

ATIC Accessibility

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

This report prepared for:

Business name:	Joondalup Resort
Address:	Country Club Blvd
Town:	Connolly
Contact for enquiries:	Natasha
Contact Number:	08 9400 8888
Contact Email:	fom@joondalupresort.com.au
Website:	www.joondalupresort.com.au
Date:	2025-11-04 14:57

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	5
Communications	5
Other Information	6
Guide Dog and Service Animals	6
GENERAL	7
Pre-arrival, arrival and reception	7
Cognitive Impairment Support.....	7
Car Park and Access amenities.....	7
Entry	7
Lifts	8
Internal Spaces	8
Public areas	8
Displays, exhibits, commentary and live performances	9
External Paths.....	9
Steps.....	9

ACCOMMODATION	10
Bedrooms	10
Room Amenities	10
Bathrooms	11
COMMON AREAS	13
Swimming pools, spas and waterparks	13
FOOD AND DRINK	14
Dining Spaces	14
EVENTS	17
Events	17
Report Disclaimer	19

OVERVIEW

Business Overview

The business has the following products/services available

- Accommodation
- Food and Drink
- Event

Our business caters for the following disability types:

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



Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal

- Our forms have high contrast boxes and submit boxes

Emergency Management

- Emergency and evacuation procedures are explained on arrival
- There are Audible device/s to alert occupants to evacuate with instructions on how to evacuate.
- There are visual device/s to alert occupants to evacuate.
- Exit signs are clear and easy to see
- Exit signs have raised lettering or braille
- Exit access is free and clear at all times

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

Duty managers check during their hourly checks.

- Exits and access to exits are greater than 900mm
- Exit doors are able to be opened by all occupants
- Exits to the emergency evacuation point does not include stairways
- The evacuation point is clearly marked by a sign
- The evacuation point is clearly marked by a sign with raised letters or braille

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

Guest check in sheet - indicates guests who may need assistance.

The procedure for assisting guests who need assisted rescue is:

Duty manager to assist, if this is not doable, they will inform the fire fighters of the list so they can assist.

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

Communications

- Our business offers the following alternative communication methods
- Plain English
- There is easy to read signage and information (e.g. menus and emergency information)
- There are Picture boards

Picture Boards Image(s)



Alcove Promo-posters-A1-1

Other Information

- For bookings made onsite, the ticket booth/counter/box office is accessible for people using a wheelchair
- The business accepts the companion card

Guide Dog and Service Animals

- The business provides a secure area with shade and water for service animals
- Bowls, bedding, etc. are provided for service animals

The business provides the following services for services animals:

GENERAL

Pre-arrival, arrival and reception

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

- There is a reception/public entryway.
- Seating available at reception
- A lower counter at reception/ticket office
- A clipboard to allow check-in/ticket purchase whilst seated
- A tablet with text to voice or pen and paper at reception to aid in communication
- Lighting in the reception area is even and glare free
- Large print information sheets and registration forms
- Information and maps are available in written form
- A familiarisation tour
- Keys are available for each guest
- Luggage assistance
- In addition, the following further information can assist guests:

Priority check in. Assistance to their room.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)

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
- The accessible entrance is clearly signed from the parking bay
- 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
- Glass doors are fitted with a visual sighting strip
- Door jams/doors are of a contrasting colour to surrounding walls
- Door handles are of a contrasting colour to the door
- Signage is written in a contrasting colour
- Signage is written in a Sans Serif font and use upper and lower case letters
- The entry door is a minimum of 850mm wide
- 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

Lifts

- The lifts have the following amenities in place

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
- Any protruding or overhanging obstructions are at least 2meters above the floor or are protected
- Menus are available in large print or Braille
- Tableware/glassware contrast with the table surface or table cloth
- 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

- Display units, Televisions, Video displays etc. are open captioned
- Even lighting
- 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)
- Pathways are wider than 900mm

