

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

- Accommodation
- Food and Drink
- Event

Our business caters for the following disability types:

- Blind or low vision
- 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

Emergency Management

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

Communications

Other Information

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

Guide Dog and Service Animals

The business provides the following services for services animals:

At Marnong Estate, we proudly welcome guests accompanied by accredited service animals across all areas of our property, including our accommodation, restaurants, and event spaces. We are committed to ensuring an inclusive and supportive experience for all guests, and we recognise the vital role service animals play in supporting individuals with disabilities.

Accommodation

- Guests with service animals are welcome to stay in any room type available at Marnong Estate.
- Water bowls and a small welcome amenity for service animals can be provided upon request.
- Our team is happy to discuss quiet room locations, nearby walking paths, or assist with any specific comfort arrangements to ensure an enjoyable stay for both the guest and their animal.
- Housekeeping will be informed of a service animal's presence to ensure comfort and safety during servicing.

Restaurants and Dining Areas

- Accredited service animals are welcome in all dining areas, both indoor and outdoor.
- If needed, staff will offer a comfortable seating location to allow space for the animal to remain unobtrusive while their owner dines.
- Water bowls are available upon request.
- Our team is trained to interact respectfully and appropriately around service animals.

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.
- Seating available at reception
- 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
- Information and maps are available in written form
- A familiarisation tour
- Keys are available for each guest
- Luggage assistance
- In addition, the following further information can assist guests:

At Marnong Estate, we are committed to creating an inclusive and welcoming environment for all guests. We understand that for some individuals—particularly those living with fatigue-related disabilities such as chronic illness, neurological conditions, or mobility challenges—long wait times can present a significant barrier to comfort and participation.

To ensure these guests are not disadvantaged, we offer the following accommodations:

Priority Access and Assistance

Priority queuing or fast-tracked entry can be arranged upon request for guests who may find extended standing or waiting periods physically taxing.

Our team is happy to assist with seating arrangements during check-in, reception, or event entry.

Seating and Rest Options

Comfortable seating areas are available throughout the Estate—including near reception, dining spaces, and event entrances—for rest breaks when needed.

If a guest requires early seating in event spaces (e.g. ceremony or dining areas), we are happy to facilitate discreet, early access.

Communication and Planning Support

Guests are welcome to contact our team in advance to discuss any specific requirements related to fatigue, pacing, or accessibility.

We can coordinate with relevant departments to ensure a smooth and supported experience from arrival through to departure.

Staff Training and Awareness

Our guest-facing team members are trained to respond with discretion, empathy, and proactive support when accessibility requests are made.

We encourage staff to offer support when they observe signs of fatigue, and to never require detailed medical disclosure—only an understanding of what assistance is needed.

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

If you or someone in your party requires support with reducing wait times due to fatigue or other access needs, please don't hesitate to reach out to our team. We are here to make your experience as comfortable and enjoyable as possible

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)

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

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
- Self opening entry doors or fitted with a self closer
- Glass doors are fitted with a visual sighting strip

- 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
- Signage is written in a Sans Serif font and use upper and lower case letters
- 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

Lifts

- The lifts have the following amenities in place

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
- Tableware/glassware contrast with the table surface or table cloth
- Floor surfaces are hard or short pile carpet
- 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

Public areas

The public areas have the following amenities in place

- Even lighting
- Seating

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

The width of the smallest pathway is:

1700mm

- There 3 successive steps or less on any path or at any doorway
- In addition, the following further information can assist guests:

Almost all paths in and around the estate are wheelchair friendly with no steps. The only steps are to access the Green Grove Event space from the carpark, however an alternative route is available through the Homestead gates.

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
- Handrails fitted to all open sets of steps
- Handrails extend 300mm beyond the top and bottom step
- In addition, the following further information can assist guests:

There are 2 staircases internally - one to access our first floor event space, The Angliss which has a lift directly next to the staircase. The other is to access the bathrooms in our Cucina restaurant - there are accessible toilets on the same level as the restaurant as an alternative which are clearly signed.

