

ATIC Accessibility

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

This report prepared for:

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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:

- Limited mobility
- Wheelchairs or mobility scooters
- Food allergies or intolerances



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
- Emergency and evacuation procedures are explained on arrival
- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

Communications

- An accessibility guide is available on the website

<https://aliviogroup.com.au/accessibility-at-alivio/>

- Our website meets WCAG 2.0 accessibility standards
- 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

- The business accepts the companion card

Guide Dog and Service Animals

- The business provides a toilet area for service animals

The business provides the following services for services animals:

Service animals are welcome in all accommodation and areas in the park.

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

Whilst we don't have a lower counter in reception for check in, we do have a procedure that caters to them, for wheelchair/mobility guests we invite them into the restaurant connected to reception and check them in there at a lower table height.

- Information and maps are available in written form
- A familiarisation tour
- Keys are available for each guest
- Luggage assistance
- In addition, the following further information can assist guests:

Our cafe The Verandah (that has access from our lobby/reception area) is kept open 7.00am - 10.30pm and is always available for guests to sit and relax, regardless of whether they are enjoying a coffee or meal or not. The average check in time is less than a 3 minute wait - at peak times we have 3/4 operators on the desk at a time.

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
- The public transport services available are:

Reception have maps printed on paper of the closes bus stop available for guests to collect. This information is also available on a noticeboard near reception.

- 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
- 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
- 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
- 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

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
- Step free routes clearly signed
- In addition, the following further information can assist guests:

These questions have been answered in relation to our accessible rooms and their paths. We also offer mobility affected guests a check in process where all routes appropriate to their ability are confirmed and highlighted.

Steps

Steps have the following amenities are in place

- There are steps.
- 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
- Where steps are present are there three steps or less
- In addition, the following further information can assist guests:

There are no steps for mobility accommodation. The pool has more than three steps but had a motorised mobility lift. Most areas of the park are accessible with 3 steps or less. Our restaurant, bbq areas, camp kitchen all have no stairs.

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

- The toilet seat of a contrasting colour to the floor
- The toilet seat is 460mm above the floor

ACCOMMODATION

Bedrooms

The bedrooms have the following facilities/amenities in place

- There are 2 rooms available to guests who use a wheelchair
- Bedroom furniture can be re-arranged on request

One king (that can be split) and One queen bed - two bedrooms in total

Layout of room Image(s)



Floor-Plan-Premium-Blue Gum Villa

Room Amenities

- Lower hanging rails are in wardrobes
- Televisions are equipped with closed captioning capability
- There is a clear path through the room
- The edges of all furniture and fixtures are rounded
- Wardrobe handles are a contrasting colour to the doors and draws
- Housekeeping procedures instruct staff not to reposition furniture that has been moved
- There is a clear opening at least 850mm wide
- There luggage racks for at least two suitcases
- 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 bed height is no higher than 680mm from the floor
- There is at least 130mm clearance under the bed
- Non-allergenic cleaning products are used
- In addition, the following further information can assist guests:

Please note we do not have telephones in any of our rooms - so these questions are NA, but I have selected No.

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 door is at least 850mm wide
- 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 460mm above the floor
- A range of non-allergenic toiletries are available
- 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)

IMG_5277.JPG

COMMON AREAS

Play Spaces

- Level access is provided to play spaces
- The surface of the play space is of a composite or rubberized material
- There wheelchair accessible activities
- The play space contains cognitive play panels
- The space contain colour contrasting elements
- Seating is provided in or around the play space

Swimming pools, spas and waterparks

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

Parks and gardens

- The following parks and gardens amenities are available
- Accessible picnic tables
- Accessible BBQs
- Handrails and stairs are built as per state/territory building code.
- Slip resistance surfaces are used.
- A handrail is available and at 865-965mm in height.
- The handrail is continuously graspable along entire length at least one side.

