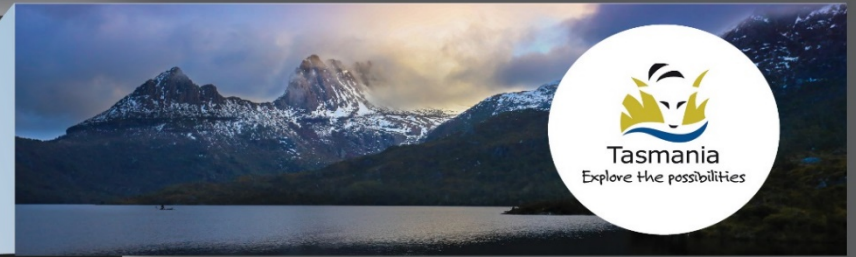


A journey in inclusive tourism: Finding and providing the right information



AUSTRALIA'S SMARTEST TOURISM DESTINATION

Content Categories



Tourism Suppliers enter their listing through the ATDW-Online platform.

STOs review and quality assure the listing ensuring it meets National Content Standards.

Distributors pull the listings that they wish to publish on their digital channel through ATDW's web service.

Consumers can now view ATDW listings on licensed distributor digital channels.



ATDW stores the listings in the national database.

The project

- Local Government NSW (LGNSW) commissioned the Institute for Public Policy and Governance at the University of Technology Sydney to explore the potential economic opportunities from the Inclusive Tourism market.



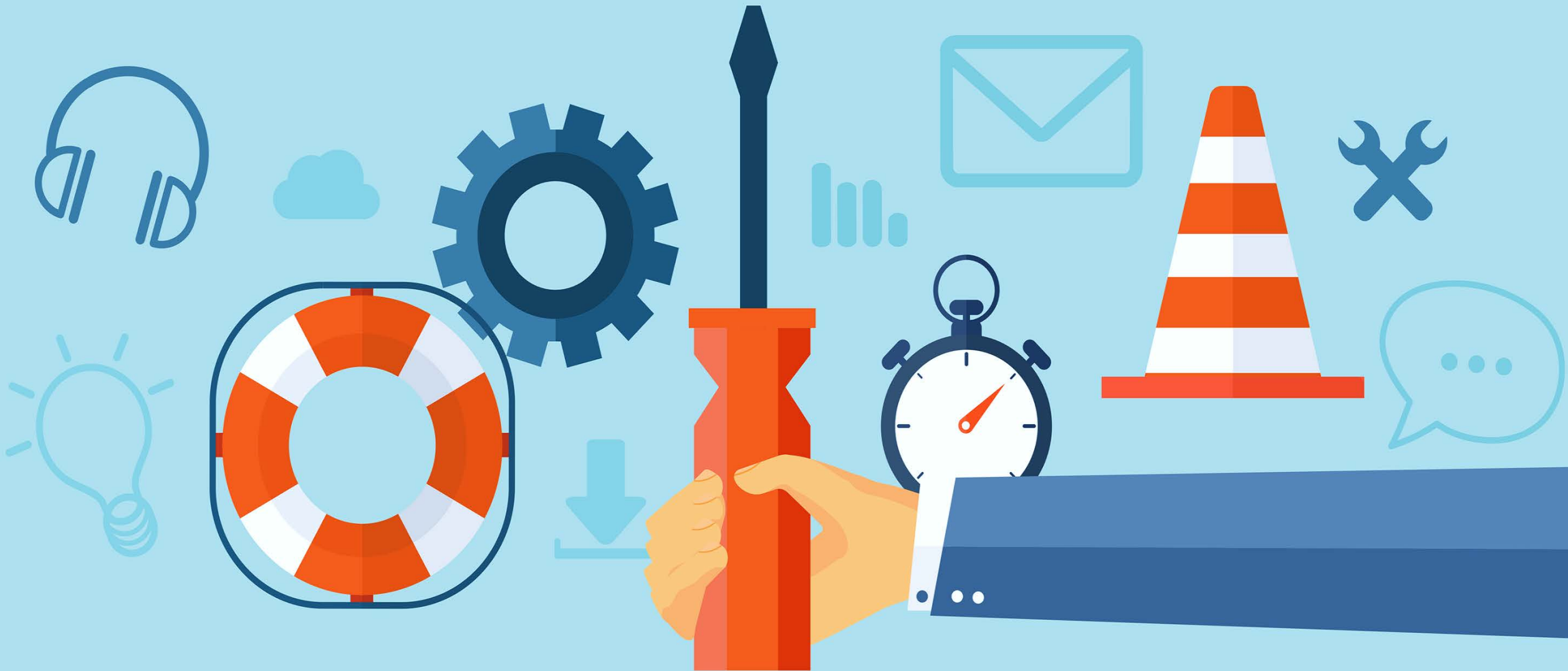
The challenges – pre-travel information gathering

- Lack of access information in mainstream channels.
- 2/3 indicated that information about accessible tourism is a major barrier in travel planning.
- 1/2 found information they receive is inaccurate.
- Tourism operators do not promote accessible rooms, or may not perceive value.
- Over-emphasis on mobility needs.





