

ATIC Accessibility

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

This report prepared for:

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ATIC Accessibility

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

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OVERVIEW

Business Overview

The business has the following products/services available

- Attraction
- Event

Our business caters for the following disability types:

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



Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our website supports Screen Readers
- Our forms have high contrast boxes and submit boxes
- Staff have undergone disability awareness and training

Emergency Management

- 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 access is free and clear at all times

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

Daily checklist

- Exits and access to exists are greater than 900mm
- Exit doors are able to be opened by all occupants
- There is an emergency refuge that has an intercommunication system linked and has sufficient fire resistance levels.
- Exits including stairwells, have bright edges used on the steps.
- The evacuation point is clearly marked by a sign

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

Staff are trained to assist people who use wheelchairs or are otherwise unable to go down stairs to muster point during an evacuation

The procedure for assisting guests who need assisted rescue is:

Staff are trained to assist people who use wheelchairs or are otherwise unable to go down stairs to muster point during an evacuation

Communications

- An accessibility guide is available on the website

<https://www.scitech.org.au/visit/accessibility-inclusion/>

- Our website meets WCAG 2.0 accessibility standards
- Our business offers the following alternative communication methods
- Plain English
- Magnifiers

Not specified

- There is easy to read signage and information (e.g. menus and emergency information)

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

The business provides the following services for services animals:

Not specified

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.
- A lower counter at reception/ticket office
- 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
- Information and maps are available in written form
- In addition, the following further information can assist guests:

Seating available in exhibition spaces and before entering

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- A "social script" guide to your premises or attraction describing the sights, sounds and smells to aid parents/carers prepare visitors in advance
- Quiet periods or early opening times for people on the Autism Spectrum
- A space for parents and children on the Autism Spectrum

Car Park and Access amenities

The business has the following Car Park and Access amenities

- A drop off zone
- 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

Displays, exhibits, commentary and live performances

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

- Seating
- Wheelchair accessible spaces/seating
- A written transcript where audio description is provided i.e. display commentary, tour commentary
- In addition, the following further information can assist guests:

We have live captioning technology available in Science Theatre and Planetarium. We are working on implementation across operations.

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
- Any paths having steps are clearly identified as non-wheelchair accessible
- Step free routes clearly signed

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
- Where steps are present are there three steps or less

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 is 460mm above the floor
- There is 1100mm mm of clear space in front of the toilet
- The toilet seat of a contrasting colour to the floor
- The toilet seat is 460mm above the floor

ATTRACTIONS

Attractions Basics

- A park map is available here:

<https://www.scitech.org.au/visit/explore-the-scitech-map/>

COMMON AREAS

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
- All stage areas including speaker platforms are accessible
- A low height lectern is available
- Accessible toilets are available at the venue
- There is clear signage throughout the venue including accessible routes and accessible facilities
- 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
- Accessible car parking is available
- There are designated drop-off points
- There is accessible public transport to the venue
- Accessible public transport is detailed in the event information
- There is an event map available
- The event map shows accessible facilities
- The event map shows accessible public transport points
- A step free route is shown
- 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.

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