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

ACCOMMODATION

Bedrooms

The bedrooms have the following facilities/amenities in place

- There are 2 studio rooms available to guests who use a wheelchair
- Bedroom furniture can be re-arranged on request

Not specified

Layout of room Image(s)



bed to sliding door 7a



bed to cupboard 7a



7a bed layout

Room Amenities

- Televisions are equipped with closed captioning capability
- Room phones have volume control
- Room phones have a visual ringing indicator
- There is contrast between the walls, skirtings, floor and furniture
- There is a clear path through the room
- The edges of all furniture and fixtures are rounded
- Doors open fully against the adjoining wall
- There is a clear opening at least 850mm wide
- There at least one chair with rigid arms
- Wardrobe and drawer handles are easy to grip
- The bedside lamp switch is easy to reach from the bed
- There is at least 850mm clear space beside the bed
- The bed height is no higher than 680mm from the floor
- There is at least 130mm clearance under the bed

Bathrooms

The bathrooms have the following facilities/amenities in place

- All heating appliances and hot water pipes are protected or insulated
- All shower, bath and basin taps are clearly differentiated between hot and cold
- Fixtures and fittings have rounded edges
- The door is at least 850mm wide
- There is a minimum of 850mm beside the toilet

- Handrails are fitted
- There is a minimum of 1400mm of clear space in front of the toilet
- The toilet seat is a contrasting colour to the floor
- The toilet seat is 460mm above the floor
- There is a roll-in shower with fold down fixed seat or a shower chair
- There is a portable shower head on flexible hose

Bathroom Image(s)



7a bathroom layout



7a shower



7a toilet



7a basin

COMMON AREAS

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
- All glass doors and full height windows have contrast markings
- There are areas of full lighting
- 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)
- Low fat and fibre with no gastric content
- Low potassium
- Low sodium
- Nut free
- Additive free
- Vegetarian
- Vegan
- Halal
- In addition, the following further information can assist guests:

At Marnong Estate, ensuring food safety is our top priority. We follow strict procedures to avoid cross-contamination between food products, especially for guests with allergies or dietary restrictions. These procedures are aligned with industry best practices and Food Safety Standards.

1. Staff Training & Awareness

All kitchen and service staff receive mandatory food safety training, including specific protocols for avoiding cross-contamination.

Staff are regularly trained on proper hygiene practices, including washing hands, using gloves, and handling raw and ready-to-eat foods separately.

2. Segregation of Raw and Ready-to-Eat Foods

Dedicated areas are used for the preparation of raw meats, seafood, and vegetables to ensure separation from ready-to-eat foods.

Color-coded cutting boards are assigned for different food types (e.g., red for meat, green for vegetables, blue for fish) to prevent accidental mixing.

Separate utensils are used for different food groups, and are never shared between raw and ready-to-eat foods.

3. Use of Protective Barriers

Plastic wraps, covers, and barriers are used to protect food when stored in coolers, fridges, and during food preparation.

Food is stored in clearly labelled containers with lids to avoid cross-contact, particularly for allergens such as gluten, nuts, dairy, etc.

4. Allergen Management

Guests with allergies are asked upon booking or ordering to inform the team about any food allergies or intolerances.

Food products containing common allergens (e.g., peanuts, gluten, dairy) are stored separately in the kitchen, with clear labeling and color-coded signage for easy identification.

When preparing food for guests with allergies, we use dedicated cookware and equipment to avoid any risk of cross-contamination.

5. Cleaning and Sanitization Protocols

Surfaces, equipment, and utensils are sanitized regularly between uses, especially after preparing raw foods or allergenic ingredients.

All kitchen equipment (e.g., knives, mixers, cutting boards) is thoroughly washed and sanitized between tasks, ensuring no residual contamination occurs.

High-touch surfaces (door handles, counters, etc.) are cleaned and disinfected regularly.

6. Storage and Handling of Ingredients

Ingredients are stored in sealed, clearly labeled containers to prevent cross-contact.

Dry and wet foods are stored separately, with raw food kept on lower shelves and ready-to-eat food on higher shelves to minimize risk.

Cold storage areas are maintained at the proper temperatures to avoid spoilage and the growth of harmful bacteria.