Parks and Gardens Stair entry and exit Image(s)

IMG_5300.JPG

IMG_5299.JPG

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 is an accessible toilet close by that is open during our business hours

Our business caters for the following dietary requirements

- Sugar free (diabetic)
- Gluten free (celiac)
- Lactose free (dairy free)
- Low fat and fibre with no gastric content
- Low potassium
- Low sodium
- Nut free
- Additive free
- Vegetarian
- Vegan
- Kosher
- Halal
- In addition, the following further information can assist guests:

1. Proper Hand Hygiene Wash hands thoroughly with soap and warm water for at least 20 seconds before handling food, after handling raw foods (especially meats, poultry, and seafood), after touching any surfaces or equipment, and after using the restroom. Hand sanitizers (containing at least 60% alcohol) may be used as a supplement but not as a replacement for handwashing.

2. Separation of Raw and Cooked Foods Use separate cutting boards, utensils, and plates for raw meats, poultry, seafood, and ready-to-eat foods (like vegetables, fruits, or cooked dishes). Color-coded equipment (such as different-colored cutting boards) is often used to easily identify which utensils and surfaces are used for different food groups. Store raw foods separately in the fridge, preferably on lower shelves to prevent drips or leaks from contaminating other foods.

3. Proper Storage of Foods Refrigeration: Store perishable items in the refrigerator at temperatures of 40°F (4°C)

or lower. Freezing: Freeze items that won't be used immediately. Ensure frozen foods are stored in airtight packaging to prevent cross-contamination. Sealed Containers: Store raw and ready-to-eat foods in tightly sealed containers to avoid exposure to each other. FIFO (First In, First Out): Rotate stock so that older food is used first, reducing the risk of spoilage and contamination.

4. Sanitization of Surfaces and Equipment Clean and sanitize surfaces (countertops, tables, sinks) before and after food preparation, especially after working with raw foods like meat or seafood. Use appropriate sanitizers that are food-safe, and follow the recommended concentration and application instructions to effectively kill bacteria and viruses. Wash and sanitize utensils, cutting boards, and other equipment between uses, particularly when switching between raw foods and ready-to-eat items. Check for cleanliness: Use a sanitizer test kit to confirm that surfaces are properly sanitized.

5. Avoid Cross-Contamination During Cooking Cook to proper temperatures: Use a food thermometer to ensure food is cooked to the proper internal temperature (e.g., 165°F for poultry, 145°F for fish). Do not reuse marinades that have been in contact with raw meat or seafood unless they are brought to a boil before being used to prevent the spread of pathogens. Separate cooked and raw foods during grilling or frying to avoid contact between raw items and those that are cooked.

6. Personal Hygiene and Health Protocols Avoid food handling when sick or when suffering from a contagious illness, particularly those that affect the gastrointestinal tract (e.g., vomiting, diarrhea). Wear protective clothing like gloves, aprons, and hairnets to minimize the risk of transferring contaminants. Change gloves frequently when switching between different food groups or tasks.

7. Handling Allergens Clean surfaces thoroughly between the preparation of allergenic foods and others to avoid cross-contact with allergens like peanuts, dairy, or gluten. Label foods clearly if they contain allergens and ensure they are stored in a way that minimizes the risk of contamination (e.g., sealed or labeled containers). Use dedicated equipment when possible for allergenic foods, especially in facilities serving those with severe allergies.

8. Temperature Control Keep cold foods cold (below 40°F/4°C) and hot foods hot (above 140°F/60°C) to minimize the growth of harmful microorganisms. Check temperatures regularly with food thermometers, and maintain proper cooling and heating methods for stored foods (e.g., rapid cooling of leftovers).

9. Training and Awareness Educate staff and individuals on food safety practices and the importance of preventing cross-contamination. Regular training and reinforcement of these practices can significantly reduce risks. Promote a culture of safety by ensuring that food handlers understand the specific risks and best practices for their environment, whether it's a home kitchen or a commercial establishment.

10. General Best Practices Avoid unnecessary touching of food—use tongs, forks, or other utensils whenever possible to prevent direct hand contact. Use different cleaning supplies for different tasks (e.g., cleaning the floor vs. wiping food preparation surfaces). Inspect packaging for any signs of contamination or damage before storing food, especially for bulk or pre-packaged products. By adhering to these procedures, cross-contamination can be effectively minimized, ensuring that food products are safe for consumption and free from harmful pathogens.

- There is a sample menu available online

Sample menu is available here -

<https://aliviogroup.com.au/wp-content/uploads/2025/05/Alivio-Food-Menu.pdf>

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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