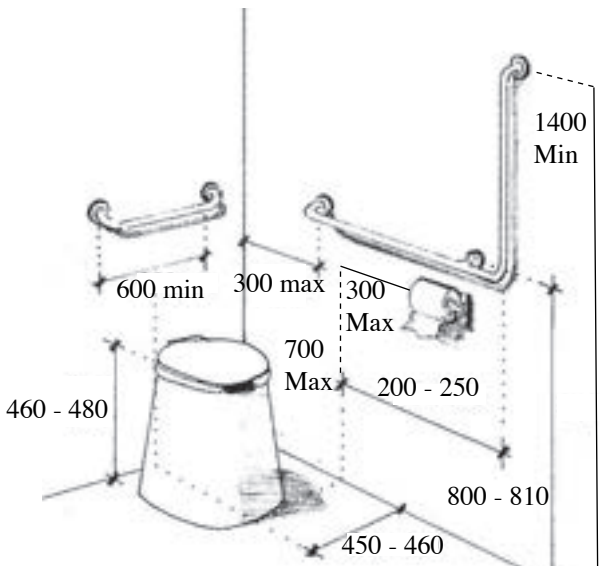
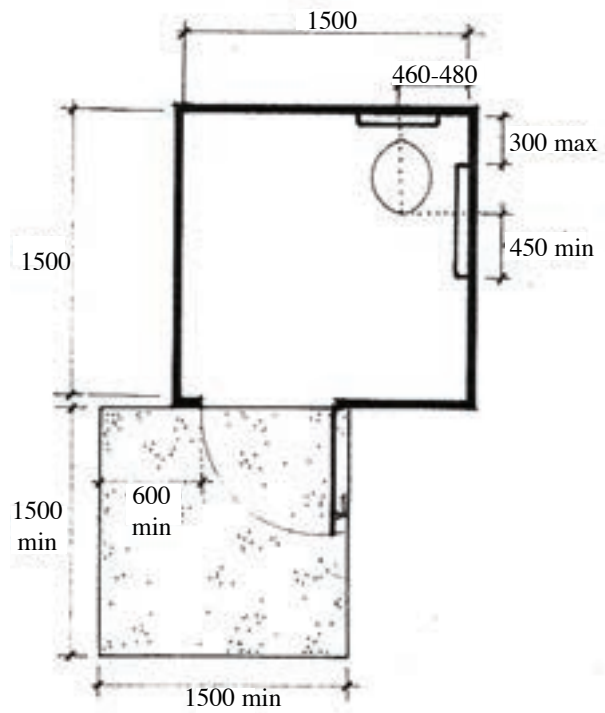
Picnic Areas/Pavilions

Question	Action	Accessibility Guide
Does the area have an Accessible surface ?	YES/NO	 <p>Picnic table with its surrounds, close up of the knee clearance and overhang, access path to the table/s</p>
Is there a minimum of 1200 mm clear space around the picnic table?	YES/NO	
Is there knee clearance at at least one spot at picnic table?	YES/NO	
Can the picnic table or picnic shelter reached by accessible path?	YES/NO	
Are Accessible tables situated in variety of picnic settings? (some in shaded areas)	YES/NO	




Toilet blocks including pit toilets

Question	Action	Accessibility Guide
Is there 1500 X 1500 mm space within stall?	YES/NO	 Approach paths, entrance, stall clearly showing seat and hand rail positions, sink and mirror, and a close up of the taps
Does the cubicle door open outward?	YES/NO	
Are there Easy-to-operate hand controls on taps, toilets, stall doors, soap and dispensers?	YES/NO	
Are there grab bars on:		
wall beside toilet	YES/NO	
wall behind the toilet	YES/NO	
Does the sink have knee clearance and clear space ?	YES/NO	
Is the toilet seats 460 mm – 480 mm high?	YES/NO	
Is the toilet paper dispenser within arms reach, not further than 300mm from front of the bowl?	YES/NO	
Is there a urinal mounted with rim max 500 mm above floor with no barriers ?	YES/NO	
Are hot water pipes under basin insulated or protected to prevent leg contact?	YES/NO	

Question	Action	Accessibility Guide
<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <p>All measurements are mm</p> <p>Fig. 9 Toilet Grab Bars and key measurements</p> </div> <div style="text-align: center;">  <p>Fig. 10 Toilet cubical minimum measurements</p> </div> </div>		

Pedestal BBQ

Question	Action	Accessibility Guide
Is there an accessible surface with 1200 mm clear free draining ground around the BBQ?	YES/NO	 Approach paths, BBQ area with surrounds, operating controls and food preparation area
Is the cooking surface 750– 900 mm above ground?	YES/NO	
Is there an adjacent horizontal surface, at grill height, at least 200 mm wide on which to place hot objects?	YES/NO	
If the BBQ is gas or electric are the operating buttons raised?	YES/NO	

Fireplace



Question	Action	Accessibility Guide
Is there an accessible surface with 1200 mm clear free draining ground space around fireplace?	YES/NO	 Approach paths to the fireplace, close up of the fireplace and cooking surfaces
is the grate height on fireplaces 420 – 475 mm above ground ?	YES/NO	
is the fire building surface 230 mm from ground?	YES/NO	



Fig. 11 BBQ's and Fireplaces

Firewood


Question	Action	Accessibility Guide
Do any wood bins should have a 920 mm clear opening for wheelchair access?	YES/NO	 Approach paths to the bin, close up of wood store
Is wood stacked no higher than 1200 mm?	YES/NO	
Is the base of the wood stack no lower than 380 mm from the ground?	YES/NO	

Drinking Water Fountain or Water Tap


Question	Action	Accessibility Guide
Is there 750-900 mm from ground to spout outlet?	YES/NO	
Is there an accessible surface with clear space in front adjacent to accessible path?	YES/NO	
Does the tap have easy to operate hand controls?	YES/NO	

Question	Action	Accessibility Guide
Is there <i>knee clearance</i>	YES/NO	
Is a service animal drinking bowl available?	YES/NO	

Tent Sites


Question	Action	Accessibility Guide
Is an accessible tent site available?	YES/NO	 Camp site showing the clear surrounding area, approach path, carpark
Is there 1200 mm clear space around tent pad?	YES/NO	
Is there at least one picnic table that allows for <i>knee clearance</i> in at least one spot?	YES/NO	
Is the site within 60 m of accessible toilet block?	YES/NO	
Can accessible sites be reserved on request?	YES/NO	
If provided are wheelchair accessible tent platforms, 430-485 mm above grade?	YES/NO	

Shared Shower Facilities

Question	Action	Accessibility Guide
Is there an accessible <i>entrance</i> to shower cubical and building?	YES/NO	 Approach path, entrance area, shower cubicle (including a close up of the shower head, controls and shower seat), change area
Is there a slip resistant surface?	YES/NO	
Is there <i>clear space</i> in front of shower for manoeuvring	YES/NO	
Is there a chair or fixed bench available to sit on while using shower?	YES/NO	
Are grab bars mounted 800 -810 mm above ground (bottom edge) along two walls?	YES/NO	
Does the shower have <i>easy to operate</i> hand controls within reach of the shower chair or bench?	YES/NO	
Does the shower have a max lip or sill 13 mm into the shower cubical?	YES/NO	

Question	Action	Accessibility Guide
Does the shower have a portable shower head on flexible hose?	YES/NO	
If a door is fitted does it open outward with a minimum width of 850mm?	YES/NO	

Viewing Area/Platforms/Lookouts

Question	Action	Accessibility Guide
Is the viewing area located on an accessible path?	YES/NO	 approaches, guard rails, viewing area, telescopes where available
Is there <i>clear space</i> at viewing area	YES/NO	
Are guard rails, if required, 1070 mm high max?	YES/NO	

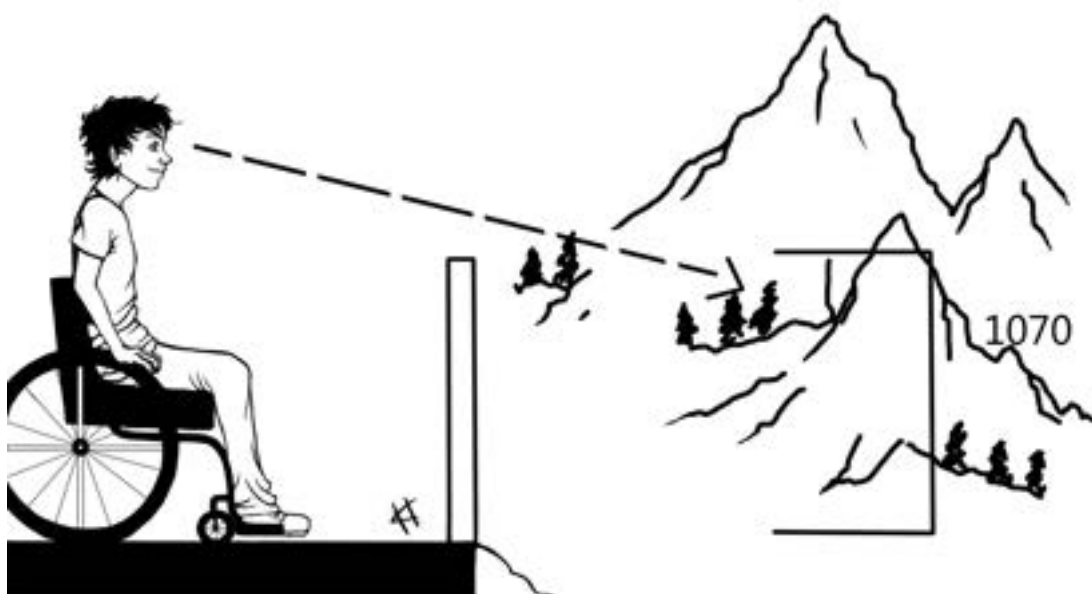
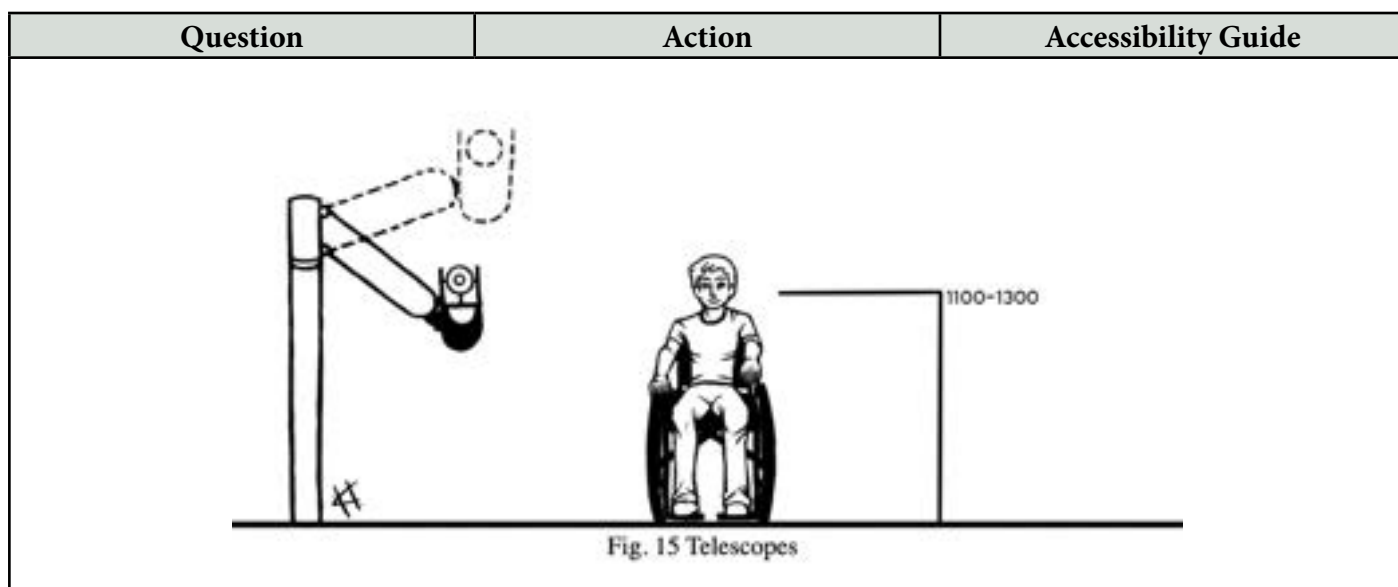



Fig. 14 Viewing Platforms


Are guard rail walls either vertical rails or transparent to allow visibility below the top of the rail?	YES/NO	
If a telescope or periscope is provided, is there least one useable from a seated and standing position or have a moveable arm with easy to operate hand controls?	YES/NO	




Boardwalks/Bridges

Question	Action	Accessibility Guide
Is there an accessible surface in transition from path/trails to boardwalks?	YES/NO	 approaches, railings, boardwalk surface, edge curbs
Is the footway a min of 1500 mm wide?	YES/NO	
Does the boardwalk have a raised curb edge of not less than 75 mm high?	YES/NO	
Is the curb edge of a contrasting colour to the deck?	YES/NO	
Does it have maximum slope 1:20 5%	YES/NO	


Beach Access

Question	Action	Accessibility Guide
Is there an accessible path to the sand/water viewing area?	YES/NO	 access path, surface if it is sand, boardwalks from the shoreline and from the water, if beach wheelchairs are available a photo of the equipment available
Is there an accessible path provided to water's edge with surfaces including: flexible rubber runners, beach mats, boardwalks?	YES/NO	
Is there a change room with a change bench with a door wider than 850 mm?	YES/NO	
If beach wheelchairs are provided:		
Is there signage to indicate availability?	YES/NO	
Do beach wheelchairs need to be booked?	YES/NO	
Is a hoist available for transfer into beach wheelchairs	YES/NO	


Jetty/Boat Launching Facility

Question	Action	Accessibility Guide
Is access to the jetty area from an accessible path?	YES/NO	 access paths, jetty surface, edge protection, transfer platforms, lifts where fitted
Is the jetty a min 1500 mm wide?	YES/NO	
Where it is a launching facility, is the height within 450 – 600 mm of the water level allow easier access to boats?	YES/NO	
Does the jetty have raised edge protection of at least 75mm?	YES/NO	
Are the jetty edges emphasized with a colour contrasting strip that is a minimum of 50 mm wide?	YES/NO	
Does the jetty have ramped tiered transfer platforms that can be used to access the water from the jetty at differing tide heights?	YES/NO	If the jetty is floating and accessed by a gangway note the differing gradients at high and low tide.

