

ATIC Accessibility

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

This report prepared for:

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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

- Food and Drink

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
- Our forms have high contract boxes and submit boxes

Emergency Management

- Exit signs are clear and easy to see
- Exit access is free and clear at all times

We ensure exit access is free and clear at all times by: Staff are trained to maintain a clear pathway to all exits and clear any obstacles that are spotted in the course of their work.

- Exits and access to exists are greater than 900mm

- Exits to the emergency evacuation point does not include stairways

The business identifies guests who need additional assistance should an emergency occur by: Each guest who arrives at the Cellar Door is welcomed by a member of staff who will identify if any additional assistance is required. Special access requirements are noted and recorded on the daily Duty Manager's report.

The procedure for assisting guests who need assisted rescue is: Each guest is assisted by a specific staff member during their tasting. In the case of emergency, if a guest required additional assistance, the staff member would offer assistance and seek additional support from the Cellar Door manager if required.

Communications

- An accessibility guide is available on the website

<https://www.singlefilewines.com/Visit-Us/Accessibility>

Other Information

- The business accepts the companion card

Guide Dog and Service Animals

- The business provides a secure area with shade and water for service animals
- The business provides a toilet area for service animals
- Bowls, bedding, etc. are provided for service animals

The business provides the following services for services animals: The verandah area is fully accessible by people with service animals, with shade and water bowls provided, and bedding available on request. The yard at the house beside the Cellar Door is fenced and gated and available for service animals to use in need. There is also a large picnic area immediately in front of the Cellar Door entrance.

GENERAL

Pre-arrival, arrival and reception

The business has the following in place to support guests during pre-arrival, arrival and reception

- Advertising material, web sites and social media contain information relating to phone numbers available for non-voice communication e: Text, SMS, email and fax

Accessible facilities are unlocked during opening hours.

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: Guests are offered seating on arrival, and seated tastings are provided. We have plenty of seating options available where wheelchairs may be comfortably accommodated as well as a variety of seating available.

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

Emergency evacuation information is on display at the main entrance. All visitors are greeted and offered assistance as required by a member of staff.

Cognitive Impairment Support

- A space for parents and children on the Autism Spectrum

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:

The grade of the pathway from the disabled carparking area to the entrance is within necessary specifications for wheelchair access. There is clear, step free access to the Cellar Door and accessible toilets directly from the disabled parking bay.

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
- 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
- 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:

Entry doors are latched open, weather permitting. If doors are closed we have a surveillance system which allows us to observe guests arriving, so that staff can assist with building access if required.

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
- Floor surfaces are hard or short pile carpet
- Seating is available for guests unable to stand for long periods
- All corridors greater than 900mm
- In addition, the following further information can assist guests:

Parents and children on the Autism Spectrum can access quiet areas in outdoor picnic areas.

Public areas

The public areas have the following amenities in place

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

Ample seating is available throughout the venue, including bar stools, couches, picnic table bench seating, and low hard-backed chairs.

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)
- Paths or slopes longer than 15 metres have resting places or seats
- Pathways are wider than 900mm
- There 3 successive steps or less on any path or at any doorway

There are no steps on pathways.

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

The main entrance (accessible by pathway from disabled parking) is level with no steps present. The side entry has one 40mm step. The office exit door (which can be used by visitors if required) has one 65mm step.

Steps

Steps have the following amenities are in place

- There are steps.
- Top and bottom steps are easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators)
- All steps or staircases have enclosed risers
- The underside of all staircases are enclosed or protected to a height of at least 2 metres
- In addition, the following further information can assist guests:

There are alternative access pathways that do not require the use of any steps.

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 1500mm 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
- In addition, the following further information can assist guests:

Braille signage is available for the toilets.

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
- There are areas of full lighting
- There is an accessible toilet

Our business caters for the following dietary requirements

- Sugar free (diabetic)
- Gluten free (celiac)
- Lactose free (dairy free)
- Nut free
- Vegetarian
- ❖ There are procedures in place to avoid cross-contamination of food products

Food and Beverage Image(s)



CD Exterior - Undercover Alcove



CD Exterior - Verandah and Picnic Area



Cellar Door Interior with Main Entrance Doors



Counter and Pay Area

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

There is no restaurant available on site. Our Cellar Door presents seated wine tastings, with optional wine and chocolate pairings. We often offer a complimentary cheese board to guests who choose to stay for a glass of wine, served with seasonal fruit from our orchards and crisp bread (including a gluten free option). All guests are welcome to bring a picnic basket to enjoy on the grounds. There is a variety of seating options and staff are happy to assist with any re-organisation of furniture that may be required.

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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