

# ATIC Accessibility

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

This report prepared for:

Business name:	Bathurst Visitor Information Centre
Address:	1 Kendall Avenue
Town:	Bathurst
Contact for enquiries:	Dan Cove
Contact Number:	0417045277
Contact Email:	daniel.cove@bathurst.nsw.gov.au
Website:	<a href="https://www.bathurstregion.com.au/">https://www.bathurstregion.com.au/</a>
Date:	2025-09-09 15:07

## 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

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The business has the following products/services available

Our business caters for the following disability types:

- Blind or low vision
- Limited mobility
- Wheelchairs or mobility scooters
- Cognitive or people on the Autism Spectrum



## Bookings

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The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our forms have high contract boxes and submit boxes

Emergency Evacuation signage visible upon entry.

## Communications

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- An accessibility guide is available on the website

[https://wisdom-site-bathurstregion-com-au.s3.amazonaws.com/uploads/2025/03/Accessible-Bathurst\\_2025.pdf](https://wisdom-site-bathurstregion-com-au.s3.amazonaws.com/uploads/2025/03/Accessible-Bathurst_2025.pdf)

- Our business offers the following alternative communication methods
- Plain English
- Magnifiers

Not specified

- There is easy to read signage and information (e.g. menus and emergency information)

## Other Information

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

## Guide Dog and Service Animals

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- The business provides a secure area with shade and water for service animals
- The business provides a toilet area for service animals

The business provides the following services for services animals:

Service animals are permitted in our building. There is a sticker on the front window welcoming visitors with service animals.

# GENERAL

## Pre-arrival, arrival and reception

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The business has the following in place to support guests during pre-arrival, arrival and reception

- There is a reception/public entryway.
- Seating available at reception
- 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
- Large print information sheets and registration forms
- Information and maps are available in written form
- In addition, the following further information can assist guests:

Seating is provided in the public area of the Visitor Information Centre.&nbsp;

## Cognitive Impairment Support

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- 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

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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
- The public transport services available are:

Accessibility of the Bathurst Train station noted in the Accessible Bathurst Guide.

- Kerb ramps are in place where a pavement or walkway needs to be crossed
- In addition, the following further information can assist guests:

No intercom in the carpark as it is a small open space. There is an intercom at the front door of the visitor centre for late after hours visitors.

## Entry

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

Ground floor building. No lifts or stairs.

## Internal Spaces

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- 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

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The public areas have the following amenities in place

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

## External Paths

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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

No steps on paths.

## Public Toilets/Adult change facilities

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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



## COMMON AREAS



## Report Disclaimer

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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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