Fishing Platforms

Question	Action	Accessibility Guide
Is the platform integrated with an accessible path?	YES/NO	 access paths, platform area, railings and rod rests, seats, fish cleaning tables or benches
Is there a 1200 mm space behind the anglers for unrestricted pedestrian circulation?	YES/NO	
Is there a safety rail of at least 800 mm in height for seated users and 1070 mm for standing anglers?	YES/NO	
Does the top rail slant towards angler for armrest?	YES/NO	
Is shade, shelter and seating provided?	YES/NO	
If fish cleaning tables provided, is there a section of the table provided for wheelchair users with <i>knee clearance</i> and bench height for a seated position.	YES/NO	
Are there toilet blocks, parking within 200 m?	YES/NO	

Bird Hides

Question	Action	Accessibility Guide
Is there an <i>accessible entrance?</i>	YES/NO	 Images of entry Seating positions including any wheelchair positions
Are all internal passageways at least 1200 mm wide?	YES/NO	
Is there at least one window minimum height 1070?	YES/NO	
Is there at least one wheelchair position with <i>knee clearance?</i>	YES/NO	
Is there an accessible toilet block within 60 metres?	YES/NO	
What is the distance from the nearest accessible parking?	YES/NO	

Information Centres/Shelters

Question	Action	Accessibility Guide
Is there an <i>Accessible entrance?</i>	YES/NO	
Are all internal passageways 1200 mm wide?	YES/NO	
Is seating moveable?	YES/NO	

Question	Action	Accessibility Guide
Do information displays use a 24 point type size, sans serif on a contrasting solid background?	YES/NO	
Are displays observable from seating or standing positions?(centre of sign 1170-1575 mm above grade for wall mounted display)	YES/NO	
Are there accessible toilet facilities within 60 m?	YES/NO	
Are there alternative information sources eg audio, braille?	YES/NO	
Is the circulation route clearly defined either by signage or contrasting floor colouring?	YES/NO	
Are there interactive displays can be operated from a seated position with <i>knee clearance</i> ?	YES/NO	
Is accessible seating and wheelchair spaces provided?	YES/NO	
Is there sufficient light to accommodate speech to text and sign language conversation?	YES/NO	
Are there assistive listen systems or hearing loops provided?	YES/NO	

Signs

Question	Action	Accessibility Guide
Do signs use a 24 point type size, sans serif?	YES/NO	
Is signage observable from seating or standing positions? (centre of sign 1170-1575 mm above grade for wall mounted sign)	YES/NO	
Are signs setback 450-600 mm from pathways?	YES/NO	
Is the international symbol of accessibility displayed at accessible parking spaces, loading zones, accessible restrooms, and accessible site and facility entrances that are not the primary entrance?	YES/NO	

Question	Action	Accessibility Guide
Is graphic information available to all including those with mobility, learning and visual impairments?	YES/NO	
Are raised or routed letters, which are helpful for visually impaired, used on signage?	YES/NO	
Is signage complemented by informational brochures to provide more detailed information?	YES/NO	

Paths

The layout of this section is a little different to the rest of the checklist. Below is a number of criteria and parameters for paths. It is an aid for evaluating existing infrastructure and a guide if building new paths.


Path Element	Criteria
Slope	<ul style="list-style-type: none"> 5% slope (1:20) or less, unlimited distance (max slope 5% on boardwalk) From 5.1% to 8.3% (1:12) for maximum distance of 15 m From 8.34% (1:12) for maximum distance of 9 m No slopes greater than 10% permitted
Cross slope	<ul style="list-style-type: none"> Cross slope not to exceed 3% (5% maximum if necessary for proper drainage)
Surface	<ul style="list-style-type: none"> Firm, stable No ruts or stones No gaps wider than 6 mm
Width	<ul style="list-style-type: none"> Provided every 15 m for slopes between 1:20 and 1:12, every 9 m for slopes between 1:12 and 1:10 1500 m in length by width of path Distances may be increased between areas depending on site conditions
Edge protection	<ul style="list-style-type: none"> If provided, should have a height of 75 mm (used at least on one side if drop from path is greater than 75 mm) If drop from trail exceeds 600 mm, a railing should be provided

Trails/Walks


Trails and walks, by definition, as paths through the natural environment and as was once said there are no building codes in nature. Not all trails and walks will be suitable for everyone or meet strict accessibility standards. That does not mean that people with a disability will not want to explore as far as possible. It is important to present information about a trail or walk that aids individuals in making a decision about what trails or walks are suitable for them. An accessibility guide should present as much information as possible about the conditions of the trail including its steepest pinches and their length. The elements below give a guide on grading trails. Each of these elements should be included in the trails/walk's description in your accessibility guide.

Trail element	Grade		
	Easy	Moderate	More difficult
Length of trail/walk	0-3 km	1-5 km	+3 km
Width of trail surface	1.2 - 1.5 m		920 mm
Surface	<ul style="list-style-type: none"> • Paved (asphalt, concrete) • Boardwalk • Compacted crushed aggregate (6 mm (1/4")) • Surface firm in all weather 	<ul style="list-style-type: none"> • Compacted crushed aggregate • Reinforced grass • Surface firm in all weather 	<ul style="list-style-type: none"> • Packed dirt • Compacted wood chips (small gauge, well compacted) • Crushed gravel
Max grade	1:20	1:14	1:8
Max grade by length before resting area required	<ul style="list-style-type: none"> • 1:20 for 15m 	<ul style="list-style-type: none"> • 1:20 for 100 m • 1:16 for 50 m • 1:10 for 4 m 	<ul style="list-style-type: none"> • 1:20 for 200 m • 1:16 for 100 m • 1:10 for 20 m • 1:8 for 8 m
Shoulder	No drops	Minimal drops	Variable
Cross slope	2% max	3% max	5% max
Rest stops/benches	1 per 200 m	1 per 400 m	Not provided
Trail edges	<ul style="list-style-type: none"> • 75 mm curb provided where the vertical drop from the trail exceeds 75 mm • Curb also offers "shoreline" for visually impaired users 	<ul style="list-style-type: none"> • 75 mm curb at difficult or hazardous locations 	Not provided
Features	A trail that goes past a prominent feature should provide basic access at least to the feature unless there is a significant environmental barrier		

Adventure activities


Question	Action	Accessibility Guide
Do you cater for people with a disability?	YES/NO	<p>Each activity should be fully described using the answers provided</p>  <p>Imagery of each activity showing the equipment used and the method of transfer</p>
Describe in detail the activities that are available to people with a disability		
Describe the equipment you utilise to make the activities available		
Describe the limitations to participation and those activities that are not available to people with a disability		


Events

Question	Action	Accessibility Guide
Is there step free access throughout the venue?	YES/NO	<ul style="list-style-type: none"> List the booking procedures, especially where a group consists of disabled and non-disabled people. For large events a site map is recommended showing the location of disabled seating, hearing loop areas and step free routes through the site If ancillary services need to be booked ensure that the booking requirements are listed together, eg internal shuttle transport, parking List the audio augmentation services provided Provide a checklist to prompt organisers to provide the services listed in the questions
Do reception, registration desks or ticket offices have a lower counter section?	YES/NO	
Is a hearing loop available at reception, registration desks or ticket offices?	YES/NO	
Are all ancillary areas step free e.g. breakout rooms, dining areas, outside areas and exhibition spaces?	YES/NO	
Are all stage areas including speaker platforms accessible?	YES/NO	
Is a low height lectern available?	YES/NO	
Are accessible toilets available at the venue?	YES/NO	
Is there clear signage throughout the venue including accessible routes and accessible facilities?	YES/NO	
Is wheelchair designated seating provided?	YES/NO	
Does it cater for a range of seating and viewing options?	YES/NO	
Does it cater for varying group sizes?	YES/NO	 <ul style="list-style-type: none"> Images of the venue for venue operators Images from prior events if it is a regular event Images of shuttle transport if provided Parking areas Toilet facilities Cafes/picnic facilities
Can it be booked from the main web site?	YES/NO	
Is a hearing loop provided?	YES/NO	
Is there reserved seating in the loop area?	YES/NO	
Are speakers/performers instructed to use the microphones?	YES/NO	
Are all presentations captioned?	YES/NO	
Is live captioning provided?	YES/NO	
Is AUSLAN provided?	YES/NO	
Is audio description available?	YES/NO	
Do you provide intra venue transport?	YES/NO	
Is it wheelchair accessible?	YES/NO	

Question	Action	Accessibility Guide
Does it provide visual indicators of stop off points?	YES/NO	
Does it provide verbal announcements of drop off points?	YES/NO	
Is there good circulation space with the number of people expected to allow people with a disability to move around freely?	YES/NO	
Is food and water available for guide and service animals?	YES/NO	
Is your event outdoors?	YES/NO	
Are portable accessible toilets provided?	YES/NO	
Is a portable adult change facility provided?	YES/NO	
Is seating provided at regular intervals?	YES/NO	
Are grassed areas covered with a hard surface?	YES/NO	
Are side shows, activities etc. accessible?	YES/NO	
Is accessible car parking available?	YES/NO	
Are there designated drop-off points?	YES/NO	
Is there accessible public transport to the venue?	YES/NO	
Is it detailed in the event information?	YES/NO	
Is an event map available?	YES/NO	
Does it show accessible facilities?	YES/NO	
Does it show accessible public transport points?	YES/NO	
Is there a step free route shown?	YES/NO	
Does your event include the use of loud noises, fireworks or strobe lighting?	YES/NO	
Is there a warning included in your event information?	YES/NO	
Are quiet rooms, marquees or spaces available?	YES/NO	

Tour Operators

Question	Action	Accessibility Guide
General		
Do you operate buses or coaches?	YES/NO	<ul style="list-style-type: none"> • Include details on the types of disability catered for • If buses are equipped with a lift state the number of wheelchair passengers that can be catered for. • Describe any audio augmentation available 
How many vehicles have wheelchair lifts or ramps?	Number _____	
How many vehicles are low floor with ramped entry?	Number _____	
What is the maximum wheelchair capacity available in the fleet?	Number _____	
Are any of the fleet equipped with hearing loops?	YES/NO	
Is any commentary available in written format?	YES/NO	Images of bus hoist and interior seating space
Are audio visual displays subtitled?	YES/NO	
Route Planning		
Does your tour route planning include stops with accessible toilet facilities?	YES/NO	Include the fact that all stops have accessible toilet facilities
Are the stops less than 2 hours apart?		State the max length of time between stops
Are lunch stops accessible?	YES/NO	
Are sightseeing and photo ops step free?	YES/NO	Include in the itinerary all accessible sightseeing stops
Do your tours include overnight stops?	YES/NO	Include a request form for the type of accommodation guests require.
Are wheelchair accessible rooms included in tour room blocks?	YES/NO	
What is the maximum number of wheelchair passengers catered for?	YES/NO	
Walking Tours		
Do you include or operate guided walking tours?	YES/NO	Include details about the pace and length of any walking tour and whether they include step free routes
Are they operated on a step free route?	YES/NO	
Are your tours multi-paced to account for slow walkers?	YES/NO	
Do you use electronic voice augmentation?	YES/NO	
Is it compatible with hearing aids?	YES/NO	

Question	Action	Accessibility Guide
Have your guides been trained in any of the following?		
AUSLAN	YES/NO	
Use of clear/simple English	YES/NO	
Correct pronunciation for lip readers	YES/NO	
Audio description of surroundings	YES/NO	
Marine Tours		
Do you tours include marine craft?	YES/NO	<ul style="list-style-type: none"> • Describe the accessibility of the vessel • Describe the audio augmentation available • Outline the restrictions of wheelchair dimensions if any • Describe the board method and the max slopes and widths of any gangways • State the length of the tour or the length of time between shore stops
Are they wheelchair accessible?	YES/NO	
Is an accessible toilet available on board?	YES?NO	
Is the tour length less than 2 hours or is there less than 2 hours between stops?	YES/NO if NO what is the actual length of the tour	
What are the maximum dimensions and weight of wheelchairs that can carried		
Length (cm)	_____mm	
Width (cm)	_____mm	
Height (cm)	_____mm	
Weight (kg)	_____mm	
Do you provide an aisle chair or other means of boarding?	YES/NO	
Please describe		 <ul style="list-style-type: none"> • Vessel • Docks and gang ways • Accessible toilet if equipped
Is accessibility tide dependant?	YES/NO	

Creating an Accessibility Guide

An Accessibility Guide is designed to provide potential visitors with important accessibility information. It is important that the guide is comprehensive, but also written in the same style as the rest of your web site. It is your key document to welcome people with a disability and encourage them to visit. No disability is the same so it is important to provide quality information that allows everyone to make their informed decision as to whether your venue is suitable for their individual needs.

The guide should be presented in the following format:

At A Glance

This should be the front page of your Accessibility Guide. It gives an overview of the types of disability you cater for with a brief description of what you offer guests in each disability category. This section should also include information on discounts, booking options and acceptance of the Companion Card.

The At a Glance section should include a photo of your business and its setting.

Getting There

This section is to provide all of the options available to get to your venue. It is a good idea to provide a Google map that allows "directions" to be obtained and printed.

by Car

Clearly describe where there are drop off points and where they are in relation to the main entrance. It is important to state the parking time allowed at the drop off point and whether the car can be left unattended for a brief period of time. If parking is available at the venue describe whether the accessible parking bays are, the distance to the entrance and the surface of the car park. If no parking is available, state where the nearest accessible parking is, both street and commercial if applicable.

by Public Transport

If your business is accessible by public transport the following information should be provided.

Train - Details of the nearest station and the distance from your venue. If not all entrances are accessible describe how to find the accessible entrance at the station.

Bus - If your business is serviced by bus, what are the bus route numbers and which bus services are accessible with low floor buses. If pre-notification is required supply the phone or booking number.

by Taxi

Establish which local taxi services provide wheelchair accessible transport and supply their contact details as part of your accessibility guide.

Arrival

It is important that visitors with a disability know where to go when they arrive at your venue.

Paths of Access

The guide should clearly indicate where the accessible entrance is, made it is made off and whether it is level or sloped. If the accessible entrance is not the main entrance to the venue, the guide should clearly indicate where it is and how it is accessed. If portable ramps are required the guide should provide contact details. Photos of the entrance in relation to the street and/or car park should be provided.

Main Entrance

Describe the main entrance door and whether it is manual or automatic. If there is a ramp around an

entrance with stairs describe the location of the ramp. The width of the door should be provided, especially if it is less than 850mm. Provide information on after-hours access and a mobile contact number if guests are not able to use an intercom.

Photos of the main entrance should be provided including the location of the ramp.

Reception/Ticket Office

Provide information of where the reception/ticket desk is in relation to the main entrance. If there is a priority queue for people with a disability provide information on where the queue is. If one or more of the counters have a hearing loop provide information on which line to use. For reception areas provide information on whether seating is provided and if there is a lower counter available and its location. For hotels, provide information if luggage services are available and whether in-room check-in is available. Photos of the reception/ticket office should be provided.

Inside Spaces

Toilets

Where public toilets are available provide information on their location throughout the venue. Where more than one accessible toilet is available provide information on whether it is right or left hand transfer. Provide information and measurements of the door width into the cubicle, the space available beside the toilet, the height of the toilet seat from the floor, and the clear space available within the toilet cubicle. Describe what sort of taps are used with the hand basin.

If available, provide information on the nearest adult change facility.

Photos of each toilet facility should be provided.

Lifts

- Where lifts are provided the following information should be available in the Accessibility Guide:
- Width of the doors into the lift
- Depth of lift
- Width of the lift
- Position of the lift buttons and whether they are raised and include tactile markings
- Whether the lift has visual and audible floor indicators

Bars and Lounges

For each bar and lounge space describe the room layout including the server, seating arrangements and furniture type. This is important where there is a mixture of high top, standard tables and chairs and low coffee table arrangements. State whether the chairs are movable to allow for the seating of wheelchair users. Describe the lighting in each area and whether or not there is background music playing in each space. Photos of each area should be provided.

