

ATIC Accessibility

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



This report prepared for:

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Date:	2024-09-12 09:59

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

- Accommodation
- Food and Drink
- Adventure

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
- Staff have undergone disability awareness and training

Emergency Management

- 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

- Our business offers the following alternative communication methods
- Plain English
- Braille Displays
- Magnifiers

Not specified

- There is easy to read signage and information (e.g. menus and emergency information)
- There is a Pictorial menu

Pictorial Menu Image(s)



Daily Pictorial Menu Board

- There are Picture boards

Communication Boards & Communication Lanyards

Guide Dog and Service Animals

The business provides the following services for services animals:

Not specified



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

N/A

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

N/A

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

N/A

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
- Menus are available in large print or Braille
- 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
- There is a quiet space for parents and children on the Autism Spectrum
- In addition, the following further information can assist guests:

N/A

Public areas

The public areas have the following amenities in place

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

N/A

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
- Any paths having steps are clearly identified as non-wheelchair accessible
- Step free routes clearly signed
- In addition, the following further information can assist guests:

N/A

Steps

Steps have the following amenities are in place

- There are steps.
- Handrails fitted to all open sets of steps
- In addition, the following further information can assist guests:

Where steps are present there is also ramp access. With the 3x steps that don't have enclosed risers, they are only 3 steps high. 1x step access has 3x steps but rail doesn't extend 300mm beyond.

Ramps

Ramps have the following amenities are in place

- There are ramps.
- Hand rails are fitted
- Long ramps (more than 10m) are 1:20 or less
- In addition, the following further information can assist guests:

Most ramps have a raised edge. However, some paths of travel are out in nature and as such don't have raised edges

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 1450mm 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
- A ceiling or portable hoist is available
- In addition, the following further information can assist guests:

When hoist or change beds are required by clients, we are able to source through CoastCare Medical.

ACCOMMODATION

Bedrooms

The bedrooms have the following facilities/amenities in place

- There are 3 rooms available to guests who use a wheelchair
- Bedroom furniture can be re-arranged on request

Rooms can be adjusted to fit groups requirements. Hospital Beds can be sourced for higher needs campers if required.

Layout of room Image(s)



Main Rooms Internal



Main Bedroom

Room Amenities

Our rooms are short stay and don't have hanging space available

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

A Duty Manager is onsite 24hrs per day. In the event of an emergency they act as the Emergency Warden and are responsible for the safe evacuation of our guests.

- Televisions are equipped with closed captioning capability
- There is contrast between the walls, skirtings, floor and furniture
- There is a clear path through the room
- The edges of all furniture and fixtures are rounded
- Wardrobe handles are a contrasting colour to the doors and draws
- 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
- There luggage racks for at least two suitcases
- There at least one chair with rigid arms
- Wardrobe and drawer handles are easy to grip
- 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
- There is at least 130mm clearance under the bed
- The business offers a range of non-allergenic bedding
- Non-allergenic cleaning products are used
- In addition, the following further information can assist guests:

As per images above. Bedside tables and lamps are not a feature of our rooms, as there was no option for N/A we marked as YES.

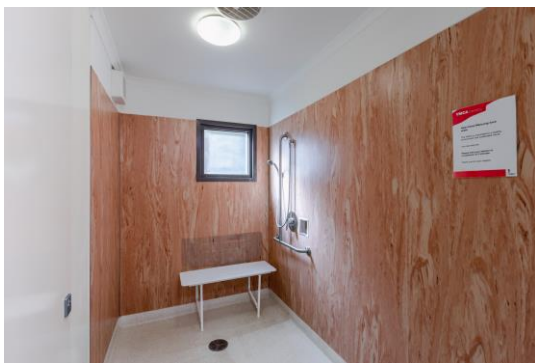
Bathrooms

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 hot water is thermostatically controlled to 41 degrees
- The door is at least 850mm wide
- There is a minimum of 850mm beside the toilet
- Handrails are fitted
- There is a minimum of 1400mm 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
- There is a roll-in shower with fold down fixed seat or a shower chair
- There is a portable shower head on flexible hose
- A door is fitted to the shower

Bathroom Image(s)



Camp Accommodation - Bathrooms



Toilet - Dining Hall

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

Working to replace existing wheel-chair access toilets to bring up to code. Some toilet seats are not strong contrast in colour.



COMMON AREAS

Play Spaces

- Level access is provided to play spaces
- Ramps provided are at least 25% of elevated sections of the play space
- There wheelchair accessible activities
- Seating is provided in or around the play space

Image(s)



Tennis Court & Access



Basketball Court

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

When groups are onsite they have access to range of play course. Examples attached

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 are large print menus
- There are Plain English menus
- 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
- Additive free
- Organic
- Vegetarian
- Vegan
- Kosher
- Halal
- In addition, the following further information can assist guests:
 - Preparation of all food provided for life-threatening and non-life-threatening allergies and cultural dietary requirements must be prepared and handled to reduce any risk of cross-contamination.
 - All food provided for life-threatening and non-life-threatening allergies and cultural dietary requirements must be prepared and handled to reduce any risk of cross-contamination. Food prepared for campers with special diets must be isolated from

the general camp food in a separate vessel covered securely and labelled. Staff members labelling food for life-threatening allergies & cultural dietary must ensure that a second staff member has double-checked the label to ensure it is correct.

