

Accommodation Assessment Template

Introduction

This **Accommodation Assessment Template** (AAT) is designed to assist the owners or managers of tourism accommodation properties to present the accessible features of their facilities. The AAT will help in the gathering and dissemination of information about accessible accommodation. Research shows that this information forms a critical component in the decision making process of people who seek to travel who require accessible accommodation. The information will help travellers with disabilities make decisions about your premises and will help bring needed business to your accessible accommodation.

How to Use the Accommodation Assessment Template

The AAT comprises two sections:

Section 1. Key Information Requirements (Pages 2 – 7)

Section 2. Guide to completing the KIR's (Pages 8 – 12)

Section 1, Key Information Requirements

Identifies the main information needs and asks specific questions about the access provided. The questions follow the *Continuous Accessible Path of Travel* concept as identified in the Australian Standards for Access and Mobility (AS 1428). The detail reflects certain aspects identified in the Australian Standards and other accessible tourism research.

This document is divided into parts:

- Part A** **Name and contact details.**
- Part B** **Transport and Parking**
- Part C** **Main entry and foyer**
- Part D** **Signage, Toilets, Telephones, Lifts and Corridors**
- Part E** **The Accessible Room(s)**
- Part F** **Bathroom**
- Part G** **Respiratory and Other Sensitivities**
- Part H** **Other Features**

Section 2, Guide to completing the KIR's

Shows examples of the completed sections.

These are key measurements that users with various accessibility requirements need to know in order to judge the suitability of a place to stay. The measurements will be used to inform customers about access to buildings, rooms and facilities at your establishment.

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Section 1 Key Information Requirements

Part A Property Details

Property Name:	
Address – Street No & Name	
City & Postcode	
Number Of Access Rooms:	
Star Rating:	
Person Completing Form:	Date:
Reservations include photo of Reception & desk and Entry:	
Freecall:	
Phone:	TTY Phone:
Web:	
Email:	

Part B Transport and parking

List transport options for arrival – train, bus, taxi, shuttle bus and which offer access.	
<ul style="list-style-type: none"> • Identify parking options. <p>Does the premises offer on site Designated Accessible car spaces. Yes/No If Yes, how many spaces _____</p> <p>If No, identify alternative parking options;</p> <ul style="list-style-type: none"> • Commercial carparking near by • Valet parking, or • Other. 	

Part C Main entry and foyer

<ul style="list-style-type: none"> • Is there an accessible pathway from the street into the foyer? Yes/No Provide Photo. • Are there any obstacles (threshold ramp, kerb crossover etc)? Yes/No 	
Describe foyer/reception area. Issues to consider are; <ul style="list-style-type: none"> • Circulation space • Seating • Floor surface (carpet/Polished granite etc) 	
<ul style="list-style-type: none"> • Measure main door width and height of reception desk _____ mm * _____ mm • Is there an area where a wheelchair user can comfortably check-in/out? Describe/photo. 	

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Part D Signage, Toilets, Telephones, Lifts and Corridors

Signage, Toilets, Telephones	
<ul style="list-style-type: none"> • Is the Signage clear and highly visible for: <ul style="list-style-type: none"> ○ EXIT, ○ Telephones, ○ Toilets, Accessible Toilet 	
<ul style="list-style-type: none"> • Is there an accessible toilet(s) nearby, if so where? Yes/No 	
<ul style="list-style-type: none"> • Is there an accessible telephone, if so where? Yes/No 	
Lifts	
<ul style="list-style-type: none"> • Is there a Tactile or Braille call button? Yes/No 	
<ul style="list-style-type: none"> • Measure Call button height from floor surface _____ mm 	
<ul style="list-style-type: none"> • Is there an Audible lift arrival signal? Yes/No 	
<ul style="list-style-type: none"> • Is there an Internal Audio Floor Announcement? Yes/No 	
<ul style="list-style-type: none"> • Measure the Internal height of lift buttons – _____ mm from the floor to top of panel. 	
<ul style="list-style-type: none"> • Are the Internal buttons Tactile or Braille buttons? Yes/No 	
Corridors	
<ul style="list-style-type: none"> • Measure corridor width _____ mm 	
<ul style="list-style-type: none"> • Does the corridor provide hand rails, if so what height? _____ mm 	
<ul style="list-style-type: none"> • What is the floor surface? eg carpet. 	
<ul style="list-style-type: none"> • Location of Accessible rooms, eg distance from lift. 	
<ul style="list-style-type: none"> • Is there any tactile way finding information on each level? Yes/No • If Yes, describe. 	