Cafes/Restaurants

As with bars and lounges provide a description of each dining venue including the table type, whether chairs are movable, the clear space through the space to allow people to navigate through it and lighting and background noise. Information on the nearest accessible toilet should be provided. Detail the menu choices and the dietary requirements that are provided. For each venue provide information on whether ordering, food delivery and bill payment is at a counter or at the table. Advise whether menus are available in braille, large print, and simple English.

Theatres/Theatrettes

Provide information on where the accessible seating is located, and whether closed caption devices are

available. Provide information on whether the following is available:

Open Caption

Open captioning displays subtitled dialogue, sound effects and music descriptions on the screen. The soundtrack still plays with the film, regardless of a persons ability to hear it.

Sensory Friendly

Lights up sound down - Sensory Friendly Films, to accommodate families affected by Autism Spectrum Disorders. These sessions allow families to enjoy a trip to the movies in a safe and accepting environment.

Cry Baby

Cry Baby sessions give parents with newborn babies a chance to enjoy the movies. These sessions are run with the lights up and the sound turned down.

Outdoor Spaces

Provide as much information as possible on the following within your grounds/gardens

- Slopes and widths of garden paths
- Surface material that paths are made of
- Identified step free routes through the gardens or grounds
- Provision of seats for people who cannot walk long distances
- If BBQs and picnic facilities are provided what are the heights of the benches and cook tops. Provide details of any picnic tables that provide a roll-under area for wheelchair users
- If there are observation decks, fishing platforms, bird hides and boardwalks provide information about whether they are level with the ground or provide ramped access. State the door widths if applicable.
- For lawn areas describe the slopes and thickness of the grass
- Provide any information of where accessible toilets are located within the garden or grounds

Provide photographs of the garden areas including the paths, picnic tables BBQs and other facilities

Pools and Spars

Describe the method of entry into the pool/(s)

- Level entry (ie: sloping beach type)
- Ramped
- Stepped (with or without handrail)
- Pool lift

Provide information on the equipment that is available (beach/pool wheelchair, noodles, other flotation devices, hoist, unisex change room with adult bench)

Provide information about shaded areas that are available and whether blocks are available to raised deck chairs.

Provide photographs of the pool, in particular, the entry points, beach wheelchairs and the deck furniture

Accommodation Providers

Bedrooms/Cabins

Information on bedrooms should contain the following:

- Number of accessible bedrooms available and whether any have adjoining rooms
- The door width into the room from the hallway or from outside
- Within each room the bed configuration and whether a king can be separated into singles
- The height of the bed above the floor (If blocks are available to raise the bed add that information)
- The clear space underneath the bed (to accommodate the feet of a hoist if required)
- The space beside and at the end of bed
- Provide information on whether furniture can be moved, additional bedding provided and whether you can move bedding to install a hospital bed if required.
- Information on whether televisions provide closed captioning

- Describe the wardrobe space and provide measurements of the heights of the hanging rails
- Other equipment that may be onsite or can be hired locally if required (commode, hoist, shower chair)
- If a desk is available in the room provide information on the clear space under it for knee clearance.

Provide photographs of the room. Ensure the images cover the whole room

Ensuite Bathrooms

Provide the following information:

- Width of the door from the bedroom
- Clear space available next to the toilet
- The position of grab bars
- Whether the toilet has a backrest
- Whether the vanity unit has a roll-under space for wheelchair users and if so the height above the floor level
- The type of tap fitted to the vanity
- Whether the shower has level entry with the bathroom floor. If there is a lip or hob what is its height
- Describe the position of the shower controls, whether the shower has seat (fixed, fold-down or portable) and whether the shower has a detachable shower rose. Also describe the position of the handrails within the shower.
- Provide information on the mirrors with the bathroom, their position length and whether they are on an angle for wheelchair users.

Provide images of the bathroom showing the toilet and the space beside it including the handrails, the shower with the shower seat folded down or with the portable shower chair in the shower, and the handbasin.

Self Contained Kitchens

Describe the kitchen layout and the clear space between the work areas, island benches or kitchen tables. Describe the location and height above the floor of the oven, dishwasher, microwave, cooktops and work surfaces.

Are all storage areas for cutlery, crockery and utensils below 1.2 metres from the floor. Describe any "roll-under facilities in the kitchen ie: bench space, sink etc.

Accessibility Guide Example

Hartleys Crocodile Adventures - Cairns

Hartleys Crocodile Adventures is located 40 minutes north of Cairns on the Captain Cook Highway. It occupies over 25 acres including the large man-made lagoon.

There are two designated disabled parking bays directly adjacent to the park entry. The car park is asphalt with level entry into the main building and ticket office. There is a small 19mm lip from the car park to the entry path.



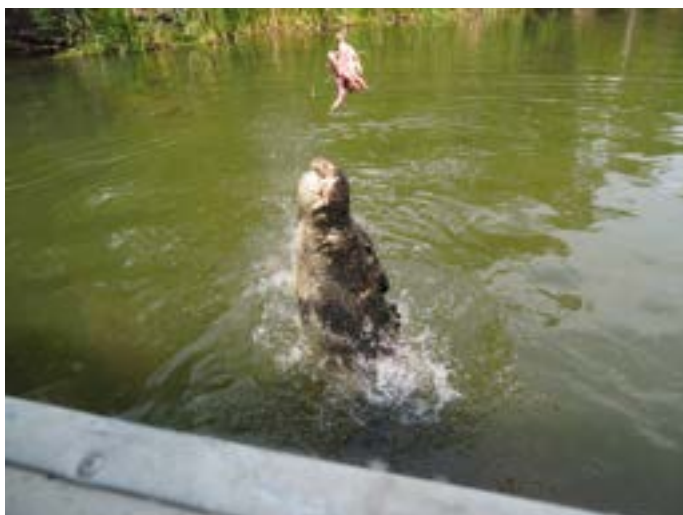
Inside the entry is the main visitor centre with a cafe overlooking the lagoon, gift shop and accessible toilet facilities. The cafe has two levels. Access to the lower level, which overlooks the lagoon is via a ramp at the left-hand end. The servery is open with a full length counter. The food displays are easily viewable by visitors using wheelchairs. Trays are provided to allow food to be carried to the tables.



Boat Tour

The highlight of a visit to Hartleys is the boat tour to experience crocodiles being feed in the lagoon in a close encounter experience. The park operates three boats all of which have a large area at the front that can be used by wheelchair users. The row immediately behind the chair is reserved for family and friends. Wheelchair users and friends are boarded before the general public. The position offers the best view on the boat of the crocodile action. Boarding is via a gently sloping wide ramp onto the level floor at the front of the boat.

There are no toilets on board the boat and the cruise takes 25 minutes.



Feeding Displays

There are two feeding display areas in the park, Croc Feeding Arena and the Wildlife Amphitheatre. Access to the arena is via a wooden boardwalk of a moderate slope past the Croc Feeding Pen. Wheelchair access is along the entire front row of the arena.

The second display area, the Amphitheatre, has wheelchair access to the top of the stand only giving an excellence view of the performance.



Hartleys is one of only two parks in Australia where you are able to cuddle a Koala and it is one of the parks most popular optional animal encounters. The experience is fully wheelchair accessible accessed off a concrete path a short distance from the main visitors' centre. Visitors with a disability have an express queuing lane.

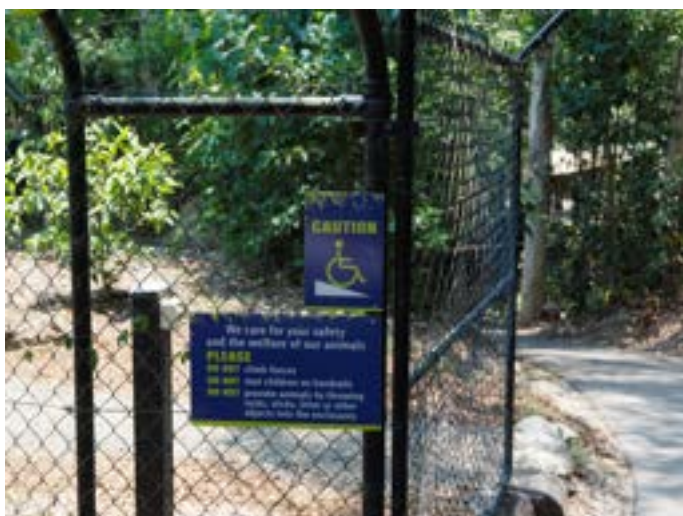


Access throughout the park is either on boardwalks or concrete pathways.



At the back of the Cassowary Garden there is a short gravel loop beyond the aviary. The path through the aviary is hard packed fine gravel. The aviary doors are wide and easy to negotiate.

Gradients throughout the park are generally slight with the exception of Gondwana Gateway. The entry is via a steep but smooth path. The gradient is approximately 1:10 over a 30-metre distance. For manual wheelchair users assistance is recommended. Park rangers will assist if requested. The path over the river leads down into the Koala, Kangaroo and Wallaby area. Immediately at the bottom of the ramp is a display explaining Australia's Bio History. There is a wheelchair accessible fossil digging display offers a unique experience.

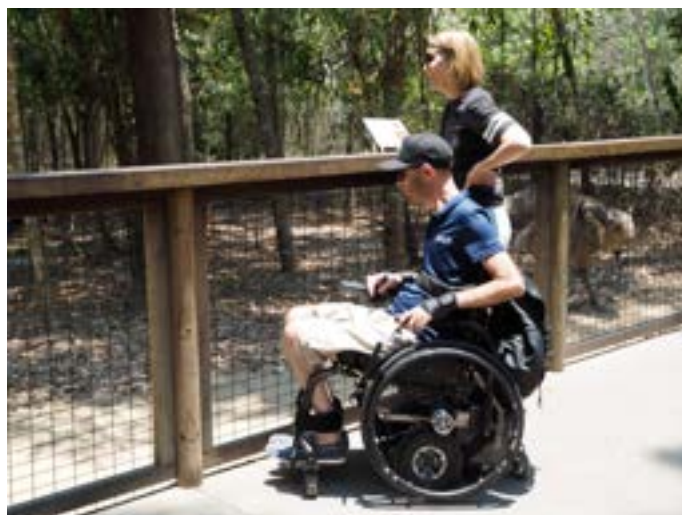


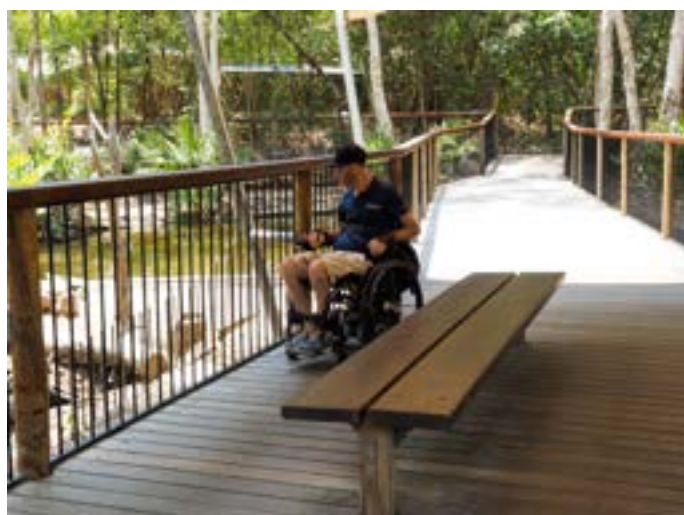
Beyond the Gondwana Grill function area, another steep ramp leads up to the Wombat, Quolls, Emus, Snakes and Monitor displays. The ramp is approx 1:14 over 50 metres. The display area at the top is level with concrete paths throughout. All of the enclosures have low walls and/or glass fronts allowing easy viewing. To exit Gondwana Gateway the paths have to be retraced including both of the steep ramps.

At the top of the entry ramp to Gondwana Gateway is a second accessible bathroom strategically located at the intersection of Gondwana Gateway, Cassowary Garden and the Wildlife Discovery Trail.



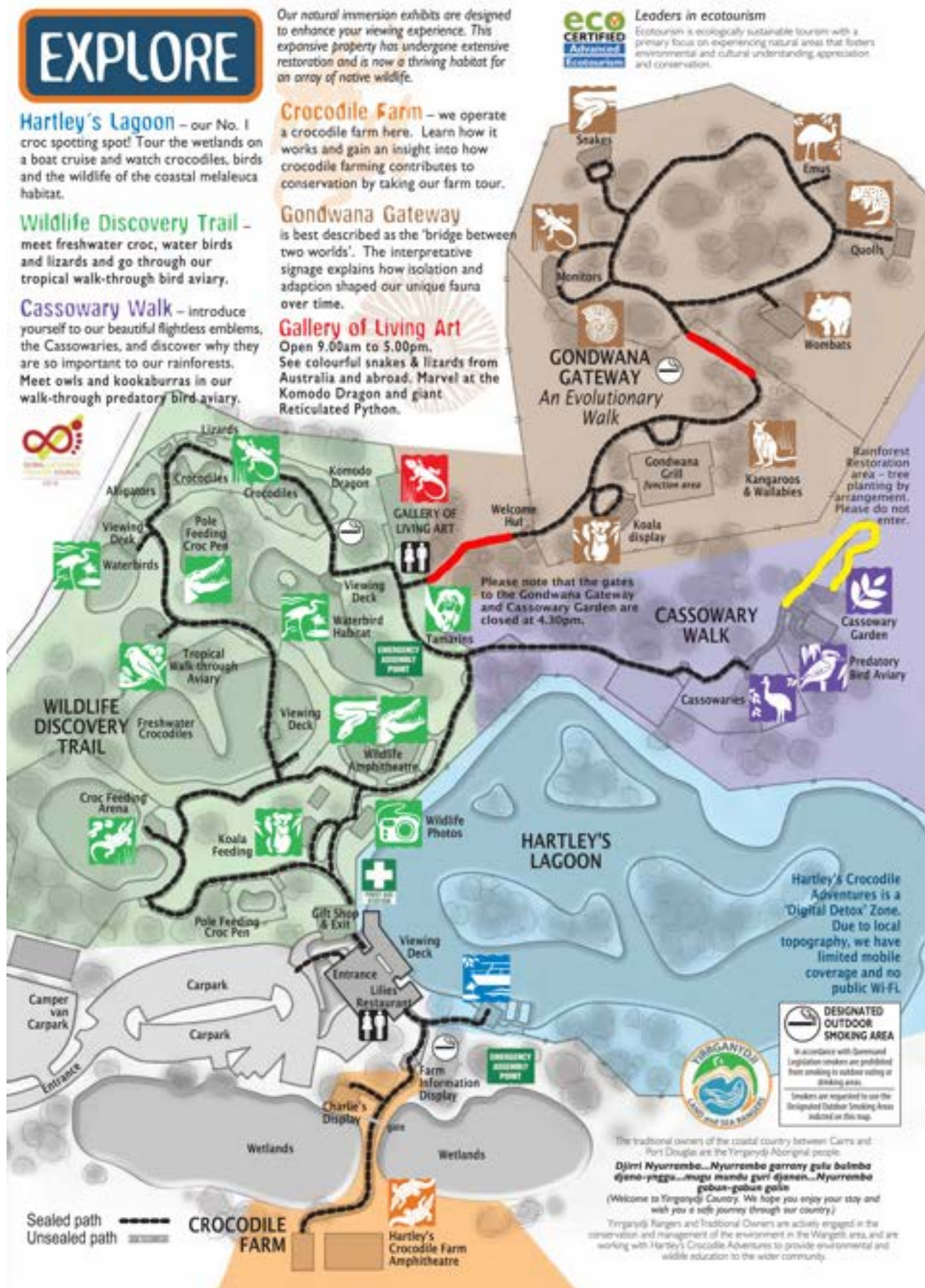
The Wildlife Discovery Trail wanders through a series of ponds containing a mixture of Crocodiles, Freshwater Crocodiles, Alligators and birdlife. There is also a tropical birdlife aviary and an indoor Komodo Dragon display. All of the paths through this section of the park are wide boardwalks and are level.





