

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES



Accessible Features Guide

2nd Edition 2013

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

This document provides information about the accessible features at some of Warrnambool's tourist accommodation services. The information presented in the following pages is to be used as a guide only.

Use the survey checklist (below) to determine which accessible features are required for your situation, and try to match up your requirements with the listed locations.

Please contact the operators of the property to discuss any specific needs you have, prior to making a reservation.

- Designated accessible parking for people with a disability
- Clear external and internal directional signage, including symbols
- Step free access
- Wide self opening or easy to open doors
- Low height, "clutter free" reception counter with a seat and accessible buzzer
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- Visible and audible fire alarms
- Ramp or lift access to all levels
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling etc
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities
- Lever or sensor operated taps
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- Menus available for people with special dietary needs
- Access to a wheelchair if required
- Features which cater for people with vision loss and/or hearing loss

This document is also available for download from the Warrnambool City Council website at: www.warrnambool.vic.gov.au

Disclaimer

This guide is a matter of opinion and is not based on any legislative or statutory requirement. Whilst every reasonable effort have been made to ensure accuracy of the information contained in this guide, Warrnambool City Council does not accept any responsibility for inaccuracies, omissions, incorrect information or consequences of actions taken as a result of the information in the guide. It also should be noted that access could change at any time. Information supplied is correct at 23/03/2012.

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: 104 on Merri Apartments

Address: 104 Merri Street
Warrnambool VIC 3280

Contact No: 0448 668 738

Email: stay@104onmerri.com.au

Web Address: www.104onmerri.com.au

Survey checklist:

104 on Merri Apartments has the following accessible features:

- Wide self opening or easy to open doors
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Lights and TV controls within reach of bed
- Lever or sensor operated taps
- Shower fittings and fixtures that can be reached from a seated position
- Features which cater for people with vision loss
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss
 - staff who speak clearly to guests
 - TV captioning

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: A Sea Mist Studio Apartment

Address: 3A Logans Beach Road
Warrnambool VIC 3280

Contact No: 0417 383 757

Email: thecherretts@bigpond.com

Web Address: www.warrnamboolinfo.com.au/accommodation.asp

Survey checklist:

A Sea Mist Studio Apartment has the following accessible features:

- Step free access
- Easy to open doors
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- Visible and audible fire alarms
- Ramp access to all levels
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities
- Lever or sensor operated taps
- An accessible toilet
- Shower fittings and fixtures that can be reached from a seated position
- Features which cater for people with vision loss eg:
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss eg:
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Special dietary needs can be catered for upon request
 - Rail alongside ramp access
 - Shower has a built in seat
 - Parking is on a flat surface beside units

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide



Name of Business: Abaco House

Address: 39 Stanley Street
Warrnambool VIC 3280

Contact No: 03 5561 2414 or 0437 756 626

Email: sskinner@eftel.net.au

Web Address: www.eftel.com/~sskinner/index

Survey checklist:

Abaco House has the following accessible features:

- Seating with backs and armrests
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Lights and TV controls within reach of bed
- Features which cater for people with vision loss
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss
 - TV captioning
- Any other accessible features
 - Guests can park in the garage, which is opened using a remote switch for the roller door

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Anchor Belle Motel

Address: 1 Darling Street
Warrnambool VIC 3280

Contact No: (03) 5561 4977

Email: anchorbelle@bigpond.com

Web Address: www.anchorbellemotel.com.au

Survey checklist

Anchor Belle Motel has the following accessible features:

- Clear external and internal directional signage
- Step free access – to Reception and one motel suite
- Wide self-opening or easy to open doors
- Seating with backs and armrests in one motel suite
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities in one motel suite
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- Features which cater for people with vision loss:
 - no overhanging foliage on pathways
 - effective lighting throughout facilities
- Features which cater for people with hearing loss:
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features:
 - Shower chair available upon request
 - Light switches have been lowered in the accessible suite
 - King size bed in the accessible suite – can be rearranged into two large single beds if required
 - All suites are ground floor
 - Bookings can be made via email
 - Parking spaces are flat and easy to access

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Atwood Motor Inn

Address: 8 Spence Street
Warrnambool VIC 3280

Contact No: (03) 5562 7144

Email: atwood@hotkey.net.au

Web Address: www.atwoodmotorinn.com.au

Survey checklist

Atwood Motor Inn has the following accessible features:

- Designated accessible parking for people with a disability
- Clear external and internal directional signage
- Step free access from car park to one motel suite which is set up for wheelchair access
- Wide self opening or easy to open doors
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- Visible and audible fire alarms
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities in one motel suite
- Lever or sensor operated taps
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- People with special dietary needs can be catered for as requested
- Features which cater for people with vision loss:
 - no overhanging foliage on pathways
 - effective lighting throughout facilities
- Features which cater for people with hearing loss:
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Accessible parking can be arranged using temporary signage outside the accessible motel suite
 - Shower chair provided upon request
 - Close to central business district, via connecting footpaths

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Banyan Place

Address: 4-6 Banyan Street
Warrnambool VIC 3280

Contact No: 0418 261 969

Email: glenda.levett@bigpond.com

Web Address: www.banyanplace.com.au

Survey checklist:

Banyan Tree – Unit 6 at Banyan place has the following accessible features:

- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities
- Shower fittings and fixtures that can be reached from a seated position
- Features which cater for people with vision loss eg:
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Shower chair available
 - Local restaurant provides a meal delivery service
 - Close to the city centre, via public footpaths

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Bayside Lodge Holiday Units

Address: 30 Pertobe Road
Warrnambool VIC 3280

Contact No: 03 5562 7323 or 0408 523 662

Email: info@baysidelodge.com.au

Web Address: www.baysidelodge.com.au

Survey checklist:

