

# ATIC Accessibility

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**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

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Our business caters for the following disability types:

- Limited mobility
- Wheelchairs or mobility scooters
- Food allergies or intolerances
- Cognitive or people on the Autism Spectrum



## Bookings

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The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our website supports Screen Readers
- Our forms have high contrast boxes and submit boxes
- Staff have undergone disability awareness and training

## Emergency Management

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- There are Audible device/s to alert occupants to evacuate with instructions on how to evacuate.
- There are visual device/s to alert occupants to evacuate.
- 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:

Signage to remind people not to block exits. Daily checks at open and close of all exits and doors. Regular update of procedures and signage. Good design of layout and building spaces.

- Exits to the emergency evacuation point does not include stairways
- The evacuation point is clearly marked by a sign

The business identifies guests who need additional assistance should an emergency occur by:

Fire Marshals & First Aiders assigned to sweep the building for anyone requiring assistance in evacuation during an emergency.

The procedure for assisting guests who need assisted rescue is:

2 way radios on hand by Fire Marshal and Fire Warden to communicate on needs for evacuation as required

## Other Information

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- The business accepts the companion card

## Guide Dog and Service Animals

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- The business provides a secure area with shade and water for service animals
- The business provides a toilet area for service animals

The business provides the following services for services animals:

Large veranda areas accessible, as well as located on a showgrounds with open areas for toilet area for animals.

# GENERAL

## Pre-arrival, arrival and reception

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

- There is a reception/public entryway.
- Lighting in the reception area is even and glare free
- Information and maps are available in written form
- A step free map/guide
- In addition, the following further information can assist guests:

Large foyer/reception exists with seating is available within this area. No wait times have occurred or long queues for our attraction. Water is available at reception also along with a gabled and shaded entranceway.

## Cognitive Impairment Support

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- A space for parents and children on the Autism Spectrum

## Car Park and Access amenities

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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
- The accessible entrance is clearly signed from the parking bay
- The public transport services available are:

Yes, we provide a tourism information stand at reception kept stocked from the local Council

- Kerb ramps are in place where a pavement or walkway needs to be crossed

## Entry

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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 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 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

## Internal Spaces

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- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- 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
- 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

## Public areas

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The public areas have the following amenities in place

- Even lighting
- Seating

## Displays, exhibits, commentary and live performances

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For displays, exhibits, commentary and live performances the following amenities are in place

- Seating
- Wheelchair accessible spaces/seating

## External Paths

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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

No steps at doorways on premises

- Step free routes clearly signed

## Steps

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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
- Handrails fitted to all open sets of steps
- Handrails extend 300mm beyond the top and bottom step

## Ramps

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Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- Hand rails are fitted
- Long ramps (more than 10m) are 1:20 or less
- Ramps have a raised edge of at least 100mm

## Public Toilets/Adult change facilities

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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 1400mm+ 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

# ATTRACTIONS

Image(s)



le toilets



and accessible viewing areas (2)



and accessible viewing areas



and entrance



front counter



Front\_01



Front Entry

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

Parking - Free street parking is available outside the Museum with ramps for easy access. There is also a car park at the rear of the Museum with easy access pathways to the entrance at the front of the Museum. The Museum is a wonderful place to bring a group of friends and take a tour with our experienced and entertaining guides. You can order morning tea or afternoon tea, and lunch. The Museum is renowned for its delicious Devonshire Teas made fresh to order. Groups also have the option of bringing their own refreshments. Bookings are essential to ensure we have guides and the catering team available to make your visit memorable. The bus company can drop you off at the front door. There is wheelchair access and seating available in display areas. There are two courtesy wheelchairs available for visitors' use. The Museum is the perfect place for students to discover our local history. We cater for students of all ages and are very popular with Year 1 and 2 students who love to see the displays showcasing life in the olden days. Our "olden day" schoolroom and the Motor Rail (train) are very popular attractions. Students

are welcome to have refreshments or lunch in the Event Room or on the veranda before or after their tour.

# COMMON AREAS

# FOOD AND DRINK

## Dining Spaces

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

Food Safety Supervisor on site at all times. All volunteers have completed Food Handling Safety Certification  
Licensed Commercial Kitchen and Servery

- There is a sample menu available online

Sample menu is available here -

<https://redlandscoastmuseum.org.au/radio-room-cafe/>

Food and Beverage Image(s)



cafe radio room



received\_708617148892338



received\_1543998723245880



IMG\_9495



IMG\_9666



IMG\_9497



IMG\_9500

# EVENTS

## Events

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Events have the following facilities/amenities in place

- There is step free access throughout the venue
- All ancillary areas are step free e.g. breakout rooms, dining areas, outside areas and exhibition spaces
- Accessible toilets are available at the venue
- There is clear signage throughout the venue including accessible routes and accessible facilities
- There is good circulation space with the number of people expected to allow people with a disability to move around freely
- Accessible car parking is available
- There are designated drop-off points
- There is accessible public transport to the venue
- There is an event map available
- The event map shows accessible facilities
- The event map shows accessible public transport points
- A step free route is shown
- Quiet rooms, marquees or spaces are available



## Report Disclaimer

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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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