The map on the following page has been marked up to show the steep ramp sections (Red) and the sandy unpaved section (Yellow)

Park Map



Tourism/Disability Awareness Training Module

Background/Intro

The tourism industry is facing a rapidly changing environment. The population is ageing and living longer. The retiring Baby Boomer generation will control over 50% of the total tourism spend and will be demanding experiences that differ from those generations that have preceded them.

This active generation, who will be carrying with them age related disabilities, will expect a new level of accommodation from the tourism industry. They will not identify with the traditional disability sector, but will instead expect accessible tourism services to be provided by the mainstream industry. This generation is tech savvy and online and will expect accessibility information to be provided in the same place as all other tourism information, whether that is accommodation, attraction specific or destination wide.

Government policy encouraging diversity of employment will also greatly affect the MICE market.

Conference organisers and venue operators will have to accept that almost all future conferences will have to cater for people with a disability at all levels of client companies.

The tourism industry has to make a quantum shift in the way it views people with a disability and has to learn how to provide fulfilling experiences as it does with any other sector.

The economics driving accessible tourism are enormous with the contribution predicted to be 25% of the total tourism market by 2020.

It is imperative that the changing demographic is taken into account and that future Tourism Strategies around the world incorporate an active role in encouraging the industry to adopt Accessible Tourism product. Further, tourism advertising should incorporate Accessible Tourism to attract the market. Major events should all cater for people of all abilities as part of the normal operation.

Understanding the Market

What is Accessible Tourism

All sorts of terms have been used to describe this growing market from Barrier Free Tourism in the United Kingdom, Accessible Tourism in Australia, Access Tourism in New Zealand. All of those terms have their foundations based on the physical term of “access” More often than not those expressions also have a narrow interpretation as people think of them applying only to travelers with a mobility related disability.

More correctly what we are describing in talking about basic cultural change within the Tourism industry is an “Inclusive” environment where people of all abilities are felt welcome and wanted as customers and guests.

Accessible Tourism has to be about understanding a new market and developing products and services to match those customer expectations in a programmatic not risk management approach.

The growth of the market is being driven by the following key factors:

- The ageing population
- The retiring and cash up Baby Boomer Generation
- A changing perception of the soft adventure market
- New technologies opening up greater opportunities for people with a disability

The Economics of Accessible Tourism

2017/18 Australian Research

In the first piece of new research into the Australian domestic Accessible Tourism market in nearly 10 years, MyTravelResearch were commissioned to do both a qualitative and quantitative study with the aim of determining the current value of the market, the latent demand and the key barriers preventing travel for

people with a disability.

The research has placed a total value of the domestic market at \$8 billion.

The research looking at Australian domestic tourism only. Early work by Simon Darcy looked at both domestic and inbound and if the same parameters are applied to current NVS data the pre Covid-19 estimate for International inbound accessible tourism is \$2.8 billion.

If domestic and inbound are added together the total accessible tourism market for Australia is 10.8 billion, which is larger than the Chinese inbound market for the same period (\$10.4 billion)



Market size compared to major inbound segments



Visit England Research 2014 -2018

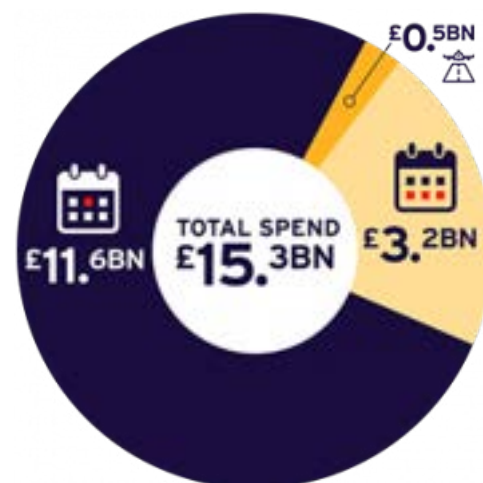
Visit England recognised the value of Accessible Tourism by coining the phrase the “Purple Pound”.

The purple pound is the spending power of people with a disability.

VisitBritain/VisitEngland has estimated the value of the purple pound to the tourism industry by adding a question regarding health conditions and impairments to the three main tourism surveys. The data gathered allows provides at look at both the volume and value of the accessible tourism market and their underlying trends.

Total spend

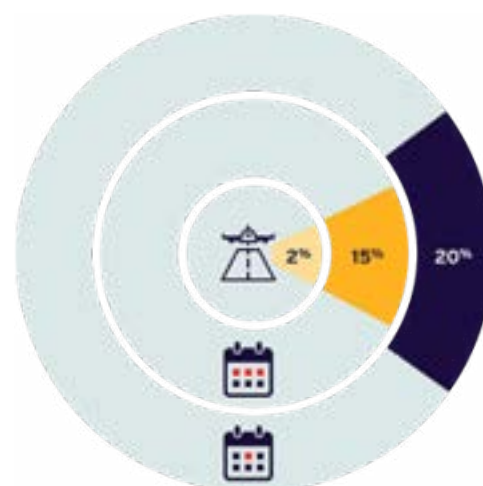
- The total expenditure generated by those with an impairment or those travelling within a group where a member had an impairment is estimated to be £15.3 billion
- Inbound visitor spending by this group was £0.5 billion in 2018
- Domestic overnight visitor spending by this group was £3.2 billion in 2015
- Day visitor spending by this group was £11.6 billion in 2018.



Contribution to tourism - volume

Trips taken by those with an impairment and their travelling companions made up:

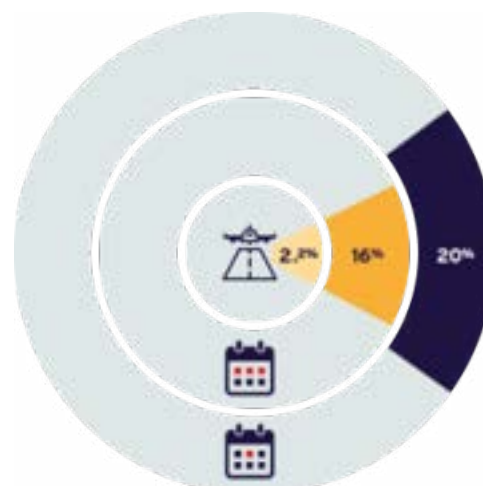
- 2% of all inbound trips in 2018
- 15% of domestic overnight trips in 2015
- 20% of day visits in 2018.



Contribution to tourism - spend

The spend from trips taken by those with an impairment and their travelling companions made up:

- 2.2% of all inbound trip spending in 2018
- 16% of domestic overnight trip spending in 2015
- 20% of day visit spending in 2018.



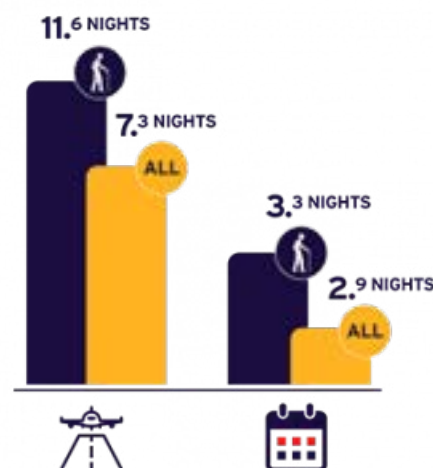
Average spend

- The average spend per inbound visit was £660 for all trips, compared to £740 for trips taken by those with an impairment and their travelling companions.
- The average spend per domestic overnight trip was £191 for all trips, compared to £210 for trips taken by those with an impairment and their travelling companions.



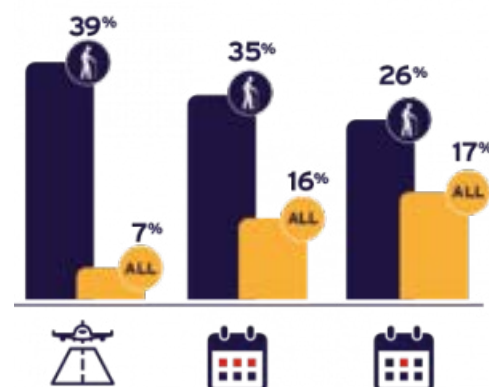
Average length of stay

- The average length of stay per inbound visit was 7.3 nights for all trips, compared to 11.6 nights for trips taken by those with an impairment and their travelling companions.
- The average length of stay per domestic overnight trip was 2.9 nights for all trips, compared to 3.3 nights for trips taken by those with an impairment and their travelling companions.



Age of traveller

- Those aged over 65 made up 7% of all inbound visits, compared to 39% of trips taken by those with an impairment and their travelling companions.
- Those aged over 65 made up 16% of all domestic overnight trips, compared to 35% of trips taken by those with an impairment and their travelling companions.
- Those aged over 65 made up 17% of all day visits, compared to 26% of day visits taken by those with an impairment and their travelling companions.



Key Points:

- 20% of day trip market and 14% of the overnight market
- Growth in value 3 times tourism in total, 33% for Accessible Tourism 11% Total Tourism
- Length of stay and average spend both higher
- Over 65 more people with a disability than able bodied
- High percentage of the total market at a young age

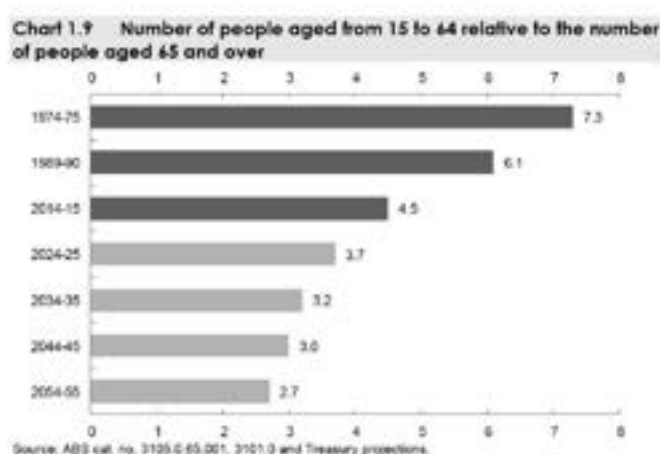
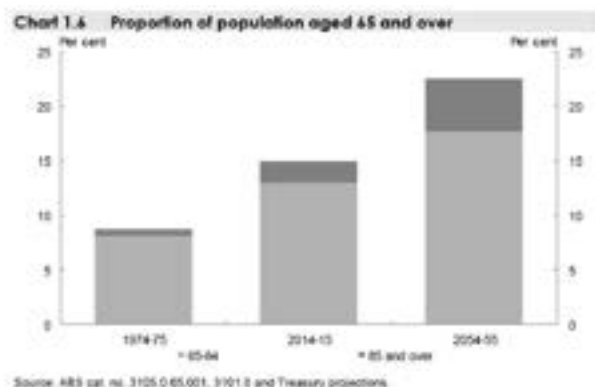
The Impact of the Baby Boomers

From the 2015 Intergenerational Report - Australia in 2055, the number of Australians aged 65 and over is projected to more than double by 2054-55, with 1 in 1,000 people projected to be aged over 100. In 1975, this was 1 in 10,000.

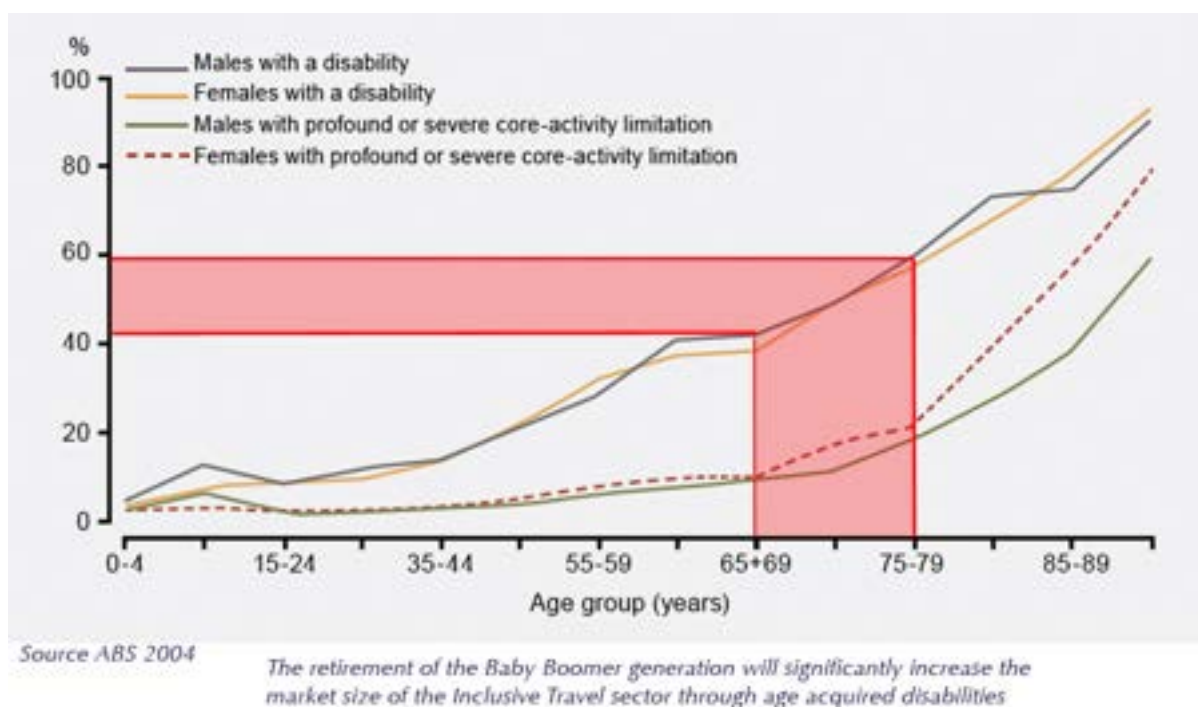
The number of people aged 15 to 64 for every person aged 65 and over has fallen from 7.3 people in 1975 to an estimated 4.5 people today. By 2054-55, this is projected to nearly halve again to 2.7 people.