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Part E The Accessible Room(s)

<i>Key Measurements: room length</i>	<i>x</i>	<i>width in metres</i>
<i>Photo of room interior showing beds, furniture. Photo showing entry & internal corridor.</i>		
• Door width _____ mm Measures the clear open width.		
• Door furniture: Lever handle or Knob, • Height from floor _____ mm		
• Magnetic card or keyed entry?		
• Automatic door return? Yes/No		
• Internal corridor width at its narrowest point _____ mm		
• Number of beds & type (eg 1xQ, 1XS)		
• Height of main bed from top of mattress to floor _____ mm		
• Space underneath main bed _____ mm		
• Distance from the foot of the bed to the furniture or wall _____ mm • Distance either side of the bed to wall or to other bed – shows circulation space _____ mm		
• Can furniture easily be moved or removed? Yes/No		
• Can the Lights, Telephone, TV (remote) be operated from bed? Yes/No		
• Does the TV have Teletext? Yes/No		
• Is the clothes hanging reachable from a seated position? Yes/No		
• Can the tea/coffee making facilities be reached from a seated position? Yes/No		

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Part F Bathroom

Key measurement, room length	x	width
<i>Photo of bathroom interior, floorplan of bathroom layout</i>		
<ul style="list-style-type: none"> • Door width _____ mm • Door furniture: <ul style="list-style-type: none"> ○ Lever handle or ○ Knob or ○ Sliding door?, 		
<ul style="list-style-type: none"> • Wheel-in-shower? (means no hob) Yes/No • Hand-held shower rose? Yes/No • Shower grab rails height _____ mm • Lever taps or knob taps? Yes/No • Height from floor _____ mm 		
<ul style="list-style-type: none"> • Fold down shower seat? Yes/No • If Yes, dimensions _____ mm * _____ mm <ul style="list-style-type: none"> ○ Height ○ Length ○ Width 		
Toilet <ul style="list-style-type: none"> • Height (top of pan) _____ mm • Front of bowl to back wall _____ mm. • Centreline of bowl to side wall _____ mm • Toilet Grab rails height _____ mm. 		
<ul style="list-style-type: none"> • Basin height front edge to floor _____ mm • Lever taps? Yes/No 		
<ul style="list-style-type: none"> • Light switches height _____ mm 		
Bathroom Floorplan:		
Shows the spatial elements so individual travellers can make an independent decision whether the facility will suit their needs. The floorplan does not need to be drawn to scale so long as the measurements are recorded		

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Part G Respiratory and Other Sensitivity

Respiratory and Other Sensitivity

- Does management actively pursue a smoke, chemical and toxin-free environment for people who have Respiratory and Other Sensitivities? **Yes/No**

Some of the important issues and signifiers are:

- Is smoke (of any sort) permitted in the premises?
- Cleaning processes and products such as non-toxin detergents, air fresheners etc. on room furnishings like carpets, drapes etc.
- Is natural ventilation available throughout the premises?
- Does management avoid the use of chemical pesticides, herbicides and non-toxic means of pest control?
- Are there domestic animals living on the property?
- Can management provide a statement as to the practical steps taken to cater for Respiratory and Other Sensitivities.