Bayside Lodge Holiday Units has the following accessible features:

- Seating with backs and armrests
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Lights and TV controls within reach of bed
- Lever or sensor operated taps
- Shower fittings and fixtures that can be reached from a seated position
- Features which cater for people with vision loss
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss
 - Staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Portable ramp access can be provided at main entry to unit upon request
 - 5 ground floor apartments available
 - Parking on flat sealed surface close to units
 - Shower entry has small lip
 - Playground and sheltered picnic area on level surface at rear of property

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Best Western Olde Maritime Motor Inn

Address: Corner of Banyan and Merri Street
Warrnambool VIC 3280

Contact No: 03 5561 1415

Email: info@oldemaritime.com.au

Web Address: www.oldemaritime.com.au

Survey checklist:

Best Western Olde Maritime Motor Inn has the following accessible features:

- Clear external and internal directional signage, including symbols
- Step free access
- Wide self opening or easy to open doors
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling etc
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities
- An accessible toilet
- Shower fittings and fixtures that can be reached from a seated position
- Menus available for people with special dietary needs
- Features which cater for people with vision loss
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Close to city centre via public footpaths

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Best Western Tudor Motor Inn and Apartments

Address: 519 Raglan Parade
Warrnambool VIC 3280

Contact No: 03 5562 8877

Email: bw90534@bigpond.com

Web Address: <http://tudor.bestwestern.com.au>

Survey checklist:

Best Western Tudor Motor Inn and Apartments has the following accessible features:

- Clear external and internal directional signage, including symbols
- Step free access
- Wide self opening or easy to open doors
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling etc
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- Menus available for people with special dietary needs
- Features which cater for people with vision loss
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Close to city centre via public footpaths

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Breakaway on Banyan

Address: 19 Banyan Street
Warrnambool VIC 3280

Contact No: 0458244066

Email: christinegil@westvic.com.au

Web Address:

Survey checklist:

Breakaway on Banyan has the following accessible features:

- Step free access at front door
- Seating with backs and armrests
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities except kitchen
- Features which cater for people with hearing loss
 - TV captioning

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Comfort Inn Warrnambool International Motel

Address: 75-77 Banyan Street
Warrnambool VIC 3280

Contact No: (03) 5562 8044

Email: info@warrnamboolinternational.com

Web Address: www.warrnamboolinternational.com

Survey checklist

Comfort Inn Warrnambool International Motel has the following accessible features:

- Clear external and internal directional signage
- Step free access to one motel suite
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities in one motel suite
- Lever or sensor operated taps
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- Features which cater for people with vision loss:
 - no overhanging foliage on pathways
 - effective lighting throughout facilities
- Features which cater for people with hearing loss
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Fold down shower seat in the accessible motel suite
 - Shower stool supplied

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Country Comfort Mid City Warrnambool

Address: 525 Raglan Parade
Warrnambool VIC 3280

Contact No: 03 5562 3866

Email: info@midcitywarrnambool.com.au

Web Address: www.countrycomforthotels.com

Survey checklist

Country Comfort Mid City Warrnambool has the following accessible features:

- Clear external and internal directional signage
- Wide self-opening or easy to open doors
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities in one motel suite
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- People with special dietary needs can be catered for upon request
- Features which cater for people with vision loss:
 - large print room numbers in colour contrast to doors
 - no overhanging foliage on pathways
 - effective lighting throughout facilities
- Features which cater for people with hearing loss:
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features:
 - Shower chair available in one motel suite

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Discovery Holiday Parks Warrnambool

Address: 25 Pertobe Road
Warrnambool VIC 3280

Contact No: 03 5561 1514

Email: warrnambool@discoveryparks.com.au

Web Address: www.discoveryholidayparks.com.au

Survey checklist

Discovery Holiday Parks Warrnambool has the following accessible features:

- Clear external and internal directional signage, including symbols
- Seating with backs and armrests in cabins and camp kitchen
- Wide, clear external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling in cabins
- Lights and TV controls within reach of bed
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- Features which cater for people with vision loss:
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
 - Contrasting edges on steps
- Features which cater for people with hearing loss:
 - TV captioning in cabins
 - Staff who speak clearly to guests
- Other accessible features:
 - One amenity block at rear of site has ramp access to an accessible bathroom which includes a toilet and shower, grab rails and shower chair
 - Step free access to Camp kitchen and Movie/Games room
 - Holiday Park is set on a flat site, with sealed laneways linking the camping and cabin areas to all amenities
 - Step free access to Reception area

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Downtown Motel

Address: 620 Raglan Parade
Warrnambool VIC 3280

Contact No: 03 5562 1277

Email: info@downtownmotel.net.au

Web Address: www.downtownmotel.net.au

Survey checklist

Downtown Motel has the following accessible features:

- Clear external and internal directional signage
- Step free access to one motel room
- Wide easy to open doors
- Seating with backs and armrests
- Wide, clear external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities in one motel room
- Lever operated taps – one motel room
- An accessible toilet – one motel room
- Wide step free shower with slip resistant floor surface- one motel room
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower in one motel room
- Menus available for people with special dietary needs for group bookings only
- Features which cater for people with vision loss:
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss:
 - TV captioning
- Other accessible features:
 - All motel rooms have walk-in (step free) showers
 - Shower chair available upon request
 - Ground level external walkways linking motel buildings are step free
 - Accessible motel room – features include a fridge at bench height and a larger table to allow for wheelchair access

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Dunvegan Lodge

Address: 10 Dunvegan Court
Warrnambool VIC 3280

Contact No: 03 5562 5966

Email: philtom3434@hotmail.com

Web Address: www.dunveganontimor.com

Survey checklist:

Dunvegan Lodge has the following accessible features:

- Step free access on ground level and at street entry level
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities
- Shower fittings and fixtures that can be reached from a seated position
- Features which cater for people with vision loss
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Double door main entry to lodge
 - Parking available in lock up garage at ground level
 - Pool at ground level on an accessible path of travel
 - Shower has small lip at entry
 - Spacious deck area off main living room
 - Over toilet frame available on site
 - Upper level consists of living area, deck and bedrooms – may be suitable for employed carers during group bookings

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Dunvegan on Timor

Address: Corner of Kelp and Timor Street
Warrnambool VIC 3280

Contact No: 03 5562 5966

Email: philtom3434@hotmail.com

Web Address: www.dunveganontimor.com

Survey checklist:

Dunvegan on Timor has the following accessible features:

- Seating with backs and armrests
- Wide, clear internal and external walkways on ground floor
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Menus available for people with special dietary needs
- Features which cater for people with vision loss
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Ground floor has living area, kitchen, laundry, separate toilet and bedroom with ensuite
 - Front door entry is double door width
 - Temporary ramp could be provided for single step at front door if requested
 - Meals can be delivered from a nearby restaurant
 - Kitchen area has pull out drawers
 - Lock up garage with direct entry into townhouse

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Elm Tree Motel

Address: 179 Kepler Street
Warrnambool VIC 3280

Contact No: (03) 5562 4133

Email: enquiries@elmtreemotel.com.au

Web Address: www.elmtreemotel.com.au

Survey checklist:

Elm Tree Motel has the following accessible features:

- Clear external and internal directional signage
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Telephone, lights and TV controls within reach of bed
- Lever operated taps
- Wide shower with slip resistant floor surface

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Figtree Holiday Village

Address: 33 Lava Street
Warrnambool VIC 3280

Contact No: 03 5561 1233 or 0407 504 153

Email: reservations@figtreepark.com

Web Address: www.figtreepark.com

Survey checklist:

Figtree Holiday Village has the following accessible features:

- Clear external and internal directional signage, including symbols
- Step free access to one apartment
- Wide self opening or easy to open doors
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling etc
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- Features which cater for people with vision loss eg:
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss eg:
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Ramp access to on site pool area
 - Rails at pool and spa entry
 - Shower Chair available

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide



Name of Business: Honeysuckle Cottage

Address: 448 Raglan Parade
Warrnambool VIC 3280

Contact No: 03 5562 5722

Email: bookings@warrnamboolholidayaccommodation.com.au

Web Address: www.warrnamboolholidayaccommodation.com.au

Survey checklist

Honeysuckle Cottage has the following accessible features:

- Wide easy to open doors
- Seating with backs and armrests
- Wide, clear internal and external walkways
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Lights and TV controls within reach of bed
- Shower fittings and fixtures that can be reached from a seated position
- Features which cater for people with vision loss:
 - No overhanging foliage on pathways
- Features which cater for people with hearing loss:
 - TV captioning

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Hopkins House Motel and Apartments

Address: Corner of Whites Road and Mortlake Road
Warrnambool VIC 3280

Contact No: 03 5561 6630

Email: stay@hopkinshouse.com.au

Web Address: www.hopkinshouse.com.au

Survey checklist:

Hopkins House Motel and Apartments has the following accessible features:

- Clear external and internal directional signage
- Step free access to one motel suite
- Wide self opening or easy to open doors
- Low height, “clutter free” reception counter with a seat and accessible buzzer, and ramp access to reception
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling etc
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities
- An accessible toilet in one motel suite
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- Features which cater for people with vision loss:
 - effective lighting throughout facilities
 - no overhanging foliage on pathways
- Features which cater for people with hearing loss:
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features:
 - shower chair supplied in accessible motel suite

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Hopkins River Caravan Park

Address: 125 Jubilee Park Road
Warrnambool VIC 3280

Contact No: 03 5565 1327

Email: stay@hopkinsriver.com.au

Web Address: www.hopkinsriver.com.au

Survey checklist:

Hopkins River Caravan Park has the following accessible features:

- Designated accessible parking for people with a disability
- Clear external and internal directional signage, including symbols
- Wide self opening or easy to open doors
- Low height, "clutter free" reception counter with a seat and accessible buzzer
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces in amenities
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities in one accessible bathroom at amenities block
- Lever or sensor operated taps
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- Features which cater for people with vision loss:
 - No overhanging foliage on pathways
 - Information in large print
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss:
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features:
 - Fold down shower seat in the accessible bathroom at amenities block

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide



Name of Business: Hopkins River Homestead

Address: 104 Tooram Road
Allansford VIC 3277

Contact No: 0438160059

Email: info@hopkinsriverhomestead.com.au

Web Address: www.hopkinsriverhomestead.com.au

Survey checklist:

Hopkins River Homestead has the following accessible features:

- Designated accessible parking for people with a disability
- Wide self opening or easy to open doors
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Remote controls for TV, heating, cooling

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Lady Bay Resort

Address: 2 Pertobe Road
Warrnambool VIC 3280

Contact No: 03 5562 1662

Email: accom@ladybayresortwarrnambool.com

Web Address: www.ladybayresortwarrnambool.com

Survey checklist:

This accommodation has the following accessible features:

- Designated accessible parking for people with a disability
- Clear external and internal directional signage, including symbols
- Step free access
- Wide self opening or easy to open doors
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- Ramp or lift access to all levels
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities in 3 accessible apartments
- Lever or sensor operated taps
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- Menus available for people with special dietary needs
- Features which cater for people with vision loss
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss:
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Fold down shower seat in 3 accessible apartments
 - Conference facilities with accessible toilet