Baby Boomer Attitudes will change the required product mix.

It is clear from the demographic data that the Baby Boomer generation will have a significant impact on the tourism market. The Baby Boomers will be unlike any other generation of retirees that have come before it. It is an adventurous and consumer driven generation. Further, unlike previous generations, it will spend its accumulated wealth rather than build a nest egg to pass on to future generations. It will dominate the tourism market for the next 20 years.



The impact on Accessible Tourism is significant as over 40% of them will be retiring with some form of disability, raising the total value of the Inclusive Tourism sector to over 25% of the market by 2020.



Defining the Customer with a Disability

Travel, recreation and leisure are all about the “experience” which ideally should be seamless from planning, to arrival back home. Enjoyment comes from those experiences and the way they are shared with others. The experience lingers in the memories of those who participated. A truly remarkable travel experience leaves the visitor changed in some way.

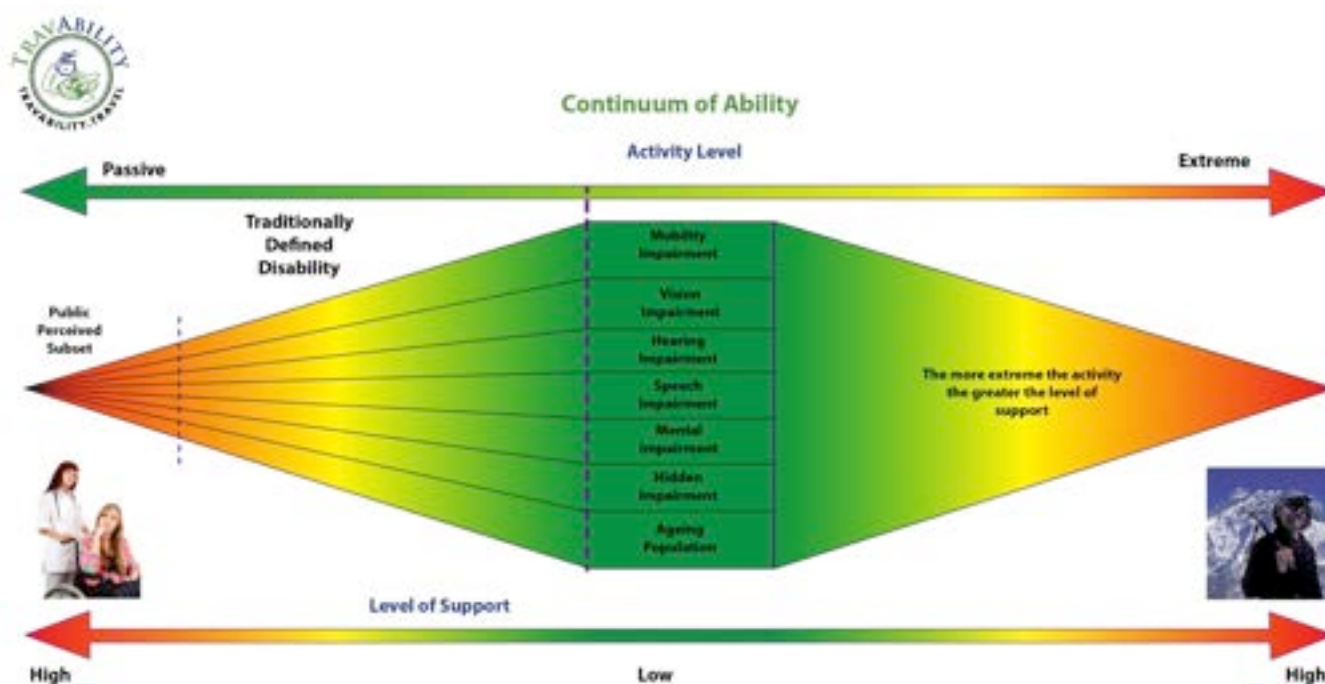
The reason it is so difficult for people with a disability to participate freely is that industry as a whole has not yet recognized that fundamentally a person with a disability is no different from any other person in their aspirations for a remarkable experience.

People with a disability are present in all sectors in roughly the same proportion as the general population. They are not like the backpackers, adventure tourists, or luxury travelers that can be conveniently put into unique product boxes with targeted marketing campaigns. The common misconception is that the needs of all people with a disability are the same. In one sense that misconception has been reinforced by the social model of disability which, in defining the social barriers, has concentrated on a narrow sub set of physical access requirements largely limited to car parks, toilets, building access and hotel rooms. By concentrating on the narrow access requirements the industry has effectively created an artificial sector of people with a disability that ignored their actual aspirations.

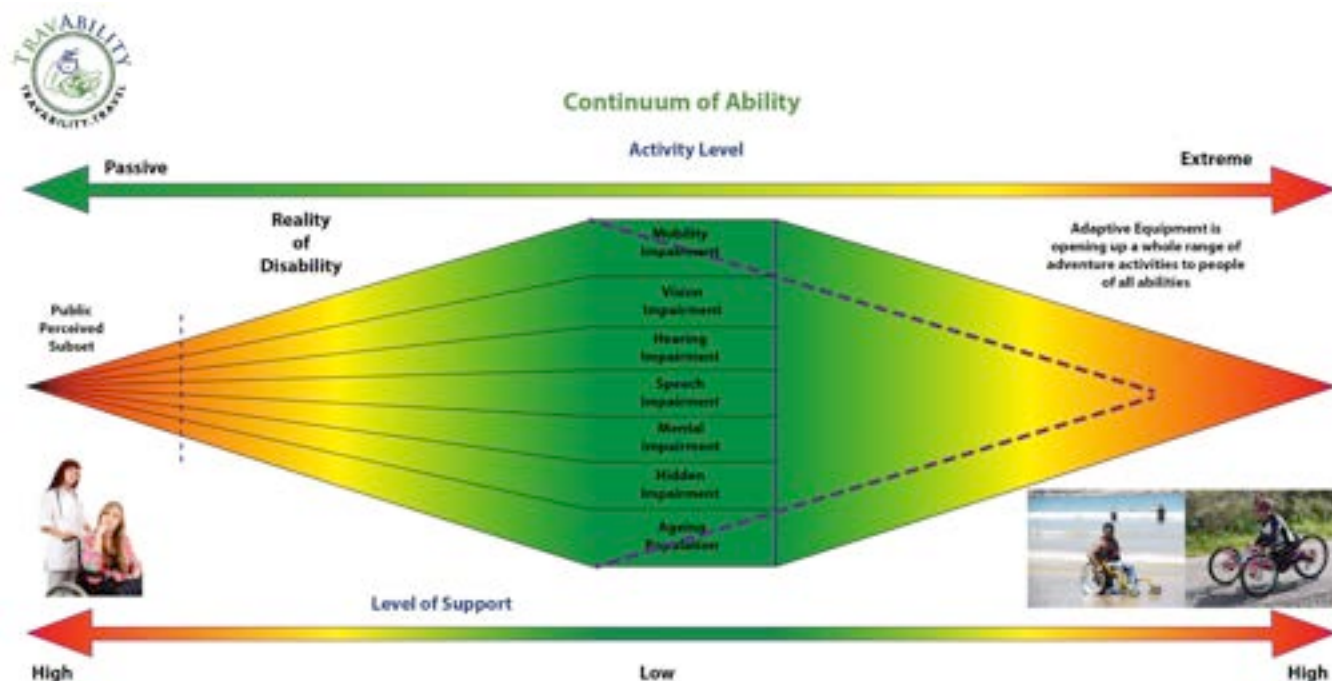
A disability, in reality is just a different level of ability. Physical ability is just one element in the total capability set of the human being.

Disability is the only minority group anyone can join in an instant

Disability is often regarded as a homogeneous concept. The opposite is true. As with the general population ability is on a continuum.



The arbitrary line defining disability is exactly that, an arbitrary line. The advent of modern alloys and design has opened up a vast range of activities including some at the extreme adventure end of the spectrum. People with a disability can be found across the full range of sporting and leisure activities. Their tastes and budgets, likewise, spread from economy to five star and include the conference and meetings market. The key to developing tourism/leisure product is to look at the aspirations of potential customers, the opportunities that exist within a destination and the technology available to allow participation by people of all abilities. Customer expectations should drive the product development.



In reality the arbitrary line is more like the image above. New equipment, better information and changing perceptions are allowing many people with a disability to engage in active activities that many able bodied people wouldn't dream of engaging in.

Legal and Moral Obligations

The Federal Disability Discrimination Act 1992 (DDA) aims to ensure that people with disabilities are not treated less favorably than people who do not have a disability.

The DDA covers areas such as employment, access to goods, services and facilities, education, access to premises and transport. The DDA defines disability very broadly and includes, for example:

- people who are blind or vision impaired;
- people who are Deaf or hearing impaired;
- people with intellectual and learning disabilities;
- people with mobility and manual dexterity difficulties;
- people with psychiatric disabilities;
- people who have a brain injury;
- people who have epilepsy; and
- people who have a disease-causing organism such as the HIV virus.

All States and Territories have similar laws that prohibit discrimination.

Service providers, such as events organisers and sponsors have a legal responsibility under State/Territory and Federal laws to avoid discriminating and, when barriers exist, to remove them.

Some examples of things that may lead to a discrimination complaint

- Door stewards at a venue or event refuse entry to a ticket holder because he has cerebral palsy and has difficulty controlling and co-ordinating his movements.
- A conference centre or outdoor event has a policy of only providing a self-service buffet at lunchtime for patrons. Some people with mobility impairments or vision impairments may find it difficult or impossible to carry or hold food from a buffet selection and to eat without placing their plate on a table.
- An awards ceremony takes place on a platform that can only be accessed by two steps so a recipient who uses a wheelchair cannot participate in the ceremony in the same way others can.
- A festival doesn't provide an accessible portable toilet
- Information or maps are only available as printed material making it difficult for a blind to participate.

What happens if someone believes they have been discriminated against?

If a person with a disability tells you they feel they have been discriminated against when they have tried to access your venue, tour or event, you should consider what you can do to put things right. The guidance in Sections 4 to 12 can be used to help find solutions.

It is important that you take any complaint seriously and look for ways to resolve the issue through discussion and negotiation.

If a person with a disability decides to make a complaint to the Human Rights and Equal Opportunity Commission (HREOC), or a state/territory anti-discrimination body, you will be informed of the complaint and asked to provide your side of the story.

The HREOC will try to conciliate an agreement between you and the person who has complained, but if this is not successful the complainant will be advised of their right to take their complaint to the Federal Court or Federal Magistrates Court. (The process is similar under state and territory anti-discrimination laws.)

If the Federal Court or Federal Magistrates Court finds that you have discriminated and there is no unjustifiable hardship defence (see below) it can order you to remove the barrier or stop the discrimination and to make changes to avoid discriminating again in the future. The Court can also order you to pay compensation to the complainant.

Barriers don't always have to be removed to avoid discrimination

In some circumstances; the law says you might not have to remove barriers or make changes to ensure equal access. This is referred to as a defence of 'unjustifiable hardship.' Factors that may mean you would not have to provide full access include:

- the cost of making a particular change or providing a particular service would impose an 'unjustifiable hardship' on you as the service provider; or
- a health and safety regulation is applicable at the venue that prevents a particular change to the premises from being made; or
- the adjustment will change the nature of the service or make it impossible for you to provide that service for other people.

It's not possible to say for certain what would be an unjustifiable hardship as every complaint of discrimination has to be assessed on its own merit. The resources available to some organisations would make it difficult for them to successfully argue unjustifiable hardship in most situations, whereas other organisations may have so few resources available to them that any significant additional costs could seriously threaten the viability of the operation.

Module quiz.

Promoting Accessibility

Travelers with disabilities and their families represent a strong and growing market that can be captured by travel properties, destination marketers, wholesalers, tour operators and the retail tourism sector.

Customers who have specific access needs are part of every tourism 'segment'. Their interests are as wide as any other group of people. They may be looking for mountain adventures, concert performances or a honeymoon hotel. In business terms, they are simply 'customers' but they need good access – otherwise, they will choose to go elsewhere. They also travel with family and friends. Through not marketing to travellers with a disability, tourism organisations risk not one customer but potentially many more whether it be family groups, groups of friends, wedding functions or corporate conferences. It is about recognising people with a disability as an inclusive part of the traveling society.

When we talk about mainstreaming Accessible Tourism, it is important that advertising and marketing reflect just that. Accessible Tourism is not a separate market segment but crosses all existing tourism markets. It is important to reflect people with a disability as just part of the scene of any destination or product marketing campaign.

Publish your accessibility information on your website!

One of the biggest problems for customers is to find the accessible establishments and offers in the general market place. Don't let all your efforts be wasted. Even your first access improvements are worth announcing. You don't have to wait to publish until "everything" is done!

Remember you are addressing customers who plan well in advance in order to have a barrier free experience of tourism. This means you need to provide detailed and reliable information about accessibility in all your publicity material.

Think about your own establishment or tour and the kind of information you could include to encourage visitors with a disability to book with you.

Accessibility information should be part of your basic customer information:

- Reservations and customer enquiries
- Description of building and rooms
- Common facilities
- Offers
- Available transport services
- Nearby tourist venues and services.

Accessible communication

How easy is it for potential visitors with disabilities to access the information you provide?

Information must be legible, clear and simple. The following are some examples:

- Structure content in a logical order
- Use plain English and avoid long sentences
- Use large text. Large print should be at least 14 point, but 16 is best.
- Use clear typefaces such as Arial, Univers or Verdana
- Ensure contrast between text and background.
- Make all text left justified, to avoid large gaps between words
- Don't use italics or capitals
- Use pictograms and symbols to help customers find information when there is a lot of text
- Use images which show a variety of visitors of different ages

- Offer audio alternatives such as MP3 files which can be easily downloaded and played on iPods, etc.

Your website can be a powerful tool for reaching customers with disabilities. The internet is already largely used by people with disabilities as it offers the potential of barrier free communication

Is your web site accessible?

Key benefits of having an accessible website are:

- When you plan a new website or upgrade, make sure your designer is familiar with WAI's web accessibility guidelines
- An accessible website helps expand markets to not only people with disabilities but also people using older browsers, and new technologies such as mobile devices
- Search engine optimization - accessible websites have a distinct advantage in terms of being more clearly identifiable by search engines
- Improved usability – offering clear, consistent navigation which makes finding information easier and provides understandable and clear content which encourages people to stay longer and make return visits.
- Can help reduce your website maintenance costs

Accessibility Guide

The detailed checklists provide a guide on the sort of information that should be presented in an Accessibility Guide.

When preparing an Accessibility guide put yourself in the customers shoes and describe what you have to cater for a wide range of disabilities. Avoid saying something is accessible and don't be afraid to include items that may not meet the full accessibility requirements of AS 1428 as long as you include critical details such as the width of doors, heights of toilet seats etc.

It is important to talk to your guests and learn what they consider to be the important things and modify your accessibility guide accordingly. Often your guest will point out things that could be made accessible with small and inexpensive modifications.