The role ATD*W* is playing



Previous ATDW access content collection – Pre 2015

Property Special Needs

If your property caters for any of the noted Special Need descriptions than please provide a short comment.

Disabled Access

Children Catered For

Pets Allowed

Save

Cancel

Original ATDW-Online attributes – Feb 2016

Ambulant

Suitable for guests with sufficient mobility to climb two or three steps, but would benefit from fixtures and fittings to aid balance.

Wheelchair

Suitable for guests who depend on the use of a wheelchair in a seated position at all times.

High Support

Suitable for guests with high support needs who uses a hoist and always travel with a carer.

Hearing

Suitable for guests with a hearing impairment, from mild hearing loss to profoundly deaf.

Vision

Suitable for guests with a vision impairment. Attained by providing for guests with partial vision impairment or total loss of useable vision.

Contact Operator

Disabled access available, contact operator for details.

New ATDW-Online attributes – Jun 2018

Ambulant

Caters for people with sufficient mobility to climb a few steps but who would benefit from fixtures to aid balance.

Wheelchair

Caters for people who use a wheelchair.

High Support

Caters for people with high support needs who travel with a support person.

Communication

Welcomes and assists people who have challenges with learning, communication, understanding and behaviour.

Hearing

Caters for people who are deaf or have hearing loss.

Vision

Caters for people who are blind or have vision loss.

Allergies

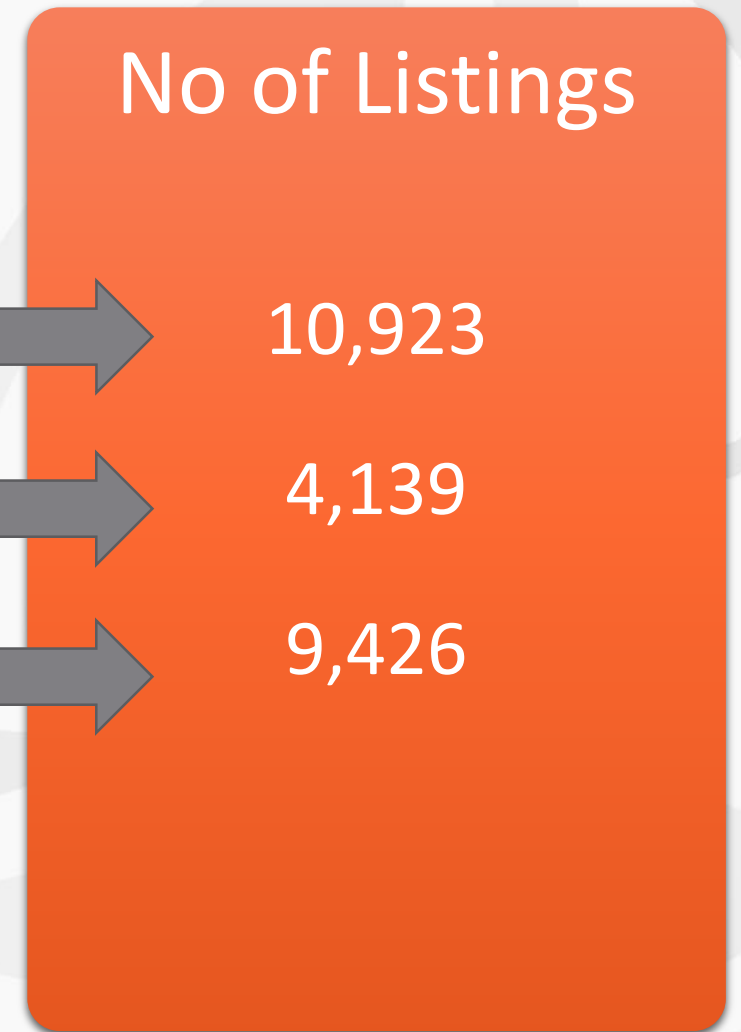
Caters for people with allergies and intolerances.

