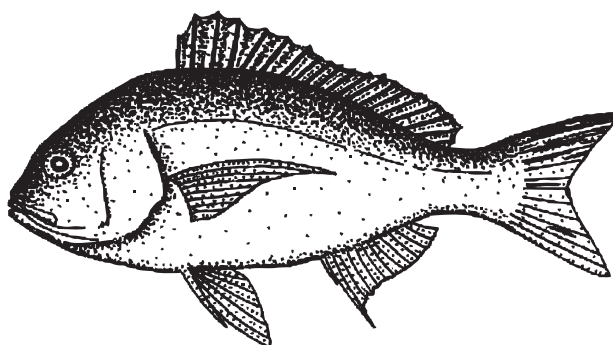


ATIC Accessibility

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



UPPER REACH

handcrafted wines • swan valley

This report prepared for:

Business name:	Upper Reach
Address:	77 Memorial Avenue
Town:	Baskerville
Contact for enquiries:	Laura Pearse
Contact Number:	
Contact Email:	info@upperreach.com.au
Website:	upperreach.com.au
Date:	2024-09-02 15:23

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

- Tour/Transport
- Accommodation
- Food and Drink

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



UPPER REACH

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Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our forms have high contract boxes and submit boxes
- Staff have undergone disability awareness and training

Emergency Management

- The business has an emergency management and evacuation plan for guests with a disability
- Each guest is welcomed into Cellar Door by a staff member who will identify if any additional assistance is required.

We ensure exit access is free and clear at all times, it is directly in front of counter, so is always visible to staff.

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

Wine tasting notes have pictures and words

Guide Dog and Service Animals

- The business provides a secure area with shade and water for service animals
- The business provides a toilet area for service animals
- Bowls, bedding, etc. are provided for service 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
- Picture Board at reception to aid 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 step free map/guide
- Keys are available for each guest
- In addition, the following further information can assist guests:

We prioritise people with disabilities and aim to serve them in a caring, quick and efficient way.

People with fatigue related to their disability are not disadvantaged by long wait times, they are offered seating and seated tastings can be provided.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- Quiet periods or early opening times for people on the Autism Spectrum (Please contact us to arrange this)
- A space for parents and children on the Autism Spectrum.
There is plenty of outdoor space on the 32 acres.

Car Park and Access amenities

The business has the following Car Park and Access amenities

- A drop off zone
- Designated disabled parking bays
- Level access from the car park to the entrance
- The accessible entrance is clearly signed from the parking bay
- The public transport services available are:

Midland and Guildford are the closest train stations, you then need to either take a bus [310](#) or [311](#) (these are very limited services) and finish with a 20 minute walk to the winery or else order an Uber or a Taxi

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

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
- Tableware/glassware contrast with the table surface or table cloth
- Floor surfaces are hard.
- Seating is available for guests unable to stand for long periods
- Accessible facilities are clearly signed and visible from all areas
- All corridors greater than 900mm
- There is a quiet space for parents and children on the Autism Spectrum.
This is an outdoor space and not serviced by the restaurant.
Pizza is available on weekends.

Public areas

The public areas have the following amenities in place

- Even lighting
- 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
- There 3 successive steps or less on any path or at any doorway
- Any paths having steps are clearly identified as non-wheelchair accessible

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

All toilets are accessed either via 6 steps or else there is a slope, however it is a gravel surface, so not ideal for every type of wheelchair.

Our staff will be happy to help you down the slope.

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

There is a wheelchair accessible toilet (access via the gravel slope)

There are ambulant toilet facilities.

- 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 1400mm mm of clear space in front of the toilet
- The toilet seat of a contrasting colour to the floor

TOUR OPERATORS

Route Planning

- Walking Tours
- Operated on a step free route
- Multi-paced to account for slower walkers
- Hearing aid compatible

Guides

Guides have been trained in the following

- Use of clear/simple English
- Correct pronunciation for lip readers
- There is a audio description of surroundings

Image(s)



lyzlb1toLBarrel



lyzlb1ueLP tank smaple



lyzlb1unIMG_1239

ACCOMMODATION

Bedrooms

The bedrooms have the following facilities/amenities in place

- There are 2 rooms available to guests who use a wheelchair
- However there is a single step to access the cottage.
- The bathroom facilities are not wheelchair accessible.

Layout of room Image(s)



Bedroom 1



Bedroom 2

Room Amenities

- Lower hanging rails are in wardrobes

Staff will prioritise going up to the cottage and ensuring that the guests are aware of the emergency situation

- Televisions are equipped with closed captioning capability
- 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
- Openings are a minimum of 765mm wide
- There luggage racks for at least two suitcases
- 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
- The bed height is no higher than 680mm from the floor
- 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
- The width beside the toilet is 240mm each side of toilet.
- There is 1350mm mm of clear space in front of the toilet
- The toilet seat is a contrasting colour to the floor
- The toilet seat is 460mm above the floor
- A door is fitted to the shower

Bathroom



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 Plain English menus
- There is an accessible toilet (via a gravel slope, or 6 steps)

Our business caters for the following dietary requirements

- Gluten free (celiac)
- Lactose free (dairy free)
- Nut free
- Vegetarian
- Vegan

All ingredients are stored sealed.

Seperate utensils, pots etc are used for gluten free meals

- There is a sample menu available online

Sample menu is available here -

<https://www.upperreach.com.au/restaurant/lunch-menu>

Food and Beverage Image(s)



Restaurant interior

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

If guests alert us to their accessibility and dietary needs upon booking, everything can be arranged

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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