ATIC Accessibility

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

This report prepared for:

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| --- | --- |
| Business name: | Honu Honi Surf Camp |
| Address: | 35 Bell St |
| Town: | Torquay |
| Contact for enquiries: | Becky Goschnick |
| Contact Number: | 03 5294 0894 |
| Contact Email: | becky@honuhoni.com |
| Website: | https://www.honuhoni.com |
| Date: | 2025-08-27 09:16 |

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

* Tour/Transport
* Accommodation
* Food and Drink
* Adventure

Our business caters for the following disability types:

* Blind or low vision
* Deaf or low hearing
* Limited mobility
* 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 forms have high contract boxes and submit boxes

## Emergency Management

* Emergency and evacuation procedures are explained on arrival
* There are Audible device/s to alert occupants to evacuate with instructions on how to evacuate.
* There are visual device/s to alert occupants to evacuate.
* Exit signs are clear and easy to see
* 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:

Notes on requirments collected on booking. Responsible staff member on duty has list of guests to contact and reach.

The procedure for assisting guests who need assisted rescue is:

Dependant on guest requirements. Staff will go straight to guest who needs assistance to ensure their safe evacuation in case of emergency.

* 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

Not specified

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

## Other Information

* The business accepts the companion card

## 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:

Not specified

# 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 step free map/guide
* A familiarisation tour
* Keys are available for each guest
* Luggage assistance
* In addition, the following further information can assist guests:

We run on a published schedule each day with small groups of no more than 8 people at one time, so all sessions start at the specified time, meaning no need to wait. &nbsp;

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

There are suitable seats as well as our surf van at all locations we go to for surfing lessons should someone need to rest at any stage.

## 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

* A drop off zone
* Designated disabled parking bays

## Internal Spaces

* Tableware/glassware contrast with the table surface or table cloth

## Displays, exhibits, commentary and live performances

For displays, exhibits, commentary and live performances the following amenities are in place

* Seating

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

## Steps

Steps have the following amenities are in place

* There are steps.
* All steps or staircases have enclosed risers
* The underside of all staircases are enclosed or protected to a height of at least 2 metres
* Where steps are present are there three steps or less

# TOUR OPERATORS

## Route Planning

* Route Planning
* Lunch stop venues are accessible
* Sightseeing and photo opportunity stops are step free
* Walking Tours
* Multi-paced to account for slower walkers
* Hearing aid compatible

## Guides

Guides have been trained in the following

* Use of clear/simple English
* There is a audio description of surroundings
* In addition, the following further information can assist guests:

These vary based on the tour and requests of our guests - they are not set.&nbsp;

# ACCOMMODATION

## Room Amenities

No wardrobe in tents

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

Collected by staff members.

* There is contrast between the walls, skirtings, floor and furniture
* There is a clear path through the room
* Housekeeping procedures instruct staff not to reposition furniture that has been moved
* Doors open fully against the adjoining wall
* There is a clear opening at least 850mm wide
* The bedside lamp switch is easy to reach from the bed
* There is at least 850mm clear space beside the bed
* The bed height is no higher than 680mm from the floor
* Non-allergenic cleaning products are used

## Bathrooms

The bathrooms have the following facilities/amenities in place

* All heating appliances and hot water pipes are protected or insulated
* All shower, bath and basin taps are clearly differentiated between hot and cold
* Fixtures and fittings have rounded edges
* The door is at least 850mm wide
* There is a minimum of 850mm beside the toilet
* There is 1000mm mm of clear space in front of the toilet
* The toilet seat is a contrasting colour to the floor
* The toilet seat is 460mm above the floor

# COMMON AREAS

# 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 sodium
* Nut free
* Additive free
* Organic
* Vegetarian
* Vegan
* Kosher
* Halal
* In addition, the following further information can assist guests:

All food served is vegan. Separate equipment used to cook gluten-free food.

# ADVENTURE ACTIVITIES

## Adventure activities

The adventure activities have the following facilities/amenities in place

* Our adventure activities cater for people with a disability
* In addition, the following further information can assist guests:

Surfing lessons: depends on disability but our team is happy to work with the individual to try and make a session work.

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

Surfboards and wetsuits. We use foam boards, however they do not have handles on them to hold on. Other specialised equipment may be sourced depending on requirement.

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

We do not have a lot of staff, so can only operate with 1-2 instructors on the session. If further in-water support would be required, we may not be able to assist.

## 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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