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Part H Other Facilities

Restaurant (If applicable)	
<ul style="list-style-type: none"> ▪ Wheelchair access? Yes/No ▪ Describe access, for example, down one level by lift from reception. 	
<ul style="list-style-type: none"> ▪ Accessible Toilet? Yes/No ▪ Describe access, for example, down one level by lift from reception 	
<ul style="list-style-type: none"> ▪ Table type, for example pedestal or legs at corners? ▪ Table height to underside _____ mm 	
<ul style="list-style-type: none"> ▪ Tables moveable? Yes/No 	
<ul style="list-style-type: none"> ▪ Large print Menu available? Yes/No 	
Swimming Pool	
<ul style="list-style-type: none"> ▪ Available? Yes/No 	
<ul style="list-style-type: none"> ▪ Wheelchair access by Hoist or Ramp? Yes/No 	
<ul style="list-style-type: none"> ▪ Accessible change room with toilet? Yes/No 	
Emergency	
<ul style="list-style-type: none"> ▪ Is there a documented Emergency procedure? Yes/No 	
<ul style="list-style-type: none"> ▪ Does the Emergency warning system comprise an Audio Alarm only or Audible and visual alarms? Yes/No 	
<ul style="list-style-type: none"> ▪ Are the Emergency alarms located in all rooms and public places, eg Foyer, hallways, restaurant, toilets? Yes/No 	
<ul style="list-style-type: none"> ▪ Does the Emergency procedure involve a Floor Warden or Place of Safe Refuge or Other? Yes/No 	
Other Services	
<ul style="list-style-type: none"> ▪ Does management foster a “can do attitude” amongst staff? Yes/No 	
<ul style="list-style-type: none"> ▪ Does management welcome guests with disabilities? Yes/No 	
<ul style="list-style-type: none"> ▪ Can management arrange for equipment hire, eg hoist, shower chair etc? Yes/No ▪ If so name the supplier: 	
<ul style="list-style-type: none"> ▪ Can hotel arrange for or refer Attendant care? Yes/No ▪ If so name the firm: 	
<ul style="list-style-type: none"> ▪ Is Hearing Assistance available in the Conference facilities? Yes/No 	
<ul style="list-style-type: none"> ▪ Describe any other services you provide to people with disabilities. 	




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Section 2, Guide to completing the KIR's

Part A			
Name of premises			
Street Address			
Number of accessible rooms			
Brief Description (50 words)			
Star Rating			
Reservations			
Freecall:		Phone:	TTY:
Web address			
Email address			

Part B	
Transport & Parking	
<p>Description of public transport options <i>Example:</i></p> <ul style="list-style-type: none"> • <i>The hotel(s) are close to the Homebush Olympic Park railway station.</i> • <i>Sydney buses operate to Olympic Park</i> • <i>Taxis to the door.</i> 	
<p>Description of Parking, Drop-off point etc <i>Example:</i></p> <ul style="list-style-type: none"> • <i>There is a drop off point adjacent to the hotel entry</i> • <i>The basement commercial parking offers several dedicated spaces.</i> • <i>Ramps with gradients of 7.5% and 6.5% - 8% convey guests from the car park to Novotel and IBIS lifts.</i> <p>Photo: Pic of parking area, designated accessible space, path of travel to lifts.</p>	

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<p>Part C</p> <p>Main Entry and Foyer</p>	
<p>Description <i>Example:</i></p> <ul style="list-style-type: none"> • The Main Entry is level through the automatic doors. • The foyer is carpet and polished tiles and brightly lit. <p>Photo: Pic of Main Entry showing level access.</p>	
<p>Description <i>Example:</i></p> <ul style="list-style-type: none"> • The foyer is carpet and polished tiles and brightly lit. • The Reception desk is 1.16m high with a separate lower or accessible area at 850mm. <p>Photo: Pic of Foyer showing access and circulation space.</p>	
<p>Part D</p> <p>Signage, Toilets, Telephones, Lifts and Corridors</p>	
<p>Description <i>Example:</i></p> <ul style="list-style-type: none"> • Exit signage is clear. • There is an access toilet on the level below Reception, down the ramp to the restaurant – grade at approx 8%. <p>Photo: Pic of access ramp to Restaurant and access toilet.</p>	
<p>Lifts</p>	
<p>Description <i>Example:</i></p> <ul style="list-style-type: none"> • Lift call buttons are 1m from the floor, and are tactile. • There is an audible arrival signal but not floor announcement. • Internal lift buttons are tactile. 	
<p>Corridors</p>	
<p>Description <i>Example:</i></p> <ul style="list-style-type: none"> • Corridors are 1600mm wide, carpeted but without hand rails. • The access rooms are a short way from the lifts, no tactile way finding information. 	

