

# ATIC Accessibility

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

This report prepared for:

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|------------------------|---|
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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

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The business has the following products/services available

Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- Limited mobility
- Wheelchairs or mobility scooters



## Bookings

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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

## Emergency Management

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- Emergency and evacuation procedures are explained on arrival
- There are Audible device/s to alert occupants to evacuate with instructions on how 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:

An automatic door has been installed, and the access area is free from any objects or barriers. Staff have been informed not to place anything that could obstruct access. There is an Emergency Chief Warden, a Duty Chief Warden, and area wardens appointed to the visitor center building. They work on-site and check the access conditions each day before opening.

- 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 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:

The staff identifies visitors who may need additional assistance through a combination of observation and proactive communication. Staff members are trained to observe visitors as they enter and move through the center. This includes noticing visible mobility aids, guide dogs or assistance animals, guests who appear to be visually impaired, and those who seem to have difficulty hearing or responding to verbal cues. Staff members offer assistance upon arrival by saying, for example, "Welcome! Please let us know if you require any assistance." For coach groups and bus groups, the visitor center staff asks group leaders to identify any individuals in their group who may need assistance.

The procedure for assisting guests who need assisted rescue is:

In the Emergency Response Plan, it is mentioned that individuals who are hearing, vision, or mobility-impaired require supervision during evacuation from the site. If it is unsafe for a hearing, vision, or mobility-impaired person to evacuate, they must be taken to a fire refuge or fire exit location. The emergency services must be notified of their whereabouts.

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

## Communications

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- An accessibility guide is available on the website

<https://explorenarrabriregion.com.au/accessible-adventure/>

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

Dog bowls and dog facilities provided for the assistant dogs

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

## Other Information

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

## Guide Dog and Service Animals

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- 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:

Not specified

# GENERAL

## Pre-arrival, arrival and reception

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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.
- Seating available at reception
- 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
- Hearing loop fitted to the reception area
- 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 facility map and information is available in Braille
- A step free map/guide
- A familiarisation tour
- In addition, the following further information can assist guests:

There is no long wait time for visitors. If the front desk officer is engaged and another customer is waiting, the front desk officer alerts the back office for assistance. The back office staff then come to the counter to provide service. There are two staff members working in the back office, which has direct access to the front office. Additionally, there is a bell at the front desk that is connected to the back office.&nbsp;

## Cognitive Impairment Support

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- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- A space for parents and children on the Autism Spectrum
- Access has alternative procedures and clear written instructions with universal access symbols

## Car Park and Access amenities

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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
- The public transport services available are:

The accessible ramp of the visitor centre is connected to the main road accessible pathway, which connects to the bus stop and the train station walking path. We also have town maps that clearly mark the pathways.

- Kerb ramps are in place where a pavement or walkway needs to be crossed

## Entry

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

one story building. Ground floor only

## Internal Spaces

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- 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
- Floor surfaces are hard or short pile carpet

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

There is a couch in the seating area with toys and books located at the back of the visitor centre.&nbsp;

## Public areas

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The public areas have the following amenities in place

- Display units, Televisions, Video displays etc. are open captioned
- Hearing loops
- Hearing loop symbols are displayed
- Even lighting
- Seating

## Displays, exhibits, commentary and live performances

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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

## External Paths

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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
- Step free routes clearly signed

## Steps

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

Steps are for the entry or exit only. the ramp is located next to the steps,&nbsp;

## Ramps

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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

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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
- The toilet seat of a contrasting colour to the floor
- The toilet seat is 460mm above the floor
- There is a registered changing places facility

# ATTRACTIONS

<https://explorenarrabriregion.com.au/map/#/map>

# COMMON AREAS



## Report Disclaimer

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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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