- Once the 'double-check' process has been completed, both staff members must sign off that this process has been successfully completed immediately in the Food Safety Monthly workbook using the Daily Record Form
- Food Service to CamperCampers with special dietary requirements must come up first to the services area in the Dining room to be served their food. This must be coordinated through the group's special dietary coordinator.

- There is a sample menu available online

Sample menu is available here -

<https://camps.ymca.org.au/camp-manyung/accommodation/catering>

Food and Beverage Image(s)



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Camp Manyung – Main Dining Hall

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:
 - Amazing Race - Teams of 10 - 14 complete various challenges requiring teamwork, resilience, effective communication and decision making. Each team is allocated an instructor from the Y (or you can lead your own groups) to provide guidance, encouragement and safety instructions. Teams earn points for completing challenges and can be awarded additional points for outstanding teamwork. Activities are tailored to suit fitness level and program schedule.
 - Archery - Using re-curve bows, and an optional easy release mechanism campers shoot for 'Olympic Style' bulls-eye targets. In addition to developing technique, campers will learn about the different parts of the bow and arrow. They will be shown the correct procedures, techniques for loading and releasing. Fun games and challenges are incorporated into each session.
 - Bike Skills - Campers are introduced to bike riding by learning techniques such as turning, braking, using gears, and learn the importance of safety, basic maintenance checks and communication when riding. We have a range of universal bikes available from tricycles, tandem bike, recumbent, hand cycles, Christiana Wheel Chair bike and mountain bikes.
 - Caring For Our Planet - The Caring for our Planet program encourages deep understanding and practical experiences related to how we look after our environment. Campers will work in small groups to discuss and investigate how we all can contribute to making our environment healthier & happier. The sessions cover a range of concepts from: waste, composting, recycling and plastic's pollution.
 - Flying Fox - Campers don a harness (sit harness or universal harness available) before zipping through the trees down the 120-metre zip line with views of Port Phillip Bay.
 - Giant Swing - With the help of the group, campers are individually hauled up by a rope and harness system (universal and sit harness options available) until they reach their desired height on the giant swing (up to 18 meters). Using a special trigger mechanism, campers release themselves to swing, however there is an instructor release available if required.
 - Kitchen Garden - Campers create their own pizzas using fresh produce and watch them cook in our wood-fired pizza oven. The raised garden beds and surrounding pathways allow access for all abilities. The preparation table has no fixed seating

therefore offering flexibility to alter as per all camper's requirements; seating, roll under, standing. All special dietary requirements are offered a dietary friendly alternative

- Leadership Challenge/ Initiative Trail- Campers tackle a range of problem solving tasks that require lateral thinking and team work. To successfully complete challenges, campers must work collaboratively while remaining patient and open-minded. These tasks can be adjusted to suit the requirements of each individual group by adjusting difficulty, activities chosen can be modified to suit all disabilities and the activity locations may be altered to suit varying groups.
- Nature Immersion: Build a lifelong passion for the environment, fostering a sense of stewardship and responsibility toward the natural world. Campers will learn about indigenous ways of life, local indigenous plants and their traditional uses, complete a nature craft activity for display at Camp Manyung, as well as learn a healthy nature practice that they can do at home or anywhere in nature, encouraging relaxation and connection.
- Tree Rolling: Campers of all abilities can experience a high ropes course with a twist. This universal course through the treetops can be completed on a scooter or in a purpose-built wheelchair. Campers seeking an extra challenge can even wear a blindfold as they move through a series of elements including a short flying fox (zip line).
- Bush Cooking: Campers learn about fire safety whilst participating in a fun outdoor cooking experience. The camp fire area has wheelchair access as well as fixed benches. Additional chairs available where required. All special dietary requirements are offered a dietary friendly alternative.

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

A universal harness for our height based activities, purpose built wheelchair for our Tree Rolling activity, Assisted release mechanisms for Archery. Beach Wheel Chairs, Mobi Matting, Harken Winch Lifting Systems for the Flying Fox and Giant Swing, Universal Bikes: Wheel Chair Christiana Bike, Tricycle, Recumbent bike and hand cycle

[Adventure Activity Image\(s\)](#)



Archery release Mechanism



Universal Harness



Harken Lokhead Winch System



Black Trike 2



Hand Cycle



Recumbent Bike



Red Trike - With body support



Tiger moth – Side By Side



Cloud Rider Wheelchair – Universal Ropes Course

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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