Contact Operator

Disabled access available, contact operator for details.

Accessibility now mandatory

Accessibility	Required
Please select the level of accessibility of your accommodation.	
<input type="radio"/> Actively welcomes people with access needs.	
<input type="radio"/> Does not cater for people with access needs.	
<input type="radio"/> Disabled access available, contact operator for details.	
Back Next	



Accessible Facilities - Vision



Vision

Optional

- Caters for people who are blind or have vision loss.

Please provide details of the facilities and services offered

- Have Braille and tactile signage on all information and paths of travel
- Provide information in large print
- Provide information in audio format (includes an audio described map of your venue, audio descsc of performances and/ or displays)
- Provide digital communication materials (hard copy information is also available on line)
- Use easy read fonts in your signage and communication materials (Helvetica and Arial)
- Train your staff in customer service for people with vision loss (training would incorporate way finding and communicating with people with vision loss)
- Have an appropriate area for toileting an assistance dog
- Have audio enabled lifts
- Have raised tactile buttons in your lifts
- Have handrails on all your stairways
- Have Exit signs which are visible at a ground level (high level signs are difficult to see in a fire)

Accessible Facilities - Communication



Communication


Optional

- Welcomes and assists people who have challenges with learning, communication, understanding and behaviour. (includes people with autism, intellectual disability, Down syndrome, acquired brain injury (ABI), dyslexia and dementia)

Please provide details of the facilities and services offered

- Train your staff in communicating with people with learning or behavioural challenges
- Use Plain English / easy read signage and information (includes menus and emergency information)
- A quiet space is available at the venue/ facility

Accessible Facilities - Wheelchair

 Physical - Wheelchair Optional

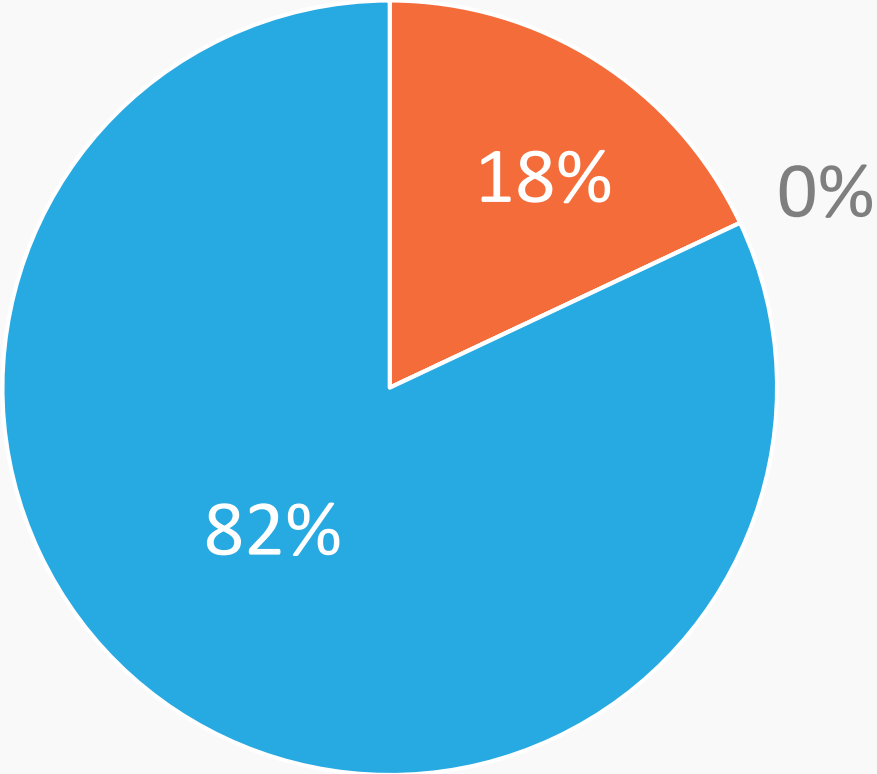
Caters for people who use a wheelchair.