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide



Name of Business: Lighthouse Lodge – Flagstaff Hill

Address: 83 Merri Street
Warrnambool VIC 3280

Contact No: 03 5559 4600 or 1800 556 111

Email: flagstaffhill@warrnambool.vic.gov.au

Web Address: www.lighthouselodge.com.au

Survey checklist

Lighthouse Lodge has the following accessible features:

- Clear external and internal directional signage, including symbols
- Step free access
- Wide self opening or easy to open doors
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities
- Lever operated taps
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- Features which cater for people with vision loss
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss
 - Staff at Flagstaff Hill who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Bedroom 1 at Lighthouse Lodge has been specifically designed to enable wheelchair access to the bedroom and bathroom
 - Step free continuous path of travel between level car park, outdoor BBQ and seating area, main (rear) entry door, and throughout the living spaces at the Lodge

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Mahogany Motel

Address: 463 Raglan Parade
Warrnambool VIC 3280

Contact No: 03 5562 5722

Email: bookings@mahoganymotel.com.au

Web Address: www.mahoganymotel.com.au

Survey checklist

Mahogany Motel has the following accessible features:

- Wide, clear external walkways
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Telephone, lights and TV controls within reach of bed
- Shower fittings and fixtures that can be reached from a seated position
- Features which cater for people with vision loss:
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
 - Handrail at steps
- Features which cater for people with hearing loss:
 - Staff who speak clearly to guests
 - TV captioning

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Merlot Cottage

Address: 450 Raglan Parade
Warrnambool VIC 3280

Contact No: (03) 5562 5722

Email: bookings@warrnamboolholidayaccommodation.com.au

Web Address: www.warrnamboolholidayaccommodation.com.au

Survey checklist

Merlot Cottage has the following accessible features:

- Wide easy to open doors
- Seating with backs and armrests
- Wide, clear internal and external walkways
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Lights and TV controls within reach of bed
- Shower fittings and fixtures that can be reached from a seated position
- Features which cater for people with vision loss:
 - No overhanging foliage on pathways
- Features which cater for people with hearing loss:
 - TV captioning
- Other accessible features
 - Cottage has no internal steps to living areas/bedrooms

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Merton Manor Bed and Breakfast

Address: 62 Ardlie Street
Warrnambool VIC 3280

Contact No: 03 55620720 or 0417 314 364

Email: merton@ansonnic.com.au

Web Address: www.ansonnic.com.au/merton

Survey checklist:

Merton Manor has the following accessible features:

- Step free access
- Wide self opening or easy to open doors
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- Ramp with rail access to all levels
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities
- Lever or sensor operated taps
- An accessible toilet
- Shower fittings and fixtures that can be reached from a seated position
- Features which cater for people with vision loss
 - Effective lighting throughout facilities
 - No overhanging foliage
- Features which cater for people with hearing loss eg:
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Quiet location

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Quality Suites Warrnambool

Address: 16 Pertobe Road
Warrnambool VIC 3280

Contact No: 03 5559 2000

Email: reservations@qsdb.com.au

Web Address: www.qualitysuiteswarrnambool.com.au

Survey checklist:

This accommodation has the following accessible features:

- Clear external and internal directional signage, including symbols
- Step free access
- Wide self opening or easy to open doors
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Ramp or lift access to all levels
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities
- Lever or sensor operated taps
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- Menus available for people with special dietary needs
- Features which cater for people with vision loss:
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss:
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Conference facilities with designated accessible toilet

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Quest Warrnambool

Address: 15-19 Liebig Street
Warrnambool VIC 3280

Contact No: 03 5564 1200

Email: questwarrnambool@questapartments.com.au

Web Address: www.questwarrnambool.com.au

Survey checklist:

Quest Warrnambool has the following accessible features:

- Designated accessible parking for people with a disability
- Clear external and internal directional signage, including symbols
- Step free access
- Wide self opening or easy to open doors
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities
- Lever or sensor operated taps
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- Menus available for people with special dietary needs
- Features which cater for people with vision loss
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss:
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Located close to the central business district
 - Conference facilities with public accessible toilet
 - Fold down shower seats in accessible apartments

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Raglan Motor Inn

Address: 376 Raglan Parade
Warrnambool VIC 3280

Contact No: 03 5562 8511

Email: raglanmotorinn@bigpond.com

Web Address: www.raglanmotorinn.com

Survey checklist:

Raglan Motor Inn has the following accessible features:

- Low height, “clutter free” reception counters with a seat and with accessible buzzers
- Seating with backs and armrests in some units
- Wide, clear internal and external walkways
- Visible and audible fire alarms
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Lights and TV controls within reach of bed
- Shower fittings and fixtures that can be reached from a seated position
- Features which cater for people with hearing loss
 - staff who speak clearly to guests
 - TV captioning
 - Visible displays
- Any other accessible features
 - All units are ground floor, but have 1 or 2 steps leading to walkway

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Shipwreck Bay Holiday Park

Address: Pertobe Rd
Warrnambool VIC 3280

Contact No: 03 5559 4700

Email: info@surfsidepark.com.au

Web Address: www.surfsidepark.com.au

Survey checklist:

Shipwreck Bay Holiday Park has the following accessible features:

- Designated accessible parking for people with a disability
- Clear external and internal directional signage, including symbols
- Step free access – throughout campground and to amenities
- Wide self opening or easy to open doors into amenities
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Wheelchair access to fixtures, fittings and facilities – including accessible bathroom
- Lever operated taps in the accessible bathroom
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- Features which cater for people with vision loss including:
 - no overhanging foliage on pathways
 - effective lighting throughout facilities
- Features which cater for people with hearing loss including:
 - staff who speak clearly to guests, and who can write down details to clarify the guest's needs
- Any other accessible features
 - Campground is accessed via a series of bitumen laneways, footpaths and ramps to amenities