Customer feedback

Your existing or potential customers with disabilities and other access needs can provide valuable insight on how you can improve accessibility of your services. Use it!

Ensuring your services meet the needs of customers with disabilities or other groups with access needs, means that you need to continually review the accessibility of your services. It is a process which builds on customer satisfaction and feedback.

Here is what you can do to make the most out of your customers' experience:

- Assign a manager or contact person for accessibility issues.
- Use short questionnaires for user satisfaction concerning venues and services.
- Include a section where guests can make recommendations for improvement.
- Put in place a clear complaints procedure for possible dissatisfaction with services.
- Handle customer complaints appropriately and promptly.
- Identify common issues and suggestions by customers and act on them.
- Publish information about the changes you have made based on customers' feedback.

Make sure that your guests can comment on the accessibility of the facilities but also of your promotional material and quality of communication at all stages: enquiries, reservation, reception and use of services.

Module quiz

Providing customer Service

Working in the tourism business, you may see many customers every day and deal directly with all kinds of issues.

You need to remember that each new customer is a unique person, with his or her own needs, interests and abilities.

By knowing something about the access requirements of your various customers it's possible to give everyone a better quality of service.

And a better quality of service improves your business.

Key Guidelines

- Customers with specific access needs wish to be as autonomous as any other customer.
- Ensuring good accessibility of your venues and facilities is key to this end and helps to maintain a balanced relationship between the customer and staff.
- Good service can often make up for some shortcomings or difficulties in the physical environment.
- Do not assume what people can or cannot do from what you see or from simply knowing the nature of the disability.
- Make a plan for emergency evacuation of all visitors, bearing in mind that some may have mobility difficulties or sight impairment, or they may be deaf or hard of hearing.
- When communicating with a disabled person or talking about their requirements be aware that certain words and phrases can give offence.

Wheelchair users

Wheelchair users don't all have the same needs. There are people who use wheelchairs who can stand up or walk short distances. Permanent wheelchair users have a large difference in their capabilities and needs.

Some may be able to move around independently but they may need your help to get up a ramp or open a door. Others need an assistant to move freely.

Guidelines

- Speak directly to the person in the wheelchair, preferably at their eye level,
- Don't ask the assistant questions that the wheelchair user can answer for themselves.
- Don't lean on the wheelchair – it is part of the customer's personal space
- Don't push a chair unless asked to do so, not only are you interfering with the personal space but sudden unexpected movement may unbalance the wheelchair user.
- If you are behind a high counter, come out to the front to speak with the customer.

Mobility difficulties

Some customers have difficulty in walking and may use sticks, crutches or walking frames to assist them. You should be prepared to offer assistance if it is required.

Guidelines

- Offer them a seat and have a variety of seats with and without armrests, however some people prefer to stand because of pain or difficulty getting up and down.
- Offer help with coats, bags or belongings, and opening doors, if required.
- Never touch or move sticks, crutches or frames without the user's consent.

Sight impairments

Customers with sight impairments may be blind or have low vision. They can have difficulty in understanding space arrangements and moving around facilities.

Guidelines

- Provide easy navigation for example by removing obstacles from corridors and offering to show your customer around the premises.
- Offer information, such as menus and guides in accessible formats, for example large print or audio.
- Ensure good lighting levels, for example in the restaurant and where customers need to read or write.

Hearing impairment

People with a hearing impairment may be deaf or may partial hearing. People who have been deaf from birth are more likely to use sign language than those who become deaf later in life. Those who are hard of hearing may or may not use a hearing aid.

Guidelines

- Don't guess how much the customer can hear, or how they prefer to communicate. Always ask how you can help.
- Make sure you always have eye-to-eye contact with the customer when you begin to speak.
- Use simple language, short sentences in written information material.
- If the customer has an interpreter, speak to the customer.
- Good lighting is important to aid people who lip-read
- Have an induction loop in crucial areas, for example reception, conference rooms in crucial areas and make sure it is working.

Learning difficulties

It is not always obvious that a customer has a learning difficulty. Don't assume that the customer will not understand you – most likely they will be able to communicate quite easily with you if you are patient and encouraging.

Guidelines

- Speak to the customer as you would anyone else.
- Use simple language and information and be confident and relaxed.
- Give the customer time to make a decision and reply.
- It can be helpful to use written information, signs and pictograms to help in communicating.

Allergies

Customers can be allergic to certain foods or environmental irritants. They may have a respiratory condition like asthma. There are a number of things you can do to make them more comfortable and safe.

Guidelines

- If your establishment is serving food, the chef (or cook) and the waiters should be aware of the ingredients and additives that are used in food preparation so that they can answer questions about the food correctly.
- Guests with food allergies are not avoiding certain foods out of preference. Treat their concerns seriously and be flexible by allowing variations in your menu when required.
- Guests who are allergic to contact with certain materials or airborne allergens are likely to ask about these: you should be aware of the types of cleaning materials that are used in your establishment, the bedding, which rooms have carpets, non-smoking areas and policies about allowing pets

People on the autism spectrum

Older people

Older people may experience disability but do not consider themselves to be disabled people e.g. people with

hearing loss or walking difficulties.

Older and disabled people often have dual or multiple disabilities e.g. dementia and partial sight.

Being aware of the needs of older customers enables you to serve them better, making their visit more pleasant, more comfortable and safer.

They have probably been used to travelling independently in the past but as they get older they might need some assistance and a more accessible environment, so they can be as independent as possible.

Guidelines

- Be prepared to offer appropriate help if required, just as for customers with disabilities.
- Anticipate that your older customers might have difficulties and ask if you can assist with things such as
- Carrying luggage
- Reading a menu
- Opening doors
- Getting a taxi, local transport/transfers in accessible vehicles

Older customers may be unfamiliar with some equipment. They may need assistance or instruction in use of:

- door locks,
- TV controls,
- guest telephone,
- heating and air conditioning systems,
- electrical appliances,
- shower taps,
- windows,
- lift buttons,
- safe,
- coffee and tea machine, etc.

Health conditions

Occasionally you may have a customer with a health condition, such as diabetes or food intolerance.

While they know how to manage their condition, they may need a little extra assistance or information when away from home.

Guidelines

- Offer flexible meal times for diabetics who need to plan when to eat in order to control their blood sugar levels
- Be prepared to offer people with food allergies special diets according to their needs.

People may need to borrow or rent a wheelchair or mobility if they easily get tired.

- Find a reliable service partner where customers they can rent or service equipment, for example a wheelchair or electric scooter.
- Be prepared to advise guests about local doctors and hospitals

Multi-Generational Families

Obviously, children may range from babies through to teenagers. There may be one or more parent with them and or grandparents.

Extended families of several generations may travel together as a way of meeting, celebrating family events and spending time with each other.

Remember that any family member may have access requirements, as one or more could have a disability or impairment.

Think of your own family and how you have benefitted when someone has offered or given you help and the

difference it can make.

Guidelines

Here are some things you can do to help families:

- As with all customers, ask them how you can help
- Inform customers about your facilities and services, such as:
 - a changing space for babies,
 - high chairs,
 - play areas,
 - baby-sitting service,
 - food preparation

Summary

Good customer service depends on you and begins when you are first contacted by a customer, whether it is by email, on the phone or face-to face.

Don't be afraid to ask in an open way: "How can I help you"?

Remember

- Don't make assumptions about customers' needs.
- No two people are alike.
- No two people with a similar impairment are alike.
- Listen to what people say and ask the customer what assistance or facilities they may require. People generally know their needs well and can give precise instructions about the assistance they may need.
- Customers will expect you to know the range of services you can offer, so be prepared to explain these accurately.
- Always address the customer rather than the person they are with, unless indicated otherwise.
- Keep good eye contact, be relaxed and talk normally
- Avoid jargon; use plain language when talking to people and give the guest time to understand and respond.
- Think Person first! In other words, treat all customers as equals

Module quiz

Making access easier

This module is all about some of the barriers your customers might encounter and some of the simple ways to overcome them.

When it comes to physical access, every business has its own particular problems and possibilities. No place will ever be perfectly suited to the requirements of every customer but with some carefully chosen improvements you can make your environment more accessible, safer, and comfortable for a wider range of customers.

Here are some examples of things that can make access easier for a greater number of people.

"Access barriers" in the physical environment are those things which stop a person from getting to where they want to go or doing what they want to do in a comfortable, easy and secure way.

The design of our environment, buildings and facilities often imposes access barriers on certain groups of people, and not only those we think of as "disabled". Everyone can be inconvenienced by access barriers.

Some examples:

- Flights of stairs (or even one step) are not only an access barrier to wheelchair users, but also to parents with pushers or prams, as well as someone with a walking difficulty or a customer with a heavy suitcase.

- Glass doors or large glazed areas are a barrier – and possible safety hazard - to people who are sight impaired or to anyone whose attention may be distracted when walking close to them.
- Slippery floors in bathrooms are the cause of many accidents, both to disabled and non-disabled people.
- Loose rugs are a tripping hazard for those using mobility devices, those who are unsteady on their feet and young children.
- Sharp corners or glass topped tables can be dangerous to with vision impairment and young children.

It is important to realise that many aspects of your facilities can present access barriers to some customers but with careful adjustments most problems can be significantly reduced, enabling people to move round and use your facilities more easily and so enjoy a better experience.

Make a start by examining your own facilities

By making a simple “walk-through” of your premises with a checklist (and ideally with a disabled visitor or colleague), you can quickly make your own list of possible improvements. Download the Yorke Peninsula Self Audit Checklist ([Link](#))

Parking:

do you have a designated accessible parking space near your entrance? Can you create larger, clearly marked parking bays for disabled parking, dropped kerb to pavement or path.?

Pathways:

Do your pathways have a firm, even surface e.g. paving or asphalt rather than gravel, ramps instead of steps. Is there good lighting along the route?

Entrance:

Do you have a porch or shelter from the rain, with good lighting, easy opening door handle and door? These are really useful when people are being dropped off from a car.

Reception: - Do you have a seat available? Is there good lighting, a low counter, walking-stick holder, a hearing loop?

Guestrooms:

Can you replace round doorknobs with lever type? Is it possible to move furniture to create a large clear area for easy wheelchair movement? Do you have low level hanging rails in cupboards, non-allergenic bedding, a vibrating pillow alarm (available for deaf visitors on request)?

Dining- / breakfast-room / restaurant / bar:

Do you ensure there is adequate passing space between tables, good lighting, colour-contrasting cutlery and plates/tablecloths?

Guest Toilets and bathrooms:

Do you have grab rails, a wheel-in shower, shower seat, non-slip bathmat, colour-contrast doorframes and fittings?

Signage:

Is there clear signage (as well as the statutory emergency signs) for information, giving directions and locations?

Self-catering:

Can you install low-level kitchen facilities including sink, hob, kitchen and work surfaces; pull-out cupboards on wheels; sliding doors (to give more space) and large clear areas in rooms for easy wheelchair movement?

Other facilities, tour operators, and events are also covered in the Self Audit Checklist. Download all of the applicable sections to your business.

Little things can make a huge difference

- Seats in reception
- Large type registration forms/menus

- Large faced clocks
- Large buttoned remote controls
- Lower reception counter
- Walking stick holders
- Accessible paths of travel marked
- Raised toilet flush buttons
- Levers rather than door knobs
- Step free garden paths
- Information and maps to local accessible cafes, bars and attractions
- Arrangements with local equipment hirers
- Straws for drinks including wine tasting venues

Renovations and maintenance

You should always consider making access improvements as part of general renovations or maintenance of your establishment.

With careful choices, you can improve access, for example:

- When painting and decorating rooms, think of colour contrast and using non-allergenic materials
- When buying new furniture, carpets and fittings, think of colour contrast, moveable furniture and possibly doing away with carpets altogether in some areas
- When installing new bathrooms, think of adding a step-free shower, grab rails and possibly a sliding door to increase space
- When buying doors and windows, think of how easy they are to open for someone with dexterity problems or a wheelchair user
- When re-wiring, see if it is possible to put electrical sockets at a convenient height for people who cannot bend easily and wheelchair users
- When buying TVs, telephones, alarm systems and lighting, think about how easy it is for someone with a sight impairment to use them
- When re-paving a driveway or entrance, think about making a smooth, step-free approach to the building entrance
- When landscaping your property, think about replacing steps with ramped pathways, adding handrails where paths are steep and ensuring safe, non-slip surfaces for pathways

Seek Advice for major works

Bigger access improvement jobs will need expert advice, especially if you consider altering the building construction. If you are thinking of changing bathrooms and toilets or adding ramps or a lift, it would be wise to hire an access auditor.

Don't get put off

Most businesses do not have the possibility to make major changes to their buildings, as this might be very expensive.

There might be some access problems you cannot fix. But don't give up!

Even in protected monuments and historical buildings some access improvements can be made.

If you are unable to change certain things, it is important to tell your customers beforehand in your Access Guide or other information material that there are certain access limitations, then they can decide for themselves if the facilities are suitable for them.

The final module is a practical guide to good access including the key design components and examples of good design. It would include:

- Bathrooms
- Bedrooms
- Entrances

- Pool access methods
- Parking
- Signage
- Reception
- Self catering kitchens
- Adventure activities

The emphasis is both on good practice but also on how to adapt what a business already has and what qualifications would need to be made in an accessibility guide if existing facilities did not fully meet current accessibility requirements.

Module quiz

Research Review

Introduction and Background

The report is a review of the research done to date. It has embellished those aspects that represent the greatest opportunity to the region and provided additional background and examples. The Yorke Peninsula is extremely well placed to develop a competitive advantage in Accessible Tourism, especially in the development of inclusive outdoor experiences. As already identified by Simon Milcock the secret of the success of this initiative is to develop a coalition of the willing. Universal Design design has been identified as a key pillar to the future of accessible tourism.

Universal Design is at the very core of an inclusive society. In the context of tourism, Universal Design must be able to produce an experience that meets and exceeds the expectations of all people. Further, tourism experiences are SHARED experiences hence the design of tourism products is about bringing together people of all abilities, not designing specific activities for people with a disability.

We would advocate that Universal Design has to be adopted as part of a programmed approach that applies across both physical and soft infrastructure. (A detailed explanation is provided in the body of this review)

The 7 principles of Universal Design are not easily understood by everyday operators. Edward Steinfeld from the IDEAS Centre in Buffalo New York has enhanced the 7 principles and developed a more easily understandable 8 Goals of Universal Design. (Also detailed in this review) It is proposed that the 8 goals for the basis of this project.

By using a programmed approach, the focus shifts from looking at “Accessibility” to developing an understanding of what the desires of a traveler with a disability are and what their capabilities are. By widening the context tourism operators will be able to look a greater range of possibilities, how to develop and adapt experiences and what adaptive equipment is already available in the marketplace. A programmed approach will break down preconceptions of what an accessible experience looks like and encourage innovation. This was identified as a key barrier in the research report. It is widely accepted as one of the greatest barriers to Accessible Tourism across all destinations limiting the engagement of tourism operators. This approach needs to be at a destination wide level and it is important to identify areas within the Yorke Peninsula that offer the best opportunities to develop an Accessible Tourism offering. Tourism is all about offering experiences so a mix of activities is required for success.

