ATIC Accessibility

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

This report prepared for:

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ATIC Accessibility

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

OVERVIEW....4
Business Overview....4
Bookings....4
Emergency Management....4
Communications....5
Other Information....5
Guide Dog and Service Animals....5
GENERAL....6
Pre-arrival, arrival and reception....6
Car Park and Access amenities....6
Entry....6
Internal Spaces....7
Public areas....7
Displays, exhibits, commentary and live performances....7
External Paths....7
Ramps....8
Public Toilets/Adult change facilities....8
TOUR OPERATORS....9

Route Planning 9
Guides 9
COMMON AREAS 10
Report Disclaimer 12

OVERVIEW

Business Overview

The business has the following products/services available

- Tour/Transport

Our business caters for the following disability types:

- Wheelchairs or mobility scooters
- Food allergies or intolerances

Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal

Emergency Management

- Exit signs are clear and easy to see
- Exit access is free and clear at all times

We ensure exit access is free and clear at all times by:

No stopping in thoroughfares

- Exits and access to exists are greater than 900mm
- Exit doors are able to be opened by all occupants
- Exits to the emergency evacuation point does not include stairways

The business identifies guests who need additional assistance should an emergency occur by:

Nil

The procedure for assisting guests who need assisted rescue is:

Nil

Communications

Other Information

- The business accepts the companion card

Guide Dog and Service Animals

- The business provides a secure area with shade and water for service animals

The business provides the following services for services animals:

Nil

GENERAL

Pre-arrival, arrival and reception

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

- Booking information and websites are compatible with screen readers
- There is a reception/public entryway.
- In addition, the following further information can assist guests:

Nil

- In addition, the following further information can assist guests:

Nil

Car Park and Access amenities

The business has the following Car Park and Access amenities

- A drop off zone
- Designated disabled parking bays
- Level or ramped access from the car park to the entrance
- Kerb ramps are in place where a pavement or walkway needs to be crossed

Entry

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

- A drop off point close to the entrance
- A path of access to the building is slip resistance and even
- A path of access to the building is clear of obstruction
- Self opening entry doors or fitted with a self closer
- Door jams/doors are of a contrasting colour to surrounding walls
- Signage is written in a contrasting colour
- The entry door is a minimum of 850mm wide
- The entry door has self opening or a light opening pressure (for manual operations)
- The entrance sill is less than 13mm
- There a clear space of at least 1500mm x 1500mm in front of all doors.
- The entrance door mats have a thickness less than 13mm and a width of 7500mm or greater

Internal Spaces

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

Public areas

The public areas have the following amenities in place

- Seating

Displays, exhibits, commentary and live performances

For displays, exhibits, commentary and live performances the following amenities are in place

- Seating
- Wheelchair accessible spaces/seating

External Paths

External paths of travel have the following amenities are in place

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)
- Paths or slopes longer than 15 metres have resting places or seats
- Pathways are wider than 900mm

No steps

No steps

Ramps

Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- Hand rails are fitted
- Long ramps (more than 10m) are 1:20 or less
- Ramps have a raised edge of at least 100mm

Public Toilets/Adult change facilities

Public Toilets/Adult change facilities have the following amenities are in place

- There is an accessible toilet for public use
- The door is at least 850mm wide
- There is a minimum of 850mm beside the toilet
- Handrails are fitted
- The toilet seat is460mm above the floor

TOUR OPERATORS

Route Planning

- Route Planning
- In addition, the following further information can assist guests:

Nil

- Lunch stop venues are accessible
- Sightseeing and photo opportunity stops are step free
- Walking Tours
- Operated on a step free route
- Multi-paced to account for slower walkers

Guides

Guides have been trained in the following

- Use of clear/simple English

Image(s)

- In addition, the following further information can assist guests:

Nil

COMMON AREAS

Report Disclaimer

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

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

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

Links to external web sites are inserted for convenience and do not constitute endorsement of material at those sites, or any associated organisation, product or service.

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