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Surfside Holiday Park

Address: Pertobe Rd
Warrnambool VIC 3280

Contact No: 03 5559 4700

Email: info@surfsidepark.com.au

Web Address: www.surfsidepark.com.au

Survey checklist

Surfside Holiday Park has the following accessible features:

- Designated accessible parking for people with a disability
- Clear external and internal directional signage, including symbols
- Step free access – throughout campground and to amenities, however there is step access to the onsite cabins
- Wide self opening or easy to open doors – into amenities including the Camp Kitchen and new toilet block
- Seating with backs and armrests in onsite cabins and camp recreation block
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- Visible and audible fire alarms
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling etc
- Lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities – including accessible shower and toilet rooms and camp kitchen/recreation rooms. Onsite cabins are not currently wheelchair accessible
- Lever operated taps in the accessible (disabled) shower and toilet rooms
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- Features which cater for people with vision loss including:
 - no overhanging foliage on pathways
 - effective lighting throughout facilities
- Features which cater for people with hearing loss including:
 - staff who speak clearly to guests, and who can write down details to clarify the guest's needs
- Any other accessible features
 - Camp kitchen and recreation block which is step free and fully wheelchair accessible

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Tara House

Address: 88 Nicholson Street
Warrnambool VIC 3280

Contact No: 5593 3931

Email: rozholmes@westvic.com.au

Web Address:

Survey checklist:

Tara House has the following accessible features:

- Seating with backs and armrests
- Wide, clear internal and external walkways
- Visible and audible fire alarms
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Telephone, lights and TV controls within reach of bed
- Features which cater for people with vision loss
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss
 - TV captioning

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Turn In Motel

Address: Corner Simpson Street and Verdon Street
Warrnambool VIC 3280

Contact No: 03 5562 3677

Email: turnin@anson.com.au

Web Address: www.turnin.com.au

Survey checklist:

Turn In Motel has the following accessible features:

- Clear external and internal directional signage, including symbols
- Wide self opening or easy to open doors
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities in 2 units
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Access to a wheelchair if required
- Features which cater for people with hearing loss:
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Walking frame available if required
 - Multipurpose bed table available

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide



Name of Business: Warrnambool Beach Backpackers

Address: 17 Stanley Street
Warrnambool VIC 3280

Contact No: 03 5562 4874

Email: info@beachbackpackers.com.au

Web Address: www.beachbackpackers.com.au

Survey checklist:

Warrnambool Beach Backpackers has the following accessible features:

- Designated accessible parking for people with a disability
- Step free access
- Wide, clear internal and external walkways
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV
- Lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities
- Lever operated taps
- An accessible toilet
- Wide step free shower with slip resistant floor surfaces
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide



Name of Business: Warrnambool CBD Townhouses

Address: 99 – 101 Timor Street
Warrnambool VIC 3280

Contact No: 0408 597 765

Email: helentaylor@jpelectrics.com.au

Web Address: <http://web.me.com/wcbdtownhouses/Site/Home.html>

Survey checklist:

Warrnambool CBD Townhouses 99 and 101 have the following accessible features:

- Wide self opening or easy to open doors
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling etc
- Telephone, lights and TV controls within reach of bed
- Shower fittings and fixtures that can be reached from a seated position

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Warrnambool Gateway Motor Inn

Address: 69 Raglan Parade
Warrnambool VIC 3280

Contact No: 03 5562 8622

Email: stay@gatewaymotorinn.com.au

Web Address: www.wgmi.com.au

Survey checklist:

Warrnambool Gateway Motor Inn has the following accessible features:

- Designated accessible parking for people with a disability – temporary signage
- Clear external and internal directional signage, including symbols
- Step free access into one motel room
- Wide self opening or easy to open doors
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Telephone, lights and TV controls within reach of bed
- Wheelchair access to fixtures, fittings and facilities
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of toilet and shower
- Menus available for people with special dietary needs
- Features which cater for people with vision loss
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss
 - Staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Portable ramp available
 - Shower chair and over toilet frame available
 - Pool on site

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide



Name of Business: Warrnambool Holiday Village

Address: 81 Henna Street
Warrnambool VIC 3280

Contact No: 03 5562 3376

Email: whv@holidayvillage.com.au

Web Address: www.holidayvillage.com.au

Survey checklist:

Warrnambool Holiday Village has the following accessible features:

- Seating with backs and armrests in cabins
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling etc
- Lights and TV controls within reach of bed
- Features which cater for people with vision loss
 - o No overhanging foliage on pathways
- Any other accessible features
 - o Close to shopping areas via public footpaths
 - o Caravan and camping section at the front of the property is on a level grassed area, with sealed laneways to amenities

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide



Name of Business: Warrnambool Holiday Park

Address: Corner of Raglan Parade and Simpson Street
Warrnambool VIC 3280

Contact No: 03 5562 5031

Email: info@whpark.com.au

Web Address: www.whpark.com.au

Survey checklist

Warrnambool Holiday Park has the following accessible features:

- Step free access to limited facilities
- "Clutter free" reception counters with accessible buzzer
- Seating with backs and armrests – in apartments
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling etc
- Telephone, lights and TV controls within reach of bed
- Wide step free shower
- Shower fittings and fixtures that can be reached from a seated position
- Features which cater for people with vision loss:
 - no overhanging foliage on pathways
 - effective night lighting throughout facilities
 - staff willing to walk the guest to their room to familiarise them with the park outlay
- Features which cater for people with hearing loss:
 - staff who speak clearly to guests
 - pen and paper at reception to assist communication with guests
 - staff will offer to ring and book taxis, make meal reservations etc if this is easier for guests