In 2019 the UNWTO introduced an accessible destination award and developed a set of criteria. The focus was on the “whole of destination” and included: Planning, transport, accommodation, food and beverage, urban and intercity transport, tourism resources and public administration. The intent was to see a fully integrated commitment to Accessible Tourism from regional authorities, local government, parks managers and individual operators. Again it is an example of a programmed approach. (The full criteria is detailed in the body of the review)

Key Project Steps

- Identification of current tourism operators with accessible facilities. It doesn't matter if they are not engaged with the market at this time. This step is about developing a database and a potential initial list of possible accessible tourism champions.
- Identification of key public assets with accessibility features such as parks and gardens, public accessible toilets, piers and jetties with step-free access, beaches with relatively level access from car parks or beaches with car access, trails and walks that meet Class 1 standard. Sporting facilities
- Identification of key contacts with the Parks and Wildlife Service of South Australia
- Identification of existing disability organisations on the Yorke Peninsula including those offering sporting or recreational activities
- Key volunteer organisations
- Businesses or organisations that have funded community projects
- Identification of existing lifesaving clubs, location and hours of operation

- Development of an online training program that addresses all aspects of Accessible Tourism particularly addressing existing preconceptions and incorporating disability awareness training
- Development of a self audit checklist to be used by businesses across a full range of potential activities. This will be consistent with the new checklist developed for the Australian Tourism Industry Council's National Accreditation Scheme.
- Development of format for the display of accessibility information on the Yorke Peninsula's Tourism Web Site
- Development of a proforma template for individual businesses to develop an Accessibility Guide and display it on their own web site in HTML format, including a photography guide and a list of suggested images to accompany the guide.
- Develop a set of differing duration accessible holiday itineraries for the Yorke Peninsula.

Universal Design

Universal design has been identified as a key set of principles for the development of Accessible Tourism. It must be remembered that Universal Design is a fluid concept meant to underpin a design philosophy. It is often limited to physical infrastructure but as a concept, it should be applied as a “programmed approach” that applies equally to physical and soft infrastructure.

Universal Design is at the very core of an inclusive society. In the context of tourism, Universal Design must be able to produce an experience that meets and exceeds the expectations of all people. Further, as we have said, tourism experiences are SHARED experiences hence the design of tourism products is about bringing together people of all abilities, not designing specific activities for people with a disability. Universal design is design for all not design for the disabled.

A multidisciplinary group of experts wrote The Principles of Universal Design in 1997 to clarify the scope of universal design, as it was perceived in the mid-1990s, and to provide guidance in both design and evaluation activities (Center for Universal Design 1997; Connell et al. 1997).

The 7 Principles of Universal Design:

1. Equitable use. The design does not disadvantage or stigmatize any group of users.
2. Flexibility in use. The design accommodates a wide range of individual preferences and abilities.
3. Simple and intuitive use. Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.
4. Perceptible information. The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
5. Tolerance for error. The design minimizes hazards and the adverse consequences of accidental or unintended actions.
6. Low physical effort. The design can be used efficiently and comfortably and with a minimum of fatigue.
7. Size and space for approach and use. Appropriate size and space is provided for approach, reach, manipulation, and use, regardless of the user's body size, posture, or mobility

However, experience has proven that there is a need to clarify the concept further and provide more extensive information resources for all the design disciplines. Over the years, nine criticisms of the Principles have been developed suggesting that the Principles be evidence-based and tied to a body of knowledge and consensus on best practices.

1. Fit with needs in the field. Even as the Principles were being developed, several of the authors argued that they were more suited for product design than other design disciplines and that they were not readily applicable to specific design problems because the Guidelines lack detail. Since the Principles were published, many variants have appeared in the literature, suggesting that they do not quite fit all stakeholders' needs.
2. The issue of appearance. Universal design requires more than just functional benefits. It extends the concept of inclusion to consumer “appeal” and benefits to people beyond those who have disabilities. Universal design would not be successful if other users found its appearance to be stigmatizing, if it made the user look awkward, or if it attracted undesirable attention.
3. Language. The Principles should be clear and translate well into other languages. The Principle called “Tolerance for Error” seems to imply that errors should be tolerated; the intent of this Principle was to reduce errors in the use of a product and environment. The “Equitable in Use” Principle translates literally in at least one language (Japanese) to “equal opportunity,” which is a legal term and thus confuses a voluntary design practice with legal mandates. The “Flexibility in Use” Principle seems to imply that objects should bend during use.
4. Goals. The Principles and guidelines lack clarity of purpose. The “Equitable in Use” Principle focuses on a social justice goal; “Flexibility in Use” is a design strategy; and the rest focus on human performance

goals. Some Principles overlap in objectives.

5. Scope. The Principles do not explicitly address several important issues, such as health promotion and disease prevention. The “Equitable Use” Principle addresses only two social participation issues in a limited way—segregation and stigma. Other social participation issues, such as social interaction and friendship formation, support for social role engagement, and accommodation of cultural differences, are missing.
6. Fit with context. The Principles do not address the constraints imposed by context. There is a need to address contextual issues, such as historic preservation, sustainability, and urbanism, and constraints, such as available finances, human resources, and construction technology.
7. Narrow focus on personal empowerment. The Principles focus on human performance and ignore personalization and customization, which address broader diversity issues and social identity in a more inclusive manner.
8. Difficulty for benchmarking. The Principles and guidelines do not provide metrics or standards against which one can measure whether an environment, product, or service is indeed a good example of universal design. The terminology is not amenable to benchmarking. Thus, it is difficult to compare a universal design to one that is not and to establish best practices other than by professional judgment.
9. Lack of an evidence base. The lack of a body of evidence tied to the Principles is a serious barrier to their use in practice. Terminology related to established domains of knowledge would overcome this gap. The problem becomes apparent when trying to do an Internet search for information on “Flexibility in Use,” “Tolerance for Error,” or “Equitable Use.”

Goals of Universal Design

From this point of departure and reflecting on the critique of the Principles, the IDEA Center expanded the conceptual framework of universal design beyond usability to include social participation and health, and acknowledges the role of context in developing realistic applications.

The IDEA centre developed the Goals of Universal Design® in order to define the outcomes of UD practice in ways that can be measured and applied to all design domains within the constraints of existing resources. They encompass functional, social, and emotional dimensions. Each goal is supported by an interdisciplinary knowledge base (e.g., anthropometrics, biomechanics, perception, cognition, safety, health promotion, social interaction).

Thus, the Goals can be used effectively as a framework for both knowledge discovery and knowledge translation for practice.

Body Fit

Accommodating a wide a range of body sizes and abilities

Comfort

Keeping demands within desirable limits of body function and perception

Awareness

Ensuring that critical information for use is easily perceived

Understanding

Making methods of operation and use intuitive, clear, and unambiguous

Wellness

Contributing to health promotion, avoidance of disease, and protection from hazards

Social Integration

Treating all groups with dignity and respect

Personalization

Incorporating opportunities for choice and the expression of individual preferences

Cultural Appropriateness

Respecting and reinforcing cultural values and the social and environmental contexts of any design

project

Implications for Tourism

A Program/Customer approach is required in the development of Travel Services for People with a Disability. Travel, recreation and leisure are all about the “experience” which ideally should be seamless from planning, to arrival back home. Enjoyment comes from those experiences and the way they are shared with others. The experience lingers in the memories of those who participated. A truly remarkable travel experience leaves the visitor changed in some way.

The reason it is so difficult for people with a disability to participate freely is that industry as a whole has not yet recognized that fundamentally a person with a disability is no different from any other person in their aspirations for a remarkable experience.

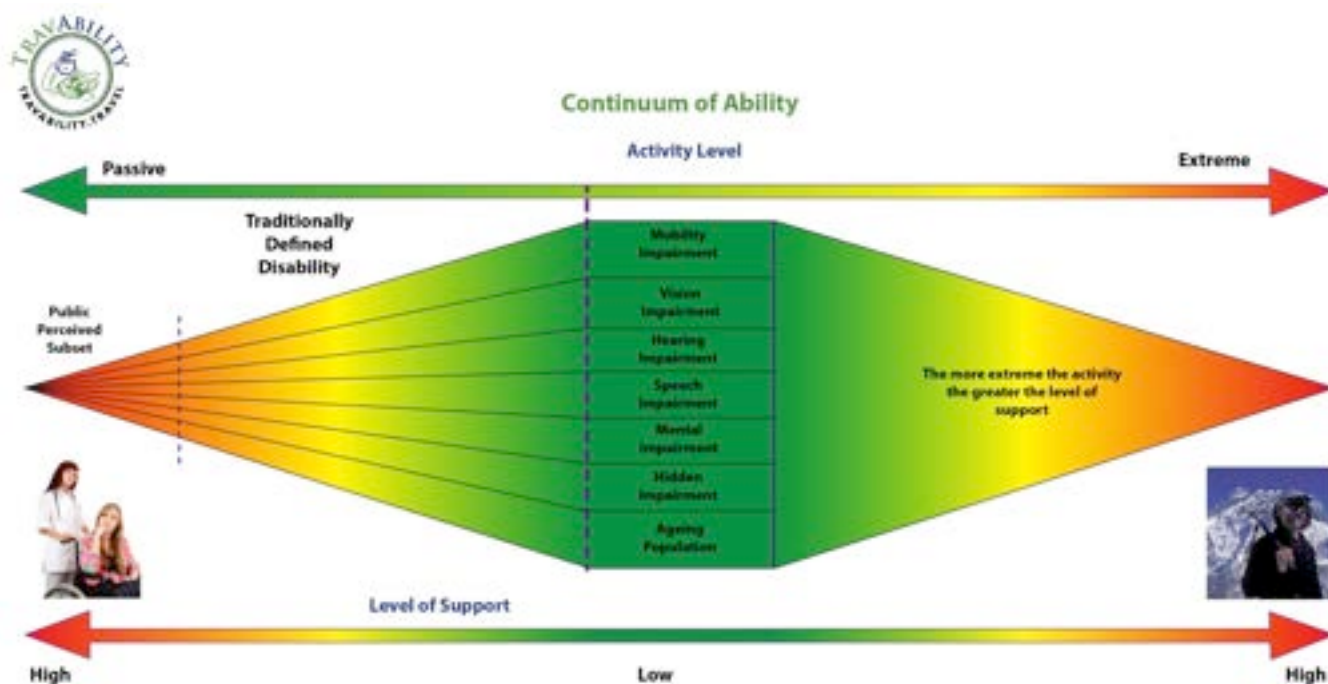
Industry and organisations still think about access and not the experience. There is a fundamental difference and it stems from a misunderstanding that Universal Design means design for the disabled and not human centered design.

In creating a tourism/leisure offering the Soft Infrastructure is just as important as the built environment. Accessibility information should be plentiful, easily found within the main context of the attraction/venue/activity/destination description and written in the same style as any other information. Booking systems should reflect the experience a visitor wants or expects to have. If there is space for only one companion, then the booking information and system needs to talk about where the rest of the party is located, or better still reserve the row in front of the accessible seating to accommodate family and friends. Create interactive maps and signage to allow easy wayfinding through a venue without the need to search for a step route. Create large print registration forms or mobile apps to simplify the process for people of all abilities. In other words every action should be enhancing the customer experience and it should blend in with existing forms and presentations and systems. Customers want an inviting experience, not one that makes them feel different or puts under pressure.

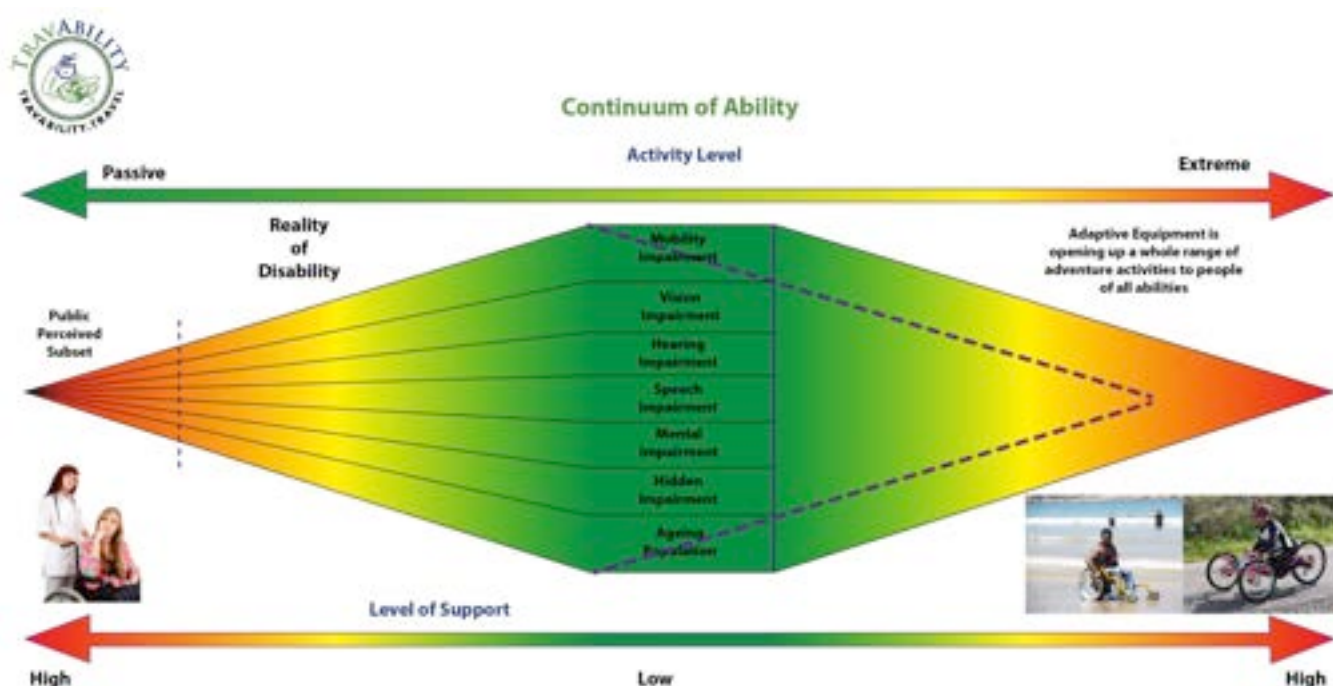
For the Yorke Peninsula, this is significant for the overall accessible tourism strategy with the opportunity to develop a destination wide approach that sets Universal Design as the foundation for both physical and soft infrastructure.

Defining the Accessible Traveller.

People with a disability are present in all sectors in roughly the same proportion as the general population. They are not like the backpackers, adventure tourists, or luxury travelers that can be conveniently put into unique product boxes with targeted marketing campaigns. The common misconception is that the needs of all people with a disability are the same. In one sense that misconception has been reinforced by the social model of disability which, in defining the social barriers, has concentrated on a narrow sub set of physical access requirements largely limited to car parks, toilets, building access and hotel rooms. By concentrating on the narrow access requirements the industry has effectively created an artificial sector of people with a disability that ignored their actual aspirations.



