

# ATIC Accessibility

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**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

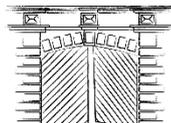
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The business has the following products/services available

- Attraction

Our business caters for the following disability types:

- Limited mobility
- Wheelchairs or mobility scooters
- Cognitive or people on the Autism Spectrum



OLD DUBBO  
**GAOL**  
WHERE HISTORY  
COMES TO LIFE

## Bookings

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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
- Staff have undergone disability awareness and training

## Emergency Management

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- Emergency and evacuation procedures are explained on arrival