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Warrnambool Motel

Address: 65 Raglan Parade
Warrnambool VIC 3280

Contact No: 03 5562 1222

Email: motelwarrnambool@bigpond.com

Web Address: www.motelwarrnambool.com.au

Survey checklist:

Warrnambool Motel has the following accessible features:

- Clear external and internal directional signage, including symbols
- Step free access into two rooms
- Wide self opening or easy to open doors
- Low height, “clutter free” reception counter with a seat and with accessible buzzer
- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- Visible and audible fire alarms
- Ramp or lift access to all levels
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Telephone, lights and TV controls within reach of bed
- Menus available for people with special dietary needs
- Features which cater for people with vision loss
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss
 - TV captioning

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Name of Business: Wypinga Bed and Breakfast

Address: 44 Wiggs Lane
Warrnambool VIC 3280

Contact No: 0417 124 564

Email: bookings@wypingabandb.com.au

Web Address: www.wypingabandb.com.au

Survey checklist:

Wypinga Bed and Breakfast has the following accessible features:

- Seating with backs and armrests
- Wide, clear internal and external walkways
- Slip resistant floor surfaces
- An internet booking service
- Friendly, helpful staff who understand the needs of people with a disability
- Remote controls for TV, heating, cooling
- Lights within reach of bed
- An accessible toilet
- Wide step free shower with slip resistant floor surface
- Shower fittings and fixtures that can be reached from a seated position
- Grab rails within reach of shower
- Features which cater for people with vision loss
 - No overhanging foliage on pathways
 - Effective lighting throughout facilities
- Features which cater for people with hearing loss
 - staff who speak clearly to guests
 - TV captioning
- Any other accessible features
 - Secure large enclosed yard for pets to stay, such as assistance dogs
 - Shower chair is available upon request
 - Ramp access from garage into unit

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Budget / Backpackers

Accessible Features	Warrnambool Beach Backpackers
Designated accessible parking for people with a disability	√
Clear external and internal directional signage, including symbols	X
Step free access	√
Wide self opening or easy to open doors	X
Low height, "clutter free" reception counters, with seat and buzzer	X
Seating with backs and armrests	X
Wide, clear internal and external walkways	√
Slip resistant floor surfaces	X
Visible and audible fire alarms	X
Ramp or lift access to all levels	X
An internet booking service	√
Friendly, helpful staff who understand needs of people with disability	√
Remote controls for TV, heating, cooling etc	√
Telephone, lights and TV controls within reach of bed	√
Wheelchair access to fixtures, fittings and facilities	√
Lever or sensor operated taps	√
An accessible toilet	√
Wide step free shower with slip resistant floor surface	√
Shower fittings and fixtures can be reached from seated position	√
Grab rails within reach of toilet and shower	√
Menus available for people with special dietary needs	X
Access to a wheelchair if required	X
Features which cater for people with vision loss	X
Features which cater for people with hearing loss	X
Any other accessible features	X

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Bed & Breakfasts

Accessible Features	Merton River	Wypinga
Designated accessible parking for people with a disability	X	X
Clear external and internal directional signage, including symbols	X	X
Step free access	√	X
Wide self opening or easy to open doors	√	X
Low height, "clutter free" reception counters, with seat and buzzer	X	X
Seating with backs and armrests	√	√
Wide, clear internal and external walkways	√	√
Slip resistant floor surfaces	√	√
Visible and audible fire alarms	X	X
Ramp or lift access to all levels	√	
An internet booking service	√	√
Friendly, helpful staff who understand needs of people with disability	√	√
Remote controls for TV, heating, cooling etc	√	√
Telephone, lights and TV controls within reach of bed	√	√
Wheelchair access to fixtures, fittings and facilities	√	X
Lever or sensor operated taps	√	X
An accessible toilet	√	√
Wide step free shower with slip resistant floor surface	X	√
Shower fittings and fixtures can be reached from seated position	√	X
Grab rails within reach of toilet and shower	X	√
Menus available for people with special dietary needs	X	X
Access to a wheelchair if required	X	X
Features which cater for people with vision loss	√	√
Features which cater for people with hearing loss	√	√
Any other accessible features	√	√

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Caravan Parks & Camping

Accessible Features	Discovery Holiday Parks Warrnambool	Figtree Holiday Village	Hopkins River Caravan Park	Shipwreck Bay Holiday Park	Surfside Holiday Park	Warrnambool Holiday Village	Warrnambool Holiday Park
Designated accessible parking for people with a disability	X	X	√	√	√	X	X
Clear external and internal directional signage, including symbols	√	√	√	√	√	X	X
Step free access	X	√	X	√	√	X	X
Wide self opening or easy to open doors	X	√	√	√	√	X	X
Low height, "clutter free" reception counters, with seat and buzzer	X	X	√	X	X	X	√
Seating with backs and armrests	√	√	√	X	√	√	√
Wide, clear internal and external walkways	√	√	√	√	√	√	√
Slip resistant floor surfaces	√	√	√	√	√	√	√
Visible and audible fire alarms	X	X	X	X	X	X	X
Ramp or lift access to all levels	X	X	X	X	X	X	X
An internet booking service	√	√	√	√	√	√	√
Friendly, helpful staff who understand needs of people with disability	√	√	√	√	√	√	√
Remote controls for TV, heating, cooling etc	√	√	√	X	√	√	√
Telephone, lights and TV controls within reach of bed	√	√	√	X	√	√	√
Wheelchair access to fixtures, fittings and facilities	X	√	√	√	√	X	X
Lever or sensor operated taps	X	X	√	√	√	X	X
An accessible toilet	√	√	√	√	√	X	X
Wide step free shower with slip resistant floor surface	√	√	√	√	√	X	√
Shower fittings and fixtures can be reached from seated position	√	√	√	√	√	X	√
Grab rails within reach of toilet and shower	√	√	√	√	√	X	X
Menus available for people with special dietary needs	X	X	X	X	X	X	X
Access to a wheelchair if required	X	X	X	X	X	X	X
Features which cater for people with vision loss	√	√	√	√	√	√	√
Features which cater for people with hearing loss	√	√	√	√	√	X	√
Any other accessible features	X	√	√	√	√	√	X