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Part E

The Accessible Room(s)

Details: & Description

Example:

- *The main door width 800mm (lever handle at 1m, magnetic card entry, automatic closer not heavy).*
- *Internal corridor 1.46m wide (at its narrowest point) before opening into the bedroom.*
- *Latch side space for the door is 480mm.*
- *The rooms are set up with one Queen sized bed at 600mm high, with limited space underneath.*
- *Circulation space is 1.32m from the foot of the bed to the furniture, and 1m & 1.7m beside the bed.*
- *The TV is operated by remote control and Teletext can be switched on.*
- *Tea and coffee making can be reached from the seated position.*
- *Hanging space in the wardrobe is within reach.*
- *Low pile carpet*
- *The airconditioning control is located at 1m.*
- *The curtains can be opened/closed and desk raised/lowered via wind handles!*

Photos: Showing room layout and circulation space.



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Part F

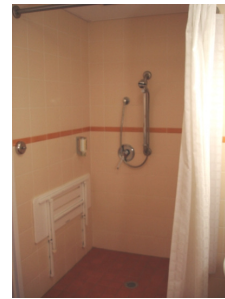
Bathroom

Details & Description

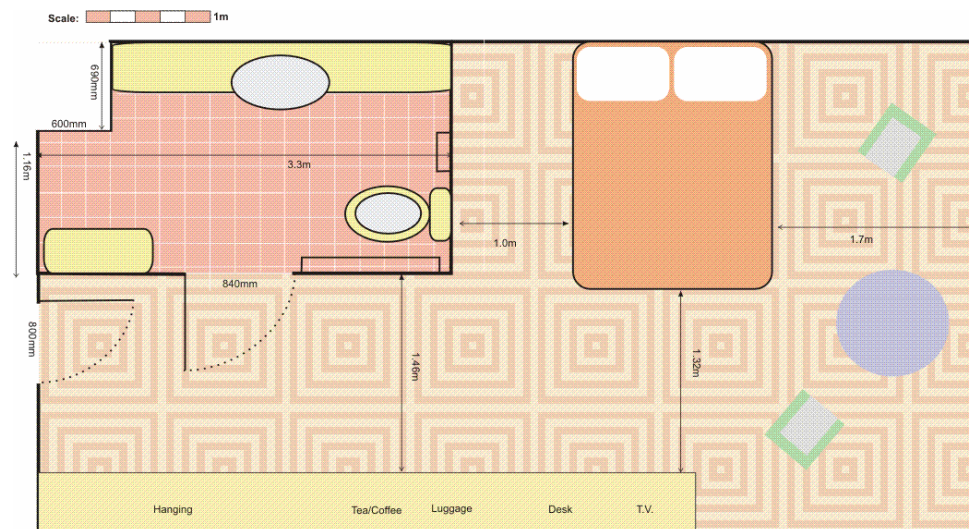
Example:

- The bathroom door width is 840mm
- Lever handle 1m high and opens outwards.
- There is a wheel-in shower with hand held rose, Grab rails height 800mm and lever tap.
- Fold down shower seat 460mm high, 1m x 400mm.
- Toilet
 - height 480mm,
 - centre to side 460mm,
 - front of bowl to rear wall 820mm,
 - grab rail height 800mm.
- Basin height 800mm clearance, lever tap.
- Light switch at 1.3m.

Photos: Showing bathroom layout, circulation space, roll-in shower and grab rails.



Room Floorplan



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Part G Chemical Sensitivity	
<ul style="list-style-type: none"> • Guests may choose to stay in a smoking or smoking room. • Low plie carpet throughout. • Please contact management to discuss any Chemical Sensitivity needs. 	

Part H	
Other Features	
Restaurant and Bar	
<ul style="list-style-type: none"> • Located on the level just below Reception. • The restaurant is down a graded slope of about 8% and the access toilet is located at the bottom of the ramp. 	
Swimming pool	
<ul style="list-style-type: none"> • Available in the Olympic Park. complex 	
Emergency	
<ul style="list-style-type: none"> • A documented emergency procedure is in each room. • The alarm is audio and a Floor Warden will seek to evacuate guests to safe refuge. 	
Other	
<ul style="list-style-type: none"> • The hotel can arrange equipment hire, for example a hoist. • Hearing Assistance is available in the Conference Rooms. • Bar and restaurant located in the building “underneath” the hotel and a sandwich bar is on entry level. 	

Further information

For further information about the approach contact
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