7. Temperature Control

Proper temperature control is maintained for both raw and cooked foods to avoid bacterial growth: Hot foods are kept at or above 60°C (140°F).

Cold foods are kept at or below 4°C (40°F).

Thermometers are used regularly to ensure foods are cooked to the correct temperature and stored at the proper temperature.

8. Waste Management

Waste bins are placed in the kitchen and food prep areas to dispose of discarded food, packaging, and waste, ensuring that no contamination spreads to work surfaces.

Used gloves and disposable items are promptly disposed of in covered bins.

9. Regular Audits and Inspections

We regularly conduct internal audits of our food safety practices, ensuring compliance with local food safety regulations.

External inspections are carried out by relevant health and safety authorities to ensure all food handling and storage protocols meet safety standards.

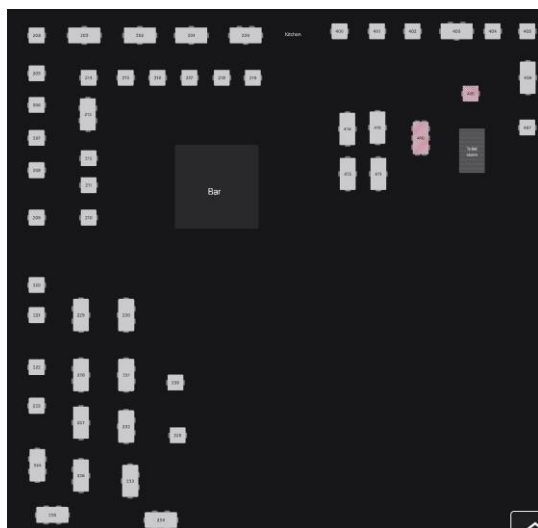
By adhering to these procedures, we create a safe and welcoming environment for our guests, ensuring that all food served at Marnong Estate is handled with the utmost care and attention to detail.

- There is a sample menu available online

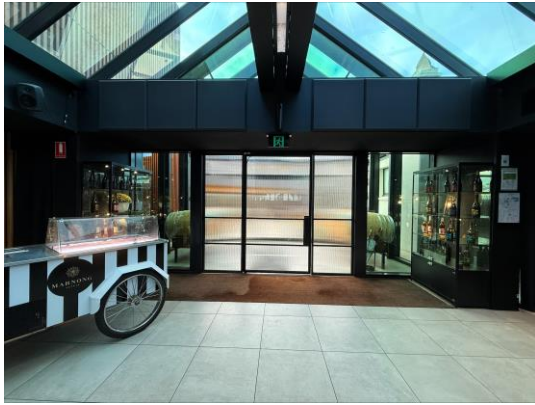
Sample menu is available here -

chrome-extension://efaidnbmninnibpcjpcglclefindmkaj/https://marnongestate.com.au/wp-content/uploads/2025/04/Marnong-Estate_-_CUCINA-3064_-All-Day-Menu-20250423.pdf

Food and Beverage Image(s)



Cucina Table layout



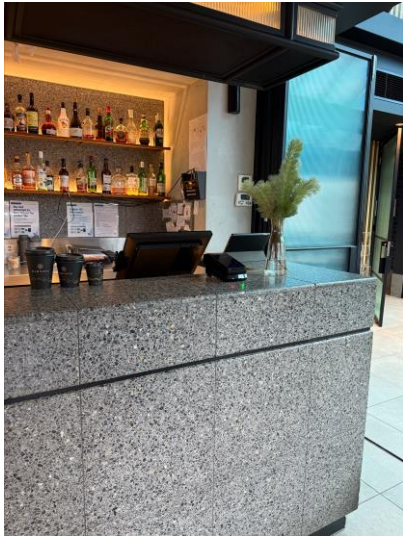
Cucina airlock internal entrance door



Cucina inside entrance doors



Cucina outside entrance doors



Cucina pay counter

EVENTS

Events

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
- Intra venue transport
- Intra venue transport provides verbal announcements of drop off points
- 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
- Accessible car parking is available
- There are designated drop-off points
- There is an event map available
- The event map shows accessible facilities
- The event includes the use of loud noises, fireworks or strobe lighting
- There is a warning included in the event information

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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