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Chalets / Villas / Cottages

Accessible Features	Honeysuckle Cottage	Merlot Cottage
Designated accessible parking for people with a disability	X	X
Clear external and internal directional signage, including symbols	X	X
Step free access	X	
Wide self opening or easy to open doors	√	√
Low height, "clutter free" reception counters, with seat and buzzer	X	X
Seating with backs and armrests	√	√
Wide, clear internal and external walkways	√	√
Slip resistant floor surfaces	X	X
Visible and audible fire alarms	X	X
Ramp or lift access to all levels	X	X
An internet booking service	√	√
Friendly, helpful staff who understand needs of people with disability	√	√
Remote controls for TV, heating, cooling etc	√	√
Telephone, lights and TV controls within reach of bed	√	√
Wheelchair access to fixtures, fittings and facilities	X	X
Lever or sensor operated taps	X	X
An accessible toilet	X	X
Wide step free shower with slip resistant floor surface	X	X
Shower fittings and fixtures can be reached from seated position	√	√
Grab rails within reach of toilet and shower	X	X
Menus available for people with special dietary needs	X	X
Access to a wheelchair if required	X	X
Features which cater for people with vision loss	√	√
Features which cater for people with hearing loss	√	√
Any other accessible features	X	√

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Hotels / Motels / Resorts

Accessible Features	Anchor Belle Motel	Atwood Motor Inn	Best Western Olde Maritime Motor Inn	Best Western Tudor Motor Inn & Apartments	Comfort Inn Warrnambool International Motel	Country Comfort Mid City Warrnambool	Downtown Motel	Elm Tree Motel
Designated accessible parking for people with a disability	X	√	X	X	X	X	X	X
Clear external and internal directional signage, including symbols	√	√	√	√	√	√	√	√
Step free access	√	√	√	√	√	X	√	X
Wide self opening or easy to open doors	√	√	√	√	X	√	√	X
Low height, "clutter free" reception counters, with seat and buzzer	X	X	X	X	X	X	X	X
Seating with backs and armrests	√	X	√	√	X	√	√	√
Wide, clear internal and external walkways	√	√	√	√	√	√	√	√
Slip resistant floor surfaces	√	√	√	√	√	√	√	√
Visible and audible fire alarms	X	√	X	X	X	X	X	X
Ramp or lift access to all levels	X	√	X	X	X	X	X	X
An internet booking service	√	√	√	√	√	√	√	√
Friendly, helpful staff who understand needs of people with disability	√	√	√	√	√	√	√	√
Remote controls for TV, heating, cooling etc	√	√	√	√	√	√	√	√
Telephone, lights and TV controls within reach of bed	√	√	√	√	√	√	√	√
Wheelchair access to fixtures, fittings and facilities	√	√	√	√	√	√	√	X
Lever or sensor operated taps	X	√	X	√	√	√	√	√
An accessible toilet	√	√	√	√	√	√	√	X
Wide step free shower with slip resistant floor surface	√	√	X	√	√	√	√	X
Shower fittings and fixtures can be reached from seated position	√	√	√	√	√	√	√	X
Grab rails within reach of toilet and shower	√	√	X	√	√	√	√	X
Menus available for people with special dietary needs	X	√	√	√	X	√	√	X
Access to a wheelchair if required	X	X	X	X	X	X	X	X
Features which cater for people with vision loss	√	√	√	√	√	√	√	X
Features which cater for people with hearing loss	√	√	√	√	√	√	√	X
Any other accessible features	√	√	√	√	√	√	√	X

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Hotels / Motels / Resorts (continued)

Accessible Features	Hopkins House Hotel & Apartments	Lady Bay Resort	Mahogany Motel	Quality Suites Deep Blue	Raglan Motor Inn	Turn In Motel	Warrnambool Gateway Motor Inn	Warrnambool Motel
Designated accessible parking for people with a disability	X	√	X	X	X	X	√	X
Clear external and internal directional signage, including symbols	√	√	X	√	X	√	√	√
Step free access	√	√	X	√	X	X	√	√
Wide self opening or easy to open doors	√	√	X	√	X	√	√	√
Low height, "clutter free" reception counters, with seat and buzzer	√	√	X	√	√	X	X	√
Seating with backs and armrests	X	√	X	√	√	√	√	√
Wide, clear internal and external walkways	√	√	√	√	√	√	√	√
Slip resistant floor surfaces	√	√	X	√	√	√	√	√
Visible and audible fire alarms	X	X	X	X	√	X	X	√
Ramp or lift access to all levels	X	√	X	√	X	X	X	√
An internet booking service	√	√	√	√	√	X	√	√
Friendly, helpful staff who understand needs of people with disability	√	√	√	√	√	√	√	√
Remote controls for TV, heating, cooling etc	√	√	√	√	√	√	√	√
Telephone, lights and TV controls within reach of bed	√	√	√	√	√	√	√	X
Wheelchair access to fixtures, fittings and facilities	√	√	X	√	√	√	√	X
Lever or sensor operated taps	X	√	X	√	X	X	X	X
An accessible toilet	√	√	X	√	X	√	√	X
Wide step free shower with slip resistant floor surface	√	√	X	√	X	√	√	X
Shower fittings and fixtures can be reached from seated position	√	√	√	√	X	√	√	X
Grab rails within reach of toilet and shower	√	√	X	√	X	X	√	X
Menus available for people with special dietary needs	√	√	X	√	X	X	√	√
Access to a wheelchair if required	X	√	X	√	X	√	X	X
Features which cater for people with vision loss	√	√	√	√	X	X	√	√
Features which cater for people with hearing loss	√	√	√	√	√	√	√	√
Any other accessible features	√	√	X	√	√	√	√	X