Steps

Steps have the following amenities are in place

- There are steps.
- Top and bottom steps are easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators)
- All steps or staircases have enclosed risers
- The underside of all staircases are enclosed or protected to a height of at least 2 metres
- Handrails fitted to all open sets of steps
- Handrails extend 300mm beyond the top and bottom step

ACCOMMODATION

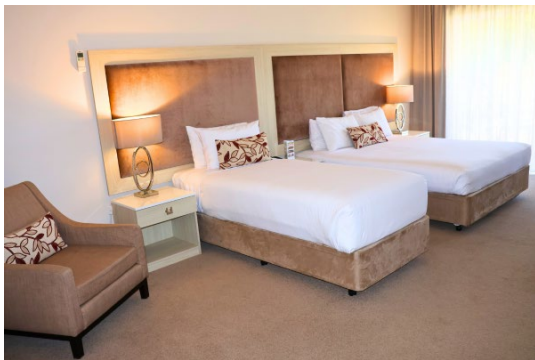
Bedrooms

The bedrooms have the following facilities/amenities in place

- There are 2 rooms available to guests who use a wheelchair
- Bedroom furniture can be re-arranged on request

Not specified

Layout of room Image(s)



Accessible Room



Bed to wall

Room Amenities

- Visual alarm is fitted to the room
- Televisions are equipped with closed captioning capability
- Room phones are hearing loop compatible

- Room phones have volume control
- Room phones have a visual ringing indicator
- There is contrast between the walls, skirtings, floor and furniture
- There is a clear path through the room
- Wardrobe handles are a contrasting colour to the doors and draws
- Housekeeping procedures instruct staff not to reposition furniture that has been moved
- Doors open fully against the adjoining wall
- There is a clear opening at least 850mm wide
- There at least one chair with rigid arms
- Wardrobe and drawer handles are easy to grip
- The bedside lamp switch is easy to reach from the bed
- There is at least 850mm clear space beside the bed
- Blocks are available to put under the bed legs
- The business offers a range of non-allergenic bedding
- Non-allergenic cleaning products are used

Bathrooms

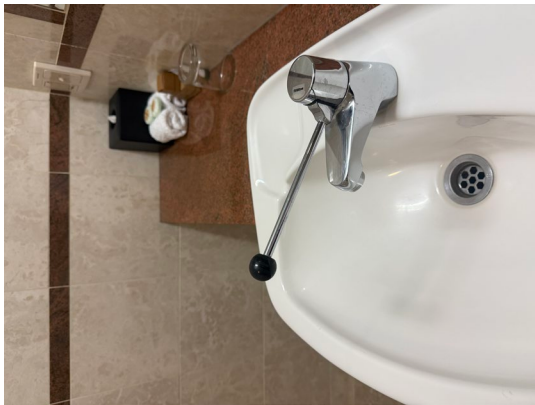
The bathrooms have the following facilities/amenities in place

- All heating appliances and hot water pipes are protected or insulated
- All shower, bath and basin taps are clearly differentiated between hot and cold
- Fixtures and fittings have rounded edges
- The hot water is thermostatically controlled to 41 degrees
- The door is at least 850mm wide
- There is a minimum of 850mm beside the toilet
- Handrails are fitted
- There is a minimum of 1400mm of clear space in front of the toilet
- The toilet seat is a contrasting colour to the floor
- The toilet seat is 460mm above the floor
- There is a roll-in shower with fold down fixed seat or a shower chair
- There is a portable shower head on flexible hose

Bathroom Image(s)



Bathroom



Tap

COMMON AREAS

Swimming pools, spas and waterparks

- The following swimming pools, spas and waterparks amenities are available
- The park map includes a step free route

FOOD AND DRINK

Dining Spaces

The dining spaces have the following facilities/amenities in place

- The entrance has level access
- The doorway is at least 850mm wide
- There is level access through the dining area
- Chairs are moveable to allow for wheelchairs to be seated at the tables
- All glass doors and full height windows have contrast markings
- There are areas of full lighting
- There are large print menus
- There are Plain English menus
- There is an accessible toilet