Please provide details of the facilities and services offered

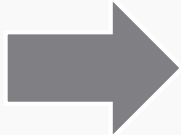
- Have step free outdoor pathways (includes picnic areas, barbecues and shelters)
- Have a doorbell or intercom at an accessible height and display a contact number (accessible height is 900mm-1100 mm)
- Have a step free main entrance to the building and/or reception area (includes ramps or slopes with a maximum gradient of 1:14, otherwise are too steep for wheelchairs)
- Have step free access to restaurant, lounge and bar
- Have step free access to the conference or function room
- Have accessible seating areas in theatre
- Have lifts with enough space for people using a mobility aid to enter and turn around to use the lift buttons. Buttons are at accessible height.
- Have doorways which are easy to open and have lever handles (doorways 850mm or wider when open and not heavy)
- Have an accessible public toilet which is unlocked
- Have a wheelchair accessible toilet / shower and change room
- Provide wheelchair access to spa/gym
- Have wheelchair accessible picnic tables (picnic tables require 720mm knee clearance and 800mm maximum height)
- Have wheelchair access to amusements and activities including boats and bush trails (includes tour rides, skyways, trolley cars, flying fox, amusement rides and boating)
- Have a wheelchair/scooter charging station (power point) in an accessible location
- Provide beach matting and beach wheelchairs for people to access the water
- Provide portable hoist
- Provide portable commode chairs
- Provide portable ramps

Completion of accessibility

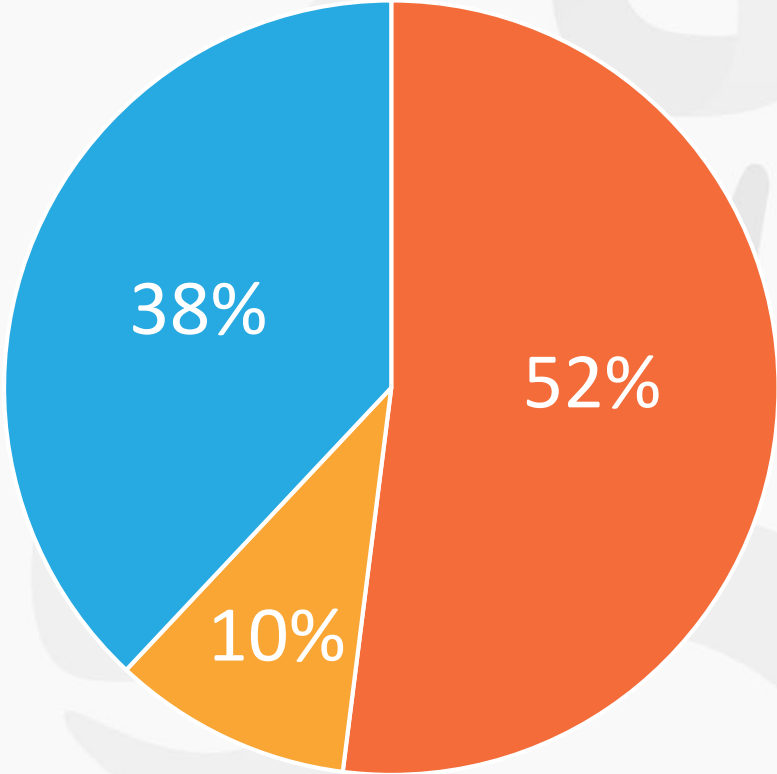
Prior to ATDW-Online



■ Inclusive ■ Not Inclusive ■ No response



Current



■ Inclusive ■ Not Inclusive ■ No response

Listing statistics

Accessibility Sector	No. of Listings
Communication	661
Vision	2,264
Hearing	4,328
Ambulant / Mobility	6,401
Wheelchair	5,434
High Support	1,446
Allergy Intolerance	432
Access Inclusion Statement	221
TOTAL	21,187

2853

New accessible
facilities collected

190

Access Statement
URLs collected



DETAILS



PHONE

[02-6270-1234](tel:02-6270-1234)



EMAIL

canberra.park@myatt.com



WEBSITE

www.myatt.com



CHECK IN

Check in 1400
Check out 1100



COSTS

Between \$230.00 and \$650.00



ACCESSIBILITY

Disabled access available, contact operator for details



Accessibility:

- Disabled access available, contact operator for details
- Suitable for guests who depend on the use of a wheelchair in a seated position at all times
- Suitable for guests with a hearing impairment, from mild hearing loss to profoundly deaf
- Suitable for guests with a vision impairment. Attained by providing for guests with partial vision impairment or total loss of useable vision

Future actions

Improve API implementation

Assist distribution partners to display content.

Data entry usability and make the next level mandatory.

Guide for operators to apply attributes to their business.

Guide for distribution partners on how to publish.

Education and marketing to promote value.

Research and develop icons for use for the sectors.

Work on how to ensure validation of content.

Thank you!

For more information please contact:
nadia.feeney@atdw.com.au