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Houses

Accessible Features	Abaco House	Breakaway on Banyan	Dunvegan Lodge	Lighthouse Lodge	Tara House
Designated accessible parking for people with a disability	X	X	X	X	X
Clear external and internal directional signage, including symbols	X	X	X	√	X
Step free access	X	√	X	√	X
Wide self opening or easy to open doors	X	X	X	√	X
Low height, "clutter free" reception counters, with seat and buzzer	X	X	X	X	X
Seating with backs and armrests	√	√	√	√	√
Wide, clear internal and external walkways	X	X	√	√	√
Slip resistant floor surfaces	√	X	√	√	X
Visible and audible fire alarms	X	X	X	X	√
Ramp or lift access to all levels	X	X	X	X	X
An internet booking service	√	√	√	√	√
Friendly, helpful staff who understand needs of people with disability	√	√	√	√	√
Remote controls for TV, heating, cooling etc	√	√	√	√	√
Telephone, lights and TV controls within reach of bed	√	√	√	√	√
Wheelchair access to fixtures, fittings and facilities	X	√	√	√	X
Lever or sensor operated taps	X	X	X	√	X
An accessible toilet	X	X	X	√	X
Wide step free shower with slip resistant floor surface	X	X	X	√	X
Shower fittings and fixtures can be reached from seated position	X	X	√	√	X
Grab rails within reach of toilet and shower	X	X	X	√	X
Menus available for people with special dietary needs	X	X	X	X	X
Access to a wheelchair if required	X	X	X	X	X
Features which cater for people with vision loss	√	X	√	√	√
Features which cater for people with hearing loss	√	√	√	√	√
Any other accessible features	√	X	X	√	X

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Self Contained Accommodation

Accessible Features	104 on Merri	Bayside Lodge Holiday Units	Dunvegan on Timor	Hopkins River Homestead	Warrnambool CBD Townhouses
Designated accessible parking for people with a disability	X	X	X	√	X
Clear external and internal directional signage, including symbols	X	X	X	X	X
Step free access	X	X	X	X	X
Wide self opening or easy to open doors	√	X	X	√	√
Low height, "clutter free" reception counters, with seat and buzzer	X	X	X	X	X
Seating with backs and armrests	X	√	√	√	√
Wide, clear internal and external walkways	√	X	√	√	√
Slip resistant floor surfaces	√	√	√	X	√
Visible and audible fire alarms	X	X	X	X	X
Ramp or lift access to all levels	X	X	X	X	X
An internet booking service	√	√	√	X	√
Friendly, helpful staff who understand needs of people with disability	√	√	√	X	√
Remote controls for TV, heating, cooling etc	√	√	√	√	√
Telephone, lights and TV controls within reach of bed	√	√	√	X	√
Wheelchair access to fixtures, fittings and facilities	X	X	√	X	X
Lever or sensor operated taps	√	√	X	X	X
An accessible toilet	X	X	X	X	X
Wide step free shower with slip resistant floor surface	X	X	√	X	X
Shower fittings and fixtures can be reached from seated position	√	√	√	X	√
Grab rails within reach of toilet and shower	X	X	X	X	X
Menus available for people with special dietary needs	X	X	√	X	X
Access to a wheelchair if required	X	X	X	X	X
Features which cater for people with vision loss	√	√	√	X	X
Features which cater for people with hearing loss	√	√	√	X	X
Any other accessible features	X	√	√	X	X

WARRNAMBOOL TOURIST ACCOMMODATION SERVICES

Accessible Features Guide

Studio Apartments

Accessible Features	A Sea Mist Stdio Apartment	Banyan Place	Quest Warrnambool
Designated accessible parking for people with a disability	X	X	√
Clear external and internal directional signage, including symbols	X	X	√
Step free access	√	X	√
Wide self opening or easy to open doors	√	X	√
Low height, "clutter free" reception counters, with seat and buzzer	X	X	X
Seating with backs and armrests	√	√	√
Wide, clear internal and external walkways	√	√	√
Slip resistant floor surfaces	√	√	√
Visible and audible fire alarms	√	X	X
Ramp or lift access to all levels	√	X	X
An internet booking service	√	√	√
Friendly, helpful staff who understand needs of people with disability	√	√	√
Remote controls for TV, heating, cooling etc	√	√	√
Telephone, lights and TV controls within reach of bed	√	√	√
Wheelchair access to fixtures, fittings and facilities	√	√	√
Lever or sensor operated taps	√	X	√
An accessible toilet	√	X	√
Wide step free shower with slip resistant floor surface	√	X	√
Shower fittings and fixtures can be reached from seated position	√	√	√
Grab rails within reach of toilet and shower	X	X	√
Menus available for people with special dietary needs	X	X	√
Access to a wheelchair if required	X	X	X
Features which cater for people with vision loss	√	√	√
Features which cater for people with hearing loss	√	√	√
Any other accessible features	√	√	√