The arbitrary line defining disability is exactly that, an arbitrary line. The advent of modern alloys and design has opened up a vast range of activities including some at the extreme adventure end of the spectrum. People with a disability can be found across the full range of sporting and leisure activities. Their tastes and budgets, likewise, spread from economy to five star and include the conference and meetings market. The key to developing tourism/leisure product is to look at the aspirations of potential customers, the opportunities that exist within a destination and the technology available to allow participation by people of all abilities. Customer expectations should drive the product development.



In reality the arbitrary line is more like the image above. New equipment, better information and changing perceptions are allowing many people with a disability to engage in active activities that many able bodied people wouldn't dream of engaging in.

Customers who have specific access needs are part of every tourism 'segment'. Their interests are as wide as any other group of people. They may be looking for mountain adventures, concert performances or a honeymoon hotel. In business terms, they are simply 'customers' but they need good access – otherwise, they will choose to go elsewhere. They also travel with family and friends. Through not marketing to travellers with a disability, tourism organisations risk not one customer but potentially many more whether it be family groups, groups of friends, wedding functions or corporate conferences. It is about recognising people with a disability as an inclusive part of the traveling society.

This, again, is extremely relevant to the Yorke Peninsula. It is a destination geared to the family and friends market, especially from Adelaide and the Riverina. The Yorke Peninsula offers a great variety of destination activities that suit a wide range of ages and are very family inclusive. The opportunity exists to create a range of accessible activities, including the more adventurous. There is a raft of accessible equipment now on the market that could be integrated into existing equipment rental offerings and the opportunity also exists to leverage the work being done by the National Parks and Wildlife Service South Australia. A full accessibility guide is available from Parks Victoria.

Accessibility Equipment

Trailrider

The Trailrider was designed in Canada by British Columbia Mobility Opportunities Society (BCMOS). Affectionately described as “a cross between a wheelbarrow and a rickshaw,” the TrailRider is a precision-made vehicle, engineered to the highest specifications. It is designed to fold, so that it can be transported in a hatchback, SUV or minivan. The TrailRider weighs 23 kg, and folds down to a size of 172 cm x 82 cm x 61 cm. It can accommodate people of all sizes – a special seat insert adds comfort and safety for riders under 150cm and/or 40kg.

TrailRiders are in use around the world as the mainstay of disability wilderness access programs, by schools operating inclusive field trips and many are owned by individuals.

They allow adventures to far-flung destinations, having accessed terrain ranging from the floor of the Grand Canyon to Everest Base Camp, and open up local parks and trails. Some have been used to operate tours through ancient historic sites in Europe and Asia.



Off-Road wheelchairs

Manual chairs include the UK based Mountain Trike and the US Freedom Cycle. Both are three-wheeled, lever-driven chairs that are capable of steeper slopes and rougher ground than a traditional wheelchair.



Off-road handcycles

In addition to off-road wheelchairs, there have been significant developments in off-road handcycles, that offer more extensive opportunities on both existing and new double track trails.

Work has been done on creating new trail grading systems that go beyond that traditional class 1 trail the original manual was based on. Parks Victoria has grading many of the Grampians Trails for Trailrider use, The Nations Parks Association's Dr Helen Smith has been working on a grading system for traditional and new off-road wheelchairs. Parks Victoria has also begun work on a trail grading system for off-road handcycles with a testing trial at Point Nepean. Breaking the Boundaries in Western Australian, in conjunction with the Australian Mountain Bike Association are also developing criteria for the grading of trails suitable for off-road handcycles.



In addition to the traditional manual off-road wheelchairs, several new power-assisted machines are now becoming available, including tracked versions. This new generation of power wheelchair will create more opportunities to get to more remote locations as well as presenting challenges for both trail grading and operational procedures and rules.

All of the above advancements will potentially create more accessible and inclusive experiences for people with a disability in parks and well as improving the physical and mental health of the community.



Water Based Activities

As with off-road wheelchairs, there have been major advancements in adaptive canoeing and kayaking. There are now several models of canoe launches that enable a person with a disability to enter a canoe on a dock and slide safely into and out of the water. Adaptive canoe design has also improved by leaps and bounds over the last 10 years. Some of those designs are as simple as a seat back insert costing as little as \$25 and can be easily incorporated into an existing hire fleet. A growing international activity is stand up paddle boarding. Wheelchair accessible variants are now available. All of these water based activities are highly applicable to the Yorke Peninsula.



Beach access.

There is a strong beach access movement in Australia. Many beaches have deployed beach matting either as a permanent 24/7 installation such as Williamstown and Altona in Victoria or as seasonal installations. Options are also available for a cost effective solution for one off events or beachside holiday parks or resorts. A large number of beach wheelchair options are also available. It is important to have a mix of beach wheelchairs including self propelled models and floating chairs to cater for a wide range of ability levels and a level of independence.



Volunteering Opportunities

Many of the activities described above are supported by volunteer networks and volunteer programs. These programs can be one off activity days or part of a continuous program. Examples of one off activity days are disabled surfing, disabled diving and planned outdoor come and try days and school holiday programs.

Existing organisations include the disabled Divers Association and the Disabled Surfers Association with chapters in most states.

There have been permanent programs involving providing Sherpas for the Trailrider on a booking basis by Parks Victoria, Parks British Columbia and Parks Alberta. These programs widen the tourism opportunities for families that may not have the numbers to use the Trailrider or other equipment that may become available as part of this program.

Research and Market Size.

The research has identified the Australian Research that was conducted in 2017/18 that put the value of the Australian domestic market at \$8 billion. That represented around 11% of the total tourism spend and was very consistent with international research. Visit England conducted similar research in 2014 that placed a value on Accessible Tourism at 12 billion pound or 14% of total tourism spend. It also identified that the market was the fastest growth of all the tourism markets with a growth rate of 33% between 2009 and 2014 against the growth rate of 19% for tourism as a whole over the same period.

The Impact of the Baby Boomers on the growth of Accessible Tourism is Significant.

From the 2015 Intergenerational Report - Australia in 2055 the number of Australians aged 65 and over is projected to more than double by 2054-55, with 1 in 1,000 people projected to be aged over 100. In 1975, this was 1 in 10,000.

The number of people aged 15 to 64 for every person aged 65 and over has fallen from 7.3 people in 1975 to an estimated 4.5 people today. By 2054-55, this is projected to nearly halve again to 2.7 people.

It is clear from the demographic data that the Baby Boomer generation will have a significant impact on the tourism market. The Baby Boomers will be unlike any other generation of retirees that have come before it. It is an adventurous and consumer driven generation. Further, unlike previous generations, it will spend its accumulated wealth rather than build a nest egg to pass on to future generations. It will dominate the tourism market for the next 20 years.

ABS statistics shown that at age 65 40% of people have some form of age related disability and by age 75 that climbs to 60%.

The market will have a great significance to the Yorke Peninsula with its close proximity to its Adelaide catchment. Further we will see greater intergenerational holidays

UNWTO “Accessible Tourism Destination” (ATD 2019)

In 2019 The World Tourism Organization (UNWTO) and the Fundación ONCE launched the first edition of the “Accessible Tourism Destination” (ATD), which recognized and promoted sites that are accessible to all. The aim was to publicize locations “that make an important effort so that their destination can be enjoyed by any tourist, regardless of their physical, sensory or cognitive abilities”.

The winner of this first edition of “Accessible Tourism Destination 2019” awarded during the International Tourism Fair in IFEMA (Madrid) was Portugal, selected as the best Accessible Tourist Destinations, while Barcelona and the Indian city of Thrissur received special mentions.

The criteria develop for the award was as follows:

- Planning, information and booking (websites, W3c standards, access info, info points, help-line)
- Transport for arrival to / departure from the destination (accessible facilities and accessible formats)
- Accommodation (accessible rooms, itineraries, staff training)
- Food and beverage services (accessible itineraries, menus in Braille, allergies)
- Urban and intercity transport in the destination (access. itineraries and info, boarding, taxis)
- Tourism Resources (public transport, parking, itineraries, toilets, accessibility info and info points)
- Public administrations (specific budget, assigned officials or departments, accessibility campaigns and projects)

Marketing and Promotion

Travelers with disabilities and their families represent a strong and growing market that can be captured by travel properties, destination marketers, wholesalers, tour operators and the retail tourism sector.

Customers who have specific access needs are part of every tourism 'segment'. Their interests are as wide as any other group of people. They may be looking for mountain adventures, concert performances or a honeymoon hotel. In business terms, they are simply 'customers' but they need good access – otherwise, they will choose to go elsewhere. They also travel with family and friends. Through not marketing to travellers with a disability, tourism organisations risk not one customer but potentially many more whether it be family groups, groups of friends, wedding functions or corporate conferences. It is about recognising people with a disability as an inclusive part of the traveling society.

Incorporating imagery featuring people with disabilities enjoying travel all around the world with their families and friends will give those potential customers with disabilities the inspiration and confidence that they too can enjoy the opportunity to experience new destinations that can accommodate their accessibility needs

Inclusive tourism should be treated the same as any other destination marketing. Accessible facilities are one thing, but the right imagery sends a powerful message that 'we want your business'.

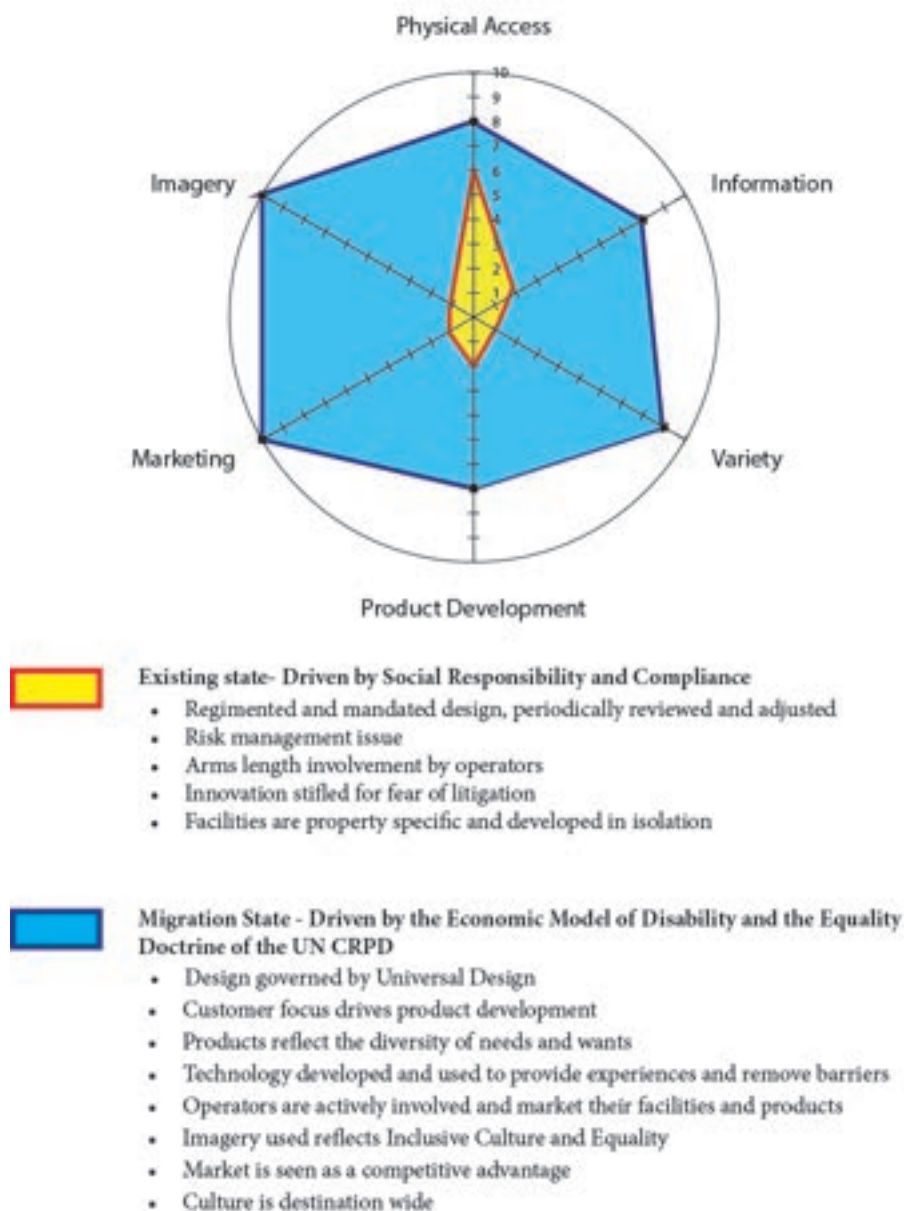
Money spent in structural modification of a property, but not followed up with Inclusive imagery that demonstrates this accessibility, is a missed opportunity. It is also a relatively economical way of increasing market share.

When potential customers with a disability log onto a page for a resort, or see an advertisement in a magazine or brochure, and see an image that represents them, they will more than likely want to patronize that provider, and if the experience is positive, return again. Loyalty is an important aspect of this market as well, as a good experience and will be shared among various disability oriented social networks.

When we talk about mainstreaming Accessible Tourism, it is important that advertising and marketing reflect just that. Accessible Tourism is not a separate market segment but crosses all existing tourism markets. It is important to reflect people with a disability as just part of the scene of any destination or product marketing campaign.

However when framing advertisements it is important to remember that people with disabilities are a discerning loyal market who want to feel that they belong and are valued as customers or clients. When an able-bodied model is put into a wheelchair that is obviously not their own and the image is then used in a website, publication, or advertisement, it is seen as fake and disingenuous and gives a poor impression to the audience. Using models with an actual disability conveys a clear message about genuine representation and creates real employment opportunities for people with a disability.

Mainstreaming Inclusive Tourism Product



VisitEngland, as England's National Tourism Authority, has identified Accessible Tourism as a key strategy for maintaining its competitive advantage in the European tourism market.

It has adopted a mainstream approach in line with its strategies for other tourism products.

Vision

To harness the growing, high value accessible tourism market to become internationally recognised as a leading destination for people with access needs. This will contribute to 5% growth, year on year, in the England tourism market by 2020.

Objectives

1. To motivate tourism businesses across all sectors to improve accessibility.
2. To improve and develop tourism products across all sectors to meet the requirements of people with access needs by:

- a. Ensuring staff are access aware and have the key skills and knowledge to meet the requirements of people with access needs.
 - b. Providing information on the accessibility of facilities and services that is detailed, accurate and readily available to enable people with access needs to make an informed choice.
 - c. Improving facilities and making reasonable adjustments as per the Equality Act 2010 for people with access needs.
3. To increase consumer awareness of accessibility initiatives and the accessibility of tourism products.

To achieve those goals they ran a mainstream advertising campaign with 3 objectives:

- A framework for destinations to engage businesses in accessible tourism
- A means for destinations to target the accessible tourism market
- Campaign to act as an incentive for businesses to improve product

The marketing was unique and different.



**Relaxation,
romance
and...
ramps**



**Sun,
sea and...
step-free
access**



**History,
heritage
and...
handrails**



**Art,
aperitifs
and...
accessible
loos**



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