

# ATIC Accessibility

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

This report prepared for:

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## 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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Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- Limited mobility
- Wheelchairs or mobility scooters
- Food allergies or intolerances
- Cognitive or people on the Autism Spectrum



**KINGSTON  
BUTTER  
FACTORY**

## Bookings

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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
- Staff have undergone disability awareness and training

## Emergency Management

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- 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

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- An accessibility guide is available on the website

<https://www.loganarts.com.au/kbf-access-and-inclusion/>

<https://www.loganarts.com.au/accessibility/>

- Our website meets screen reader accessibility standards
- Our business offers the following alternative communication methods
- Plain English

The website is accessible for screen readers.

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

### Picture Boards Image(s)



We are in the process of developing introduction cards and community request cards.

## Other Information

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

## Guide Dog and Service Animals

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- The business provides a secure area with shade and water for service animals (on request)
- The business provides a toilet area for service animals (on request)
- Bowls, bedding, etc. are provided for service animals (one request)

The business provides the following services for services animals:

Animals can be provided with toilet, water, shade and access to seated areas while the event is on. Separate, fenced disability areas are provided during most large scale events to provide protective space and barriers from the crowd.

# 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

- 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 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
- Picture Board at reception to aid in communication
- Hearing loop
- Lighting in the reception area is even and glare free

There are no registration forms required for customers at KBF. Digital/accessible versions of our event brochures are available on line.

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

Quick access entrances and parking for people with disability.

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

Changing places bathroom inside the main building.

## 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)
- 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
- Quiet periods or early opening times for people on the Autism Spectrum can be arranged
- A quiet space for parents and children on the Autism Spectrum (events)

## Car Park and Access amenities

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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:

Our venue is located beside Kingston Railway Station and we provide a video online to demonstrate access. <https://www.loganarts.com.au/accessibility/>

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

Download the Cerge Companion App to communicate with venue staff and discuss any requirements ahead of the event.

## 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 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 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



## Lifts

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- The lifts have the following amenities in place
- In addition, the following further information can assist guests:

A lift is available in the foyer to take people to the upstairs venue spaces. The theatre and outdoor events area are all ground level and accessible.

## Internal Spaces

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- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- Any protruding or overhanging obstructions are at least 2metres above the floor or are protected
- Menus are available in large print and images
- 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
- There is a quiet space for parents and children on the Autism Spectrum
- In addition, the following further information can assist guests:

There is a hush room provided at the back of the Butterbox Theatre where parents and children can go for quieter viewing of the show.

## Public areas

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The public areas have the following amenities in place

- Display units, Televisions, Video displays etc. are open captioned
- Hearing loops
- Hearing loop symbols are displayed
- Even lighting
- Seating
- In addition, the following further information can assist guests:

For outdoor events special outdoor areas is set up with matting and fencing for people with disability.

## Displays, exhibits, commentary and live performances

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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
- Hearing loops for live shows and presentations
- In addition, the following further information can assist guests:

Auslan is available on request for selected shows.

## External Paths

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External paths of travel have the following amenities 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

There are either accessible ramps or the paths don't have steps.

- Step free routes clearly signed

## Steps

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Steps have the following amenities are in place

- There are steps.
- All steps or staircases have enclosed risers
- The underside of staircases are enclosed or protected to a height of at least 2 metres
- In addition, the following further information can assist guests:

A lift is provided. All fixed stair cases have fitted hand rails however the removeable seating in the theatre does not have handrails. We do have accessible seating that is flat floor for people who can't manage stairs that do not have hand rails.

## Ramps

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Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- Hand rails are fitted
- Long ramps (more than 10m) are 1:20 or less
- Ramps have a raised edge of at least 100mm
- In addition, the following further information can assist guests:

A ramp is located at the back of the main stage. The main building has a flat lower floor and a lift. there are no steps on entry. We are working on securing a temporary ramp in the future.

## 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
- Varies but meets accessible requirements of clear space in front of the toilet
- The toilet seat of a contrasting colour to the floor
- The toilet seat is 460mm above the floor
- There is a registered changing places facility
- There is a 'Changing Place' within 4m x 5m of our business

# FOOD AND DRINK

## Dining Spaces

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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
- Hearing loops are available
- All glass doors and full height windows have contrast markings
- There are areas of full lighting
- There are large print menus
- There is an accessible toilet

Our business caters for the following dietary requirements (on request)

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

Kingston Butter Factory catering is prepared in the Logan Entertainment Centre commercial kitchen. The kitchen adheres to all State health regulations in regard to avoidance of cross contamination of food.

## Food and Beverage Image(s)



KBF-085-9830-



KBF-004-9430-



KBF-021-9559-



KBF-089-9841-

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

KBF Access and Inclusion – LoganARTS - Please refer to our online information.

# EVENTS

## Events

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Events have the following facilities/amenities in place

- There is step free access throughout the venue
- Reception, registration desks or ticket offices have a lower counter section
- A hearing loop is available at reception, registration desks or ticket offices
- All ancillary areas are step free e.g. breakout rooms, dining areas, outside areas and exhibition spaces
- All stage areas including speaker platforms are accessible
- 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
- A hearing loop is provided
- There is reserved seating in the loop area
- Speakers/performers are instructed to use the microphones
- 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 (on request)
- Portable accessible toilets are available
- Seating is at regular intervals
- Grassed areas are covered with a hard surface
- Accessible car parking is available
- There are designated drop-off points
- There is accessible public transport to the venue
- Accessible public transport is detailed in the event information
- There is an event map available
- The event map shows accessible facilities
- The event map shows accessible public transport points
- A step free route is shown
- The event includes the use of loud noises, fireworks or strobe lighting (sometimes)
- There is a warning included in the event information (when applicable)
- Quiet room is available





## 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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