

ATIC Accessibility

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

This report prepared for:

Business name:	St George Region Explore Centre
Address:	118 Victoria Street
Town:	St George
Contact for enquiries:	Kim Wildman
Contact Number:	0746208830
Contact Email:	kim.wildman@balonne.qld.gov.au
Website:	https://www.stgeorgeregion.com.au/
Date:	2025-07-24 12:46

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.

OVERVIEW.....	4
Business Overview	4
Bookings	4
Emergency Management.....	5
Communications	6
Guide Dog and Service Animals.....	6
GENERAL.....	8
Pre-arrival, arrival and reception.....	8
Cognitive Impairment Support	8
Car Park and Access amenities	8
Entry	9
Internal Spaces.....	9
Public areas	9
Displays, exhibits, commentary and live performances	10
External Paths	10
Public Toilets/Adult change facilities	10
COMMON AREAS.....	11
Report Disclaimer.....	12

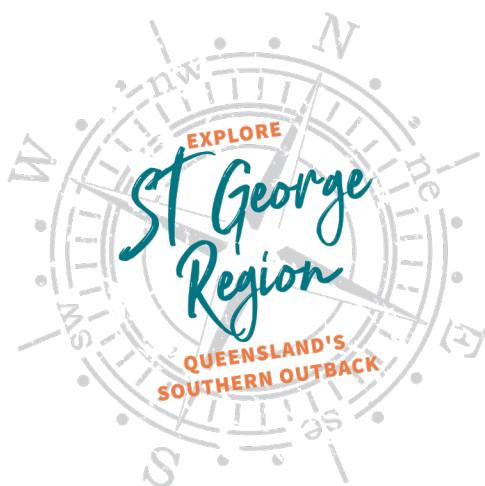
OVERVIEW

Business Overview

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
- Cognitive or people on the Autism Spectrum



Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Staff have undergone disability awareness and training

Emergency Management

The business has an emergency management and evacuation plan for guests with a disability

Fire – Inclusive Procedure for Guests with Disabilities

1. Raise the alarm

- Phone 000 for the Fire Brigade or Police.

2. Notify all staff and visitors to evacuate the building

- Use both verbal instructions and visual cues (e.g. pointing, hand gestures).
- If possible, use written communication or cue cards for guests with hearing impairments or communication difficulties.

3. Do not panic

- Speak calmly and clearly. Reassure guests and explain the situation simply.

4. Engage fire extinguisher to control fire if safe to do so

5. Support guests with disabilities to evacuate

- Assign a staff member or volunteer buddy to assist guests with mobility challenges or sensory sensitivities.
- Use accessible evacuation routes (front or back door entrance) for wheelchair users or mobility-impaired visitors.
- Allow additional time and space for safe movement.
- For those with sensory sensitivities (e.g. autism), minimise loud noise and offer headphones from casual computer desk if available.

6. Guide all staff and visitors to the designated Assembly Evacuation Point – the back car park

- Staff should assist guests to navigate uneven surfaces or assistive devices.
- Provide seating at the assembly area for those who may need it.

7. Do not re-enter the building until directed

Injury – Inclusive Procedure for Guests with Disabilities

1. Call the ambulance on 000 if required

- Clearly describe the nature of the injury and mention any known disabilities to assist paramedics in their response.

2. A first aid kit is available in the kitchen cupboard, marked with a red cross (+)

3. Notify the Senior Visitor Services Officer (First Aid Officer)

4. Danger – Remove any likelihood of further danger

- Consider hazards for those with mobility devices or sensory impairments.

5. Response – Check if the person is conscious

- Use simple, clear language or visual cues.
- Avoid touching or sudden movements if the person has sensory sensitivities unless necessary for their safety.

6. Airways – Check airways are clear

7. Breathing – Check if they are breathing

8. Circulation – Check pulse

9. Start CPR if trained

Additional Considerations:

- Respect the individual's autonomy and dignity at all times.
- If the injured person has a support person, carer, or service animal, keep them informed and nearby where appropriate.
- If the person uses communication devices (e.g. picture cards, communication boards), make efforts to use them or engage assistance from someone who can.

Communications

- An accessibility guide is available on the website

<https://www.stgeorgeregion.com.au/listing-type/accessible/access-friendly/>

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:

We offer easily accessible water stations in two locations within the Centre. The spacious layout ensures easy navigation for service animals. To support their needs, we avoid background noise to assist with concentration and provide dried beef treats, subject to owner approval.

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 lower counter at reception/ticket office
- A tablet with text to voice or pen and paper at reception to aid in communication
- Picture Board at reception to aid in communication
- Lighting in the reception area is even and glare free
- Large print information sheets and registration forms

Is there a clip board to allow check-in/ticket purchase while seated? We collect postcards and write them down on behalf of our guests for check in to the centre.

- Information and maps are available in written form
- A familiarisation tour
- In addition, the following further information can assist guests:

We offer priority queue access and maintain adequate staffing to minimise wait times. Additionally, a seating area is conveniently located near the front desk to accommodate those with fatigue-related disabilities

Cognitive Impairment Support

- A "social script" guide to your premises or attraction describing the sights, sounds and smells to aid parents/carers prepare visitors in advance
- The 'social script' is available in word and other editable formats

Car Park and Access amenities

The business has the following Car Park and Access amenities

- Designated disabled parking bays
- Level or ramped access from the car park to the entrance
- The public transport services available are:

We don't have any train stations, or tram stops, but provide information on the accessible bus stop in town as well as accessibility access to the airport.

- 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
- Glass doors are fitted with a visual sighting strip
- 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

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
- 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

Displays, exhibits, commentary and live performances

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

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

We do not have any paths with steps

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

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.

ATIC does not:

- a) Assume any legal liability for the accuracy, completeness, or usefulness of any information from this report or any links provided; or
- b) Accept responsibility for any loss associated directly or indirectly from the use of this report.