

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

- Attraction
- Food and Drink

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

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our forms have high contract boxes and submit boxes

Emergency Management

- The business has an emergency management and evacuation plan for guests with a disability
- Emergency and evacuation procedures are explained on arrival

Communications

- An accessibility guide is available on the website

<https://www.experienceeumundi.com.au/accessible-eumundi/>

- Our business offers the following alternative communication methods
- Plain English

Not specified

- There is easy to read signage and information (e.g. menus and emergency information)

Guide Dog and Service Animals

- The business provides a secure area with shade and water for service animals
- Bowls, bedding, etc. are provided for service animals

The business provides the following services for services animals:

Not specified

GENERAL

Pre-arrival, arrival and reception

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

- There is a reception/public entryway.
- Seating available at reception
- A lower counter at reception/ticket office
- A tablet with text to voice or pen and paper at reception to aid in communication

Not for visitors.

- Information and maps are available in written form
- In addition, the following further information can assist guests:

Chairs and shaded areas.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- Quiet periods or early opening times for people on the Autism Spectrum
- 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:

Yes via way finding signs (Sunshine Coast Council installing 2026), website and social media.

- 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
- 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 entrance sill is less than 13mm
- There a clear space of at least 1500mm x 1500mm in front of all doors.

Internal Spaces

- Clear and unobstructed routes through and between buildings
- 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

The public areas have the following amenities in place

- Seating

Displays, exhibits, commentary and live performances

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

- Seating
- Wheelchair accessible spaces/seating

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

Steps

Steps

- There are steps.
- Top and bottom steps are easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators)
- 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

Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- Temporary ramps are available

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

ATTRACTIONS

Attractions Basics

- A park map is available here:

<https://www.experienceeumundi.com.au/welcome-to-eumundi/>

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
- 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)
- Low fat and fibre with no gastric content
- Nut free
- Organic
- Vegetarian
- Vegan
- In addition, the following further information can assist guests:

As all food is supplied by independently operated, third-party certified food trucks and stallholders (not by the Eumundi Markets itself), primary responsibility for food safety and cross-contamination controls sits with each individual food vendor under their own food safety certification. The Eumundi Markets' role is to set minimum compliance standards and monitor adherence through the following procedures: All food stallholders must hold current Queensland State approval and display a valid Certificate of Licence and Registration before trading. All food stallholders must have a certified food safety supervisor and produce a certificate of competency on request. Stallholder agreements require that all food and beverages be prepared, displayed, served and stored in a manner that protects against contamination and spoilage. Raw and cooked food must be kept separated at all times, and ready-to-eat food must not be handled with bare hands. Stalls using cooling facilities must have a working thermometer; stalls using heating facilities must have an appropriate safety barrier. For tasting samples specifically, stallholders must provide single serves only, use compostable single-use utensils, supervise samples to prevent re-dipping, use tongs and gloves, and display "no double dipping" signage. Compliance is monitored through pre-

market checks and ongoing site inspection, with non-compliance able to result in termination of the stallholder agreement.

ADVENTURE ACTIVITIES

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

na

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na

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na

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.

Links to external web sites are inserted for convenience and do not constitute endorsement of material at those sites, or any associated organisation, product or service.

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