

ATIC Accessibility

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

Brought to you by the Victoria Tourism Industry Council.



This report prepared for:

Business name:	Institute of Excellence Pty Ltd
Address:	Suite 5
Town:	Mulgrave
Date:	2024-04-19 11:11

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

- Event

Our business caters for the following disability types:

- 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

- The business has an emergency management and evacuation plan for guests with a disability
- Emergency and evacuation procedures are explained on arrival
- There is an emergency refuge that has an intercommunication system linked and has sufficient fire resistance levels.
- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

Communications

- Our website meets WCAG 2.0 accessibility standards
- Our business offers the following alternative communication methods
- Plain English
- There is easy to read signage and information (e.g. menus and emergency information)

Video education with captions and audio books

Other Information

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

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

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: For a bespoke industry training and development school for small businesses like the Institute of Excellence that focuses on remote live and online pre-recorded training, ensuring accessibility for people with disabilities, including those experiencing fatigue, is essential for inclusivity and equal access to education. Here are several accommodations and strategies employed to support individuals with fatigue-related disabilities: Flexible Scheduling: Offering learners the ability to choose training times that best suit their energy levels can help mitigate fatigue. This could include access to asynchronous learning modules that can be completed anytime. Shorter Session Lengths: Breaking down longer training sessions into shorter, more manageable segments can help prevent fatigue. This also allows learners to take breaks as needed without missing out on content. Extended Access to Materials: Providing extended access to training materials, including recordings of live sessions, allows individuals with fatigue to engage with the content at their own pace, without the pressure of keeping up in real-time. Pause and Replay Functionality: For pre-recorded training, ensuring that materials have easy-to-use pause, rewind, and replay functions can be incredibly beneficial for learners who may need to take breaks or revisit complex topics. Adjustable Playback Speeds: Allowing learners to adjust the playback speed of pre-recorded content can help accommodate a wide range of learning and energy levels. Timely and Flexible Communication: Implementing flexible and responsive communication channels (e.g., email, forums, and chat systems) that don't require immediate responses can help alleviate the stress of real-time communication. Accessibility Features in Content Delivery: Ensuring that all training materials are accessible, including captioning for videos, alternative text for images, and compatibility with screen readers, helps ensure that fatigue does not become a barrier to accessing content. Regular Breaks and Reminders: Incorporating scheduled breaks during live sessions and reminders for learners to take breaks during pre-recorded sessions can help manage energy levels. Feedback Mechanisms for Accommodation Requests: Establishing a clear process for learners to request additional support or provide feedback on the accessibility of the training can help identify and address specific needs. Wellness and Support Resources: Providing resources on managing fatigue and other disability-related challenges, as well as access to support services, can offer additional layers of support for learners. These strategies are designed to make learning more accessible and to ensure that fatigue, whether as a standalone issue or as part of a broader disability, does not prevent individuals from fully participating in the training offered by the Institute of Excellence.

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 accessible entrance is clearly signed from the parking bay
- Kerb ramps are in place where a pavement or walkway needs to be crossed
- An intercom system is available at the entrance of car park

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

My workshops and venues vary on my clients.

Internal Spaces

- 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

- Display units, Televisions, Video displays etc. are open captioned
- Even lighting
- Seating

External Paths

External paths of travel have the following amenities are in place

- Pathways are wider than 900mm

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

EVENTS

Events

Events have the following facilities/amenities in place

- A low height lectern is available
- Accessible toilets are available at the venue
- There is clear signage throughout the venue including accessible routes and accessible facilities
- Wheelchair designated seating is provided
- We cater for a range of seating and viewing options
- We cater for varying group sizes
- Our event can be booked from the main web site
- All presentations are captioned
- Audio description is available
- There is good circulation space with the number of people expected to allow people with a disability to move around freely
- Food and water is available for guide and service animals
- Accessible car parking is available
- There are designated drop-off points

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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