



# Accessibility and Inclusion Statement

## Our Philosophy

At Diamondvale Estate, we believe accessibility and inclusion begin with listening. Every guest arrives with different abilities, preferences and expectations, so our approach is centred on open conversations, honest communication and practical solutions that help guests make informed decisions and enjoy a stay that best suits their individual needs.

Rather than making assumptions, we encourage guests to discuss any accessibility or support requirements with us before arrival. This enables us to recommend the most suitable cottage, explain the property's features honestly and work together to provide practical solutions wherever possible.

Our goal is not simply to remove physical barriers where practical, but to reduce uncertainty before guests arrive so they can book with confidence and enjoy a welcoming, respectful and memorable stay.

## General Access

Diamondvale Estate actively welcomes guests with access needs and offers a range of services to support individual requirements, including:

- Multiple booking options including website, email and telephone.
- Multiple methods for providing feedback or raising concerns.
- Owner Rachael Lang has completed Disability Awareness Training and applies this knowledge through personalised communication before and throughout each guest's stay.
- Detailed photographs, floor plans and bathroom information available on request to assist guests in determining the suitability of each cottage.
- Personalised pre-arrival conversations to discuss individual requirements and recommend the most suitable accommodation.
- Assistance with planning itineraries, local recommendations and booking arrangements where required.
- Tour operators and activity providers advised of guest accessibility requirements where requested.
- Our website has been designed to support accessible browsing and provides detailed information to help guests make informed booking decisions.

## Communication

Diamondvale Estate welcomes and supports guests with learning, communication, understanding or behavioural challenges, including people living with autism, intellectual disability, acquired brain injury, dementia, dyslexia or similar support needs.

Our approach includes:

- Disability Awareness trained owner.
- Clear, respectful communication using plain English.
- Easy-to-understand written information where appropriate, including emergency procedures.
- Patient, personalised communication tailored to each guest's individual needs.

## **Physical Mobility**

Diamondvale Estate caters for guests with sufficient mobility to negotiate a small number of steps but who may benefit from additional support features.

Facilities currently available include:

- Grab rails installed in the bathroom of Tea Tree Cottage.
- Non-slip shower matting available upon request.
- Seating provided in common areas.
- Personal discussions prior to booking to recommend the most suitable cottage and explain pathways, access points and bathroom layouts.

As our business continues to evolve, accessibility considerations form part of future refurbishment and infrastructure planning wherever practical.

## **Allergies & Intolerances**

We are pleased to accommodate guests with food allergies, intolerances and chemical sensitivities wherever possible when advised prior to arrival.

This includes:

- Modification of breakfast boxes, grazing platters and catering options to accommodate dietary requirements including gluten-free, dairy-free, nut-free, egg-free and seafood-free options.
- Food preparation practices that comply with Food Authority allergy management requirements.
- First Aid trained staff available to respond to allergic reactions.
- Fragrance-free and chemical-sensitive toiletries available upon request.

## **Our Commitment**

Accessibility is about far more than physical infrastructure. It is about ensuring every guest feels welcomed, respected and confident throughout their stay.

Over recent years, our approach has been strengthened through Disability Awareness training, welcoming returning guests with diverse support needs, working collaboratively with NDIS support workers, and continually learning from guest feedback and lived experience. These experiences have reinforced our belief that every guest's requirements are unique and are best understood through conversation rather than assumption.

If we believe another accommodation provider would better meet a guest's individual needs, we will say so honestly and assist wherever possible. Our priority is ensuring every visitor enjoys the very best Granite Belt experience, whether that is with Diamondvale Estate or another provider better suited to their circumstances.

We remain committed to continually learning, improving and investing in accessibility as our business evolves, ensuring inclusion remains an integral part of the personalised hospitality for which Diamondvale Estate is known