



An introduction for management on providing access to outdoor recreation and tourist attractions

Some key considerations when planning access to outdoor recreation and tourist attractions are:

- Provide clearly signed accessible parking and a universal drop-off bay as close as possible to the front entrance of the facility, with a kerb ramp at any changes in level.
- Provide seating at the drop-off point which is at a good height, has armrests and is protected from the weather and sun.
- Provide a firm, continuous path free of obstructions and without steep slopes from parking to, and throughout the facility.
- Where long walkways are provided, provide signage that displays direction, distance and terrain. Provide seating at regular points along long walkways.
- When communicating with all customers speak to the person directly, not their carer or accompanying person.
- Provide a lowered counter and good lighting where conversations are held, such as the reception counter.
- Where drinking fountains are provided, provide one that is accessible to all.
- Where toilets are provided, provide a clearly signed unisex accessible toilet.
- Providing good directional, informative, accessible signage will assist all people to find their way.
- Provide an appropriate hearing augmentation system for any audio presentations. Advertise that this is available and where it is located, using the internationally recognised deafness symbol.

- In addition, consider provision of transcripts, captioning and reproduction of material in a large print format.
- Provide visual and audible alarms.
- Provide training to staff on disability awareness.

More information

- The Independent Living Centre of WA (ILC) provides information on equipment that will assist people with disabilities participate in recreational activities. Contact them on 9381 0600 or by their website www.ilc.com.au. Additionally, they have available a publication, *GuestAbility* which provides additional access information.
- Better Hearing Australia (WA) Inc provides advice about adaptive technology for telephones, television and alarms and provision of the Hearing Help card. Can advise on all aspects of hearing loss. Go to the Better Hearing website www.betterhearingwa.iinet.net.au
- WA Deafness Council can be contacted for further information about deafness resources and sign language interpreters. Their website is www.wadeaf.org.au
- The Association for the Blind is able to produce material in alternative formats and is a comprehensive resource for information about blindness and low vision. Their website is www.abwa.asn.au