Our business caters for the following dietary requirements

- Gluten free (celiac)
- Lactose free (dairy free)
- Nut free
- Vegetarian
- Vegan
- Halal
- In addition, the following further information can assist guests:

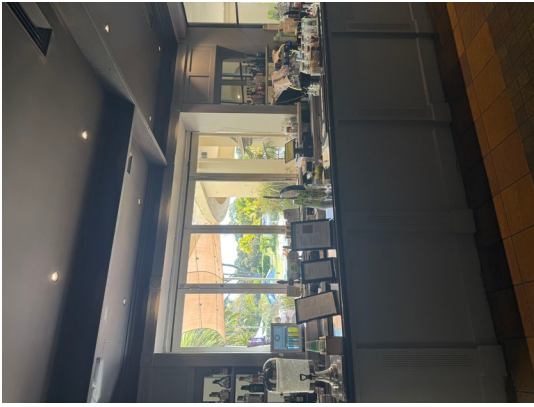
Kitchen staff are skilled and knowledgeable - labels, separate work stations, hygiene etc.

- There is a sample menu available online

Sample menu is available here -

<https://www.joondalupresort.com.au/dining-bars/>

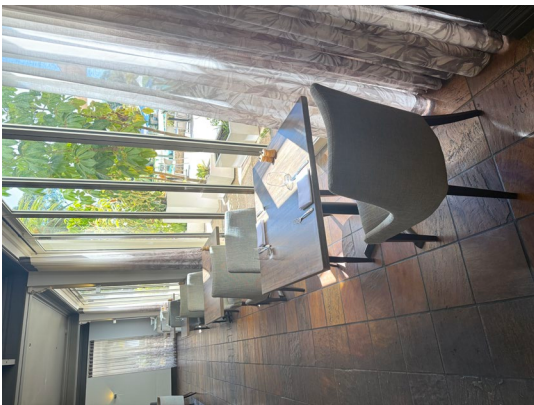
Food and Beverage Image(s)



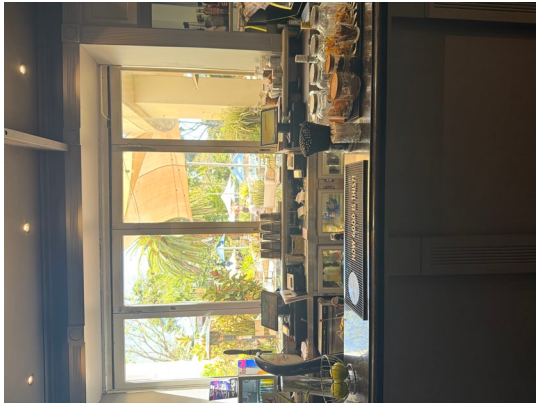
Pay station



Doorway



Table



Bar

EVENTS

Events

Events have the following facilities/amenities in place

- There is step free access throughout the venue
- Reception, registration desks or ticket offices have a lower counter section
- All ancillary areas are step free e.g. breakout rooms, dining areas, outside areas and exhibition spaces
- A low height lectern is available
- Accessible toilets are available at the venue
- Wheelchair designated seating is provided
- We cater for a range of seating and viewing options
- We cater for varying group sizes
- There is good circulation space with the number of people expected to allow people with a disability to move around freely
- Food and water is available for guide and service animals
- The event is outdoors
- Seating is at regular intervals
- Side shows, activities etc. are accessible
- Accessible car parking is available
- There are designated drop-off points
- The event includes the use of loud noises, fireworks or strobe lighting
- There is a warning included in the event information
- Quiet rooms, marquees or spaces are available

Report Disclaimer

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

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

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

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.

ATIC does not:

- a) Assume any legal liability for the accuracy, completeness, or usefulness of any information from this report or any links provided; or
- b) Accept responsibility for any loss associated directly or indirectly from the use of this report.