



## Accessibility & Inclusivity Statement

At Barney Creek Vineyard Cottages, we are committed to providing a welcoming and inclusive experience for all customers, including those with special needs. In fact, one of our core values is inclusivity. To ensure that we cater to the diverse requirements of our customers, we have developed the following protocol:

### 1. Physically disadvantaged:

- Provide accessible pathways, ramps, and parking spaces for ease of mobility.
- Offer wheelchair-accessible accommodations with appropriate facilities and amenities (Garden Cottage).
- Ensure all common areas and facilities are accessible, including reception and cellar door.

### 2. Intellectually disadvantaged and mentally/emotionally disadvantaged:

- Train our staff to provide patient, understanding, and compassionate service.
- Adapt communication methods to suit individual needs, such as using clear and simple language.
- Establish a safe and comfortable environment to make guests feel supported and valued.

### 3. People with special dietary requirements:

- Maintain a diverse menu that accommodates various dietary needs, including vegetarian, vegan, gluten-free, and allergen-free options.
- Train staff on proper handling and preparation of special dietary meals.

### 4. Babies and children:

- Provide family-friendly accommodations with amenities suitable for children (Garden Cottage)
- Offer high chairs, cribs, and other necessary equipment upon request.

### 5. Senior citizens:

- Offer amenities and accommodations tailored to the needs of older adults, such as grab bars, non-slip surfaces, and accessible seating (Garden Cottage)
- Provide assistance with luggage and transportation if required.
- Train staff to be patient, respectful, and understanding of the unique needs of senior citizens.



## 6. Website accessibility

- Our website has been developed for enhanced accessibility through the UserWay app, ensuring a seamless and user-friendly experience for all visitors
- Our interpretive signage, featuring QR codes, provides guests with versatile modalities, including video or audio options, contributing to a more inclusive environment.

## 7. NDIS clients

- We've forged meaningful partnership with NDIS clients.
- Collaborating with Marvel Pavaia, we've curated immersive workshops amid our idyllic vineyard, aligning with the unique goals and abilities of NDIS participants.
- Against the tranquil backdrop of Barney Creek, Marvel facilitates interactive learning, enabling participants to connect with nature in ways that complement their individual abilities and interests.

By implementing this Accessibility and Inclusivity Protocol, we aim to ensure that every guest feels valued, respected, and able to fully enjoy their experience at Barney Creek Vineyard Cottages. We continuously strive to improve our services and facilities to cater to the diverse needs of our customers, and welcome feedback and suggestions for further enhancement.