



Accessibility Report

2024



ATIC Accessibility

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

This report prepared for:

Business name:

Chestnut Brae

Address:

Chestnut Brae - 106 McKittrick Road, Carlotta, WA, 6275

Town:

Carlotta, just out of Nannup, WA

Contact for enquiries:

John Stanley

Contact Number:

0407776579

Contact Email:

john@johnstanley.com.au

Website:

<http://www.chestnutbrae.com.au/farmstay/>

Date:

2024-10-02 19:16



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
- Attraction
- Food and Drink

We cater for

Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- 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



Overview

Emergency Management

- Emergency and evacuation procedures are explained on arrival
- 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:

- We have one access to the farm for visitors
- Exits to the emergency evacuation point does not include stairways

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

- We have a one to one conversation with guest

The procedure for assisting guests who need assisted rescue is:

- We have staff on the tours who help less abled visitors if necessary

Communications

Phone reception on the farm is limited, TELSTRA is the recommended provider

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

The business provides the following services for services animals:

Dogs are not able to go through our orchard area, due the organic accreditation requirements. However, service dogs are able to assist in the shed and garden areas. The garden area is sloped gravel, this is something for those with visual impairments to be aware of.



Secure Dog shelter and water

General- Farm

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 public entryway.
- Picture Board at reception to aid in communication

We do oral tours around the farm and chestnut processing unit. If large groups or hard of hearing, we have a mike and speaker. We use:

- Information and maps are available in written form for accommodation guests to use
- A familiarisation tour
- Keys are available for guests at the farm stay
- Luggage assistance for guests at the farm stay if required

In addition, the following further information can assist guests:

Guest to our farm stay are allowed to drive to the farm stay to unload. There is a level path to the farmstay they can use

In addition, the following further information can assist guests:

We always contact farmstay guests before they arrive to explain the procedure

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, and general information)
- A "social script" guide to the premises or attraction describing the sights, sounds and smells to aid parents/carers prepare visitors in advance. This is available to farm stay guests.
- The 'social script' is available in PDF format.
- Quiet periods or early opening times for people on the Autism Spectrum is available on request.
- A space for parents and children on the Autism Spectrum

General- Farm

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

In addition, the following further information can assist guests:
We advise guests before they come that we are a working farm on a slope and no land is level

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 farm shop is slip resistance and even
- A path of access to the farm shop is clear of obstruction
- 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 to the farmshop is 3m wide.
- The entrance sill is less than 13mm
- There is a clear space of at least 1500mm x 1500mm in front of all doors.

In addition, the following further information can assist guests:

- Our farmstay is the 100 year old farm house
- We have all our facilities at ground level



Entry sign by main road



Welcome sign near car park

General - Farm

Internal Spaces

- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- Tableware/glassware contrast with the table surface or table cloth
- Floor surfaces are hard or short pile carpet
- 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

In addition, the following further information can assist guests:

All facilities at ground level



Inside the Farm Shop



Shed Entry of the Farm Shop



Main Shed



General - Farm

Public Areas

The public areas have the following amenities in place

- Even lighting
- Seating

In addition, the following further information can assist guests:

When providing talks we use a mike and speaker system for large group presentations



Path to shed



Medicinal Herb Workshop at Chestnut Brae

External Paths

External paths of travel have the following amenities in place

- Paths or slopes longer than 15 metres have resting places or seats
- Pathways are wider than 900mm

We are a farm on a hill with sloping land

- Only paths to the farm shop and production area in the shed are on level ground.

In addition, the following further information can assist guests:

Our tours are guided tours around the farm with the tour guide assessing each tour

General - Farm

Steps

Steps have the following amenities in place

There are wide, deep steps.

In addition, the following further information can assist guests:

The steps are located in the garden, but can be avoided and guests often use the slope



Garden Steps

Public Toilets/Adult Change facilities

Public Toilets/Adult change facilities have the following amenities in place

- There is an accessible toilet for public use
- The door is 850mm wide
- There is a minimum of 850mm beside the toilet
- The toilet seat is 460mm above the floor
- There is 900mm mm of clear space in front of the toilet
- The toilet seat of a contrasting colour to the floor

In addition, the following further information can assist guests:

- When we have less abled guest and are notified in advance we provide a tour on flat land



Public Toilet



International Students Tour at Chestnut Brae

Accommodation

Room Amenities

- 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
- Doors open fully against the adjoining wall
- There is a clear opening at least 850mm wide
- 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 630mm from the floor
- There is at least 130mm clearance under the bed
- Non-allergenic cleaning products are used



Main area of Farm Stay

In addition, the following further information can assist guests:

The farmstay is not suitable for less abled guests. It is a 100 year old building with different floor levels



Alternative path to Farm Stay



Steps down to Farm Stay

Accommodation

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 width of the door is 750mm.
- The farmstay toilet does not have a lot of room beside it.
- 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

In addition, the following further information can assist guests:

- The farmstay is not suitable for the less abled
- The garden has gravel paths through the garden area and the route is a circular route



Farm Stay Bathroom - Shower



Farm Stay Bathroom - Bath and Basin

Common Areas

Gardens

The following gardens amenities are available

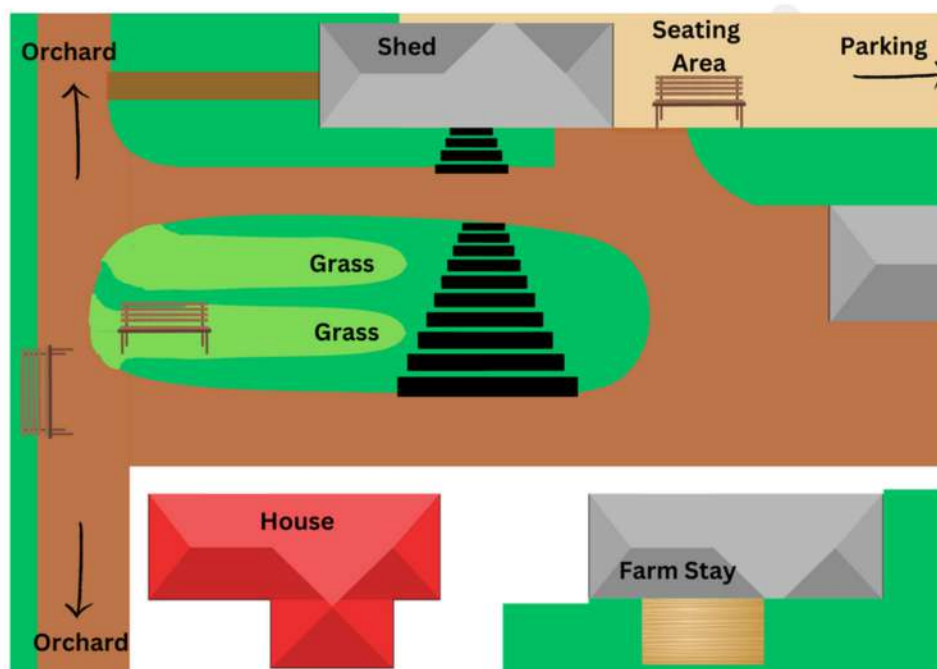
- Accessible toilets (no handrail is present, but they are spacious)
- Accessible toilets are signed at regular intervals
- Seats are provided at regular intervals
- The park or garden contains sensory experiences
- Accessible picnic tables
- Edge protection is provided



Signage at the entry of the farm shop from the shed

In addition, the following further information can assist guests:

- Guests are provided with directions prior to their visit



Parks and Gardens Stair entry and exit Image

Food and Drink

Dining Spaces

The dining spaces have the following facilities/amenities in place:

- The entrance has level access
- The dining area has no doorways
- 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



Outside Seating area- Food Tasting

Dietary Requirements

Our business caters for the following dietary requirements

- Sugar free (diabetic)
- Gluten free
- Lactose free (dairy free)
- Additive free
- Organic
- Vegetarian
- Vegan
- Halal



Outside Seating area

In addition, the following further information can assist guests:

- We do food tasting only and have an approved commercial kitchen.
- All our team members involved with food are trained in food hygiene
- We have an outside sitting area next to our farm shop

Disclaimer

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.

Links to external web sites are inserted for convenience and do not constitute endorsement of material at those sites, or any associated organisation, product or service.

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Chestnut Brae Disclaimer

While Chestnut Brae Farm strives to provide a safe and welcoming environment for all visitors, guests visit the farm at their own risk. Neither the owners nor employees of Chestnut Brae Farm are liable for any injuries, accidents, or damages that may occur during the visit. We encourage all guests to take necessary precautions and inform staff of any accessibility needs or concerns.