

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

- Event

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

Emergency Management

- The business has an emergency management and evacuation plan for guests with a disability

As an event it would be impractical to inform each patron - however information is available about emergency assembly areas and communications are distributed in case of an emergency

- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

Communications

- An accessibility guide is available on the website

www.partyinthepaddockfestival.com.au

- Our website meets WCAG 2.0 accessibility standards

Other Information

- For bookings made onsite, the ticket booth/counter/box office is accessible for people using a wheelchair
- 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 service animals:

PITP has an allocated space for service animals to go to the bathroom, and have access to water, bowls are provided

GENERAL

Pre-arrival, arrival and reception

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

- Booking information and websites are compatible with screen readers
- There is a reception/public entryway.
- A lower counter at reception/ticket office
- A clipboard to allow check-in/ticket purchase whilst seated
- A tablet with text to voice or pen and paper at reception to aid in communication
- Lighting in the reception area is even and glare free
- Large print information sheets and registration forms
- Information and maps are available in written form
- A step free map/guide
- In addition, the following further information can assist guests:

Accessible toilets are the primary area of impact. We ensure accessible toilets are available in every arena, along with shaded areas where people can wait comfortably. Additionally, in 2026 we purchased a dedicated accessible toilet, shower and change facility, available in the camping area for patrons with accessibility needs.

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

Accessible toilets and viewing decks (located in both our Main Arena and Vibestown Arena) are marked on our event map. We also provide a sensory space where guests who feel overwhelmed by the environment can retreat. In addition, we communicate regularly with guests who wish to attend and require specific accommodations. While guests are encouraged- though not required-to notify us of any specific needs, we go out of our way to provide individualised plans and information for people with accessibility needs. Guests with accessibility needs can reserve campgrounds in advance via an Expression of Interest (EOI) process.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- A "social script" guide to your premises or attraction describing the sights, sounds and smells to aid parents/carers prepare visitors in advance
- The 'social script' is available in word and other editable formats
- 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
- The accessible entrance is clearly signed from the parking bay
- The public transport services available are:

Bus is the only relevant transport information, and this is indicated at the drop-off zones and on the website.

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

Accessible parking and entrances are signed from the road through to the accessible parking area, Festival staff are located 50m from the Accessible Parking and can support with any additional information if required by the patron.

Displays, exhibits, commentary and live performances

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

- Seating
- Wheelchair accessible spaces/seating
- A written transcript where audio description is provided i.e. display commentary, tour commentary
- In addition, the following further information can assist guests:

There are two viewing decks—one for the Main Stage and one for the Vibestown Stage—both indicated with signage, with information also available on the website. These spaces are monitored by staff and security to ensure they are being used as intended. Patrons with accessibility needs are also able to bring their companions onto the viewing deck, so they can enjoy the festival alongside those they are attending with.

External Paths

External paths of travel

- 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

- 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:

While we make the event as wheelchair-friendly as possible, guests are advised that some of the terrain is uneven once you enter the arenas, as the festival is held in a paddock. We have done our best to accommodate these needs by indicating, where possible, the best alternative routes for wheelchair users or those with other accessibility needs that may affect their gait.

Steps

Steps

- 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
- Where steps are present are there three steps or less
- In addition, the following further information can assist guests:

On the public structures where there are steps or alternative option for people with accessible needs - including viewing platform and accessible ramps (e.g on the VIP deck)

Ramps

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
- Temporary ramps are available
- Temporary ramps are in place for the duration of the guests stay
- Ramps have a raised edge of at least 100mm
- In addition, the following further information can assist guests:

Site maps indicate where ramps and viewing decks are for patrons who require the information

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
- The toilet seat of a contrasting colour to the floor
- The toilet seat is 460mm above the floor
- There is a registered changing places facility
- There is a 'Changing Place' within 1500m of our business

EVENTS

Events

Events have the following facilities/amenities in place

- There is step free access throughout the venue
- Reception, registration desks or ticket offices have a lower counter section
- All ancillary areas are step free e.g. breakout rooms, dining areas, outside areas and exhibition spaces
- All stage areas including speaker platforms are accessible
- A low height lectern is available
- Accessible toilets are available at the venue
- There is clear signage throughout the venue including accessible routes and accessible facilities
- Wheelchair designated seating is provided
- We cater for a range of seating and viewing options
- We cater for varying group sizes
- Our event can be booked from the main web site
- There is good circulation space with the number of people expected to allow people with a disability to move around freely
- Food and water is available for guide and service animals
- The event is outdoors
- Portable accessible toilets are available
- A portable adult change facility is provided
- Seating is at regular intervals
- Grassed areas are covered with a hard surface
- Side shows, activities etc. are accessible
- Accessible car parking is available
- There are designated drop-off points
- There is accessible public transport to the venue
- Accessible public transport is detailed in the event information
- 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
- The event includes the use of loud noises, fireworks or strobe lighting
- There is a warning included in the event information
- Quiet rooms, marquees or spaces are available

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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