

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

- 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



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

Emergency Management

- There are Audible device/s to alert occupants to evacuate with instructions on how to evacuate.
- Exit access is free and clear at all times

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

Controlled by regular security walks by staff

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

Guests are identified prior to and during check in and a record list is maintained and handed over to overnight caretakers so guests requiring additional assistance are always identifiable

The procedure for assisting guests who need assisted rescue is:

These guests are identified via our records and will be physically assisted in case of emergency

- 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

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

Guide Dog and Service Animals

The business provides the following services for services animals:

Guests with a registered service animal can be accommodated at the resort along with their service animal

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.
- 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
- Lighting in the reception area is even and glare free
- Information and maps are available in written form
- Advertising material, web sites and social media contain information relating to phone numbers available for non-voice communication e: Text, SMS, email and fax
- Keys are available for each guest
- Luggage assistance
- In addition, the following further information can assist guests:

We have a pre-check in procedure for guests to complete electronically prior to their arrival which minimises check in times.

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
- 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
- Self opening entry doors or fitted with a self closer
- 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
- Seating is available for guests unable to stand for long periods
- All corridors greater than 900mm
- There is a quiet space for parents and children on the Autism Spectrum

Public areas

The public areas have the following amenities in place

- 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
- There 3 successive steps or less on any path or at any doorway

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)
- 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
- Long ramps (more than 10m) are 1:20 or less
- Ramps have a raised edge of at least 100mm

ACCOMMODATION

Bedrooms

The bedrooms have the following facilities/amenities in place

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

Not specified

Layout of room Image(s)



2Brm Garden-PoolVilla-downstair bedroom



Panoramic View of Accessible Garden Villa Room

Room Amenities

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

Our reception and caretakers will have a documented list of guests requiring physical assistance. In case of an emergency, it is their responsibility to alert wardens and physically assist guests with accessibility needs.

- Room phones have volume control
- There is contrast between the walls, skirtings, floor and furniture
- There is a clear path through the room
- 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
- The business offers a range of non-allergenic bedding

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
- The width of the door is 860mm.
- 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)

Panoramic View of Accessible Bathroom in Garden Villa



Accessible Shower in Bathroom of Garden Villa



Accessible Toilet in Bathroom of Garden Villa View from Entrance Door



Shower Chair folded up in Accessible Bathroom of Garden Villa



Shower Chair down in Accessible Bathroom of Garden Villa



Accessible Toilet in Garden Villa Bathroom



Vanity in Accessible Bathroom of Garden Villa

COMMON AREAS

Swimming pools, spas and waterparks

- The following swimming pools, spas and waterparks amenities are available
- Unisex change facilities with an accessible toilet

Pool Access Image(s)



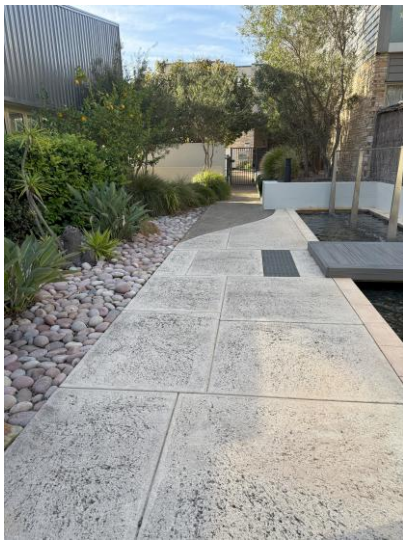
accessible parking at front of resort single bay



accessible parking at front of resort



access path at resort



access path



ramp at front access



resort's front reception



elevator to pool



pool area accessible change room



pool area change room



pool area accessible toilet



pool area accessible shower

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
- There are areas of full lighting
- There are Plain English menus
- There is an accessible toilet

Our business caters for the following dietary requirements

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

Washing of hands, change of equipment - chopping boards, knives, bowls etc, communication with staff, different preparation and cooking areas within kitchen and priority service.

- There is a sample menu available online

Sample menu is available here -

<https://smithsbeachresort.com.au/lamonts-wine-food/lamonts-restaurant/>

Food and Beverage Image(s)



restaurant entrance



restaurant counter



restaurant floor area



restaurant counter access

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

The restaurant is managed by a separate business and is called Lamonts at Smiths Beach. The owner operator of the restaurant is renowned chef Kate Lamont.

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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