



Accessibility and Inclusion Statement

Diamondvale Estate actively welcomes people with access needs.

General access

Facilities and services for people with access needs include:

- Offering multiple options for booking – website, email, telephone
- Offering range of contact methods for receiving complaints
- Staff are trained in disability awareness
- Have available via email information and photos of bathrooms, rooms and floor plans
- Will ask guests if there are any specific needs to be met
- Advise tour guides of access needs of guests at time of booking
- Provide assistance with booking arrangements – clear itineraries, any instructions at various venues
- Website meets accessibility standards

Communication

Welcomes and assists people who have challenges with learning, communication, understanding and behaviour. (includes people with autism, intellectual disability, Down syndrome, acquired brain injury (ABI), dyslexia and dementia)

- Trained staff in communicating with people with learning or behavioural challenges
- Use of plain English / easy read signage and information including emergency information

Physical Mobility

Caters for people with sufficient mobility to climb a few steps but who would benefit from fixtures to aid balance. (This includes people using walking frames and mobility aids)

Facilities provided include:

- Use non-slip slip resistant matting for showers upon request
- Have grab rails in the bathroom in Tea Tree Cottage
- Provide seating in common areas including reception area

Allergies and Intolerances

- Modification of cooking and cleaning practices to cater for people with food allergies or chemical intolerances if made known in advance (including but not limited to breakfast boxes/grazing platters free from: nuts, dairy, seafood, eggs, gluten etc)
- First aid trained staff member to respond to allergic reactions
- Adherence to The Food Authority requirements for allergy management in food preparation
- Provide toiletries which are chemical and fragrance free (if requested)