

ATIC Accessibility

**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.

OVERVIEW	4
Business Overview	4
Bookings	4
Emergency Management	4
Communications.....	5
Guide Dog and Service Animals.....	5
GENERAL	6
Pre-arrival, arrival and reception.....	6
Car Park and Access amenities	6
Entry	6
Internal Spaces	7
Public areas	7
External Paths.....	7
Public Toilets/Adult change facilities.....	8
FOOD AND DRINK.....	9
Dining Spaces.....	9
Report Disclaimer	11

OVERVIEW

Business Overview

The business has the following products/services available

- Food and Drink

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



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
- Staff have undergone disability awareness and training

Emergency Management

- 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:

Daily visual inspection

- Exits and access to exists are greater than 900mm
- Exit doors are able to be opened by all occupants
- Exits to the emergency evacuation point does not include stairways
- The evacuation point is clearly marked by a sign

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

All of the guests who visit our cellar door are visible to the cellar door staff as wine tasting occurs in one location. Staff are able to identify guests who need additional assistance through communication with that guest or their travelling companions.

The procedure for assisting guests who need assisted rescue is:

Assess the situation and identify guests needing assistance. The fire warden is to communicate with any companions of the person with disability to see if they require additional assistance. Speak calmly and slowly with the guest and use simple language to reassure them and use visual cues or written instructions if required. If staff are required to assist with their evacuation then carefully guide the guest through the emergency exit and assist them to the evacuation point. Communicate throughout the process and let them know what to expect.

Communications

- Our website meets WCAG 2.0 accessibility standards

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

The business provides the following services for service animals:

We communicate with the person who is using the assistance animal as to what their requirements are. We provide water and have a large outside area for the animals to be off leash if required.

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

Our cellar door is a relatively small space and all of our tastings are conducted at seted tables. Customers are greeted and seated on arrival, so therer are not long wiat times whilst standing. We also ensure that we have adequating staffing levels to make sure therea re not long wait times, and staff ahve been trained to ensure people with disability are priortitised, communicated with as to their specific requiements and expectations to ensure they have an experience that is taileored to their specific needs.

Car Park and Access amenities

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

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
- 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
- The entry door is a minimum of 850mm wide
- The entrance sill is less than 13mm

- 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
- Any protruding or overhanging obstructions are at least 2meters above the floor or are protected
- 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
- Accessible facilities are clearly signed and visible from all areas
- All corridors greater than 900mm
- In addition, the following further information can assist guests:

We have stemless glasses for people who are vision impaired and offer these as an option for them

Public areas

The public areas have the following amenities in place

- Even lighting
- Seating

External Paths

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)
- Pathways are wider than 900mm
- There 3 successive steps or less on any path or at any doorway

We don't have and 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
- There is 1.5m mm 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

FOOD AND DRINK

Dining Spaces

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
- All glass doors and full height windows have contrast markings
- There are areas of full lighting
- There is an accessible toilet

Our business caters for the following dietary requirements

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

We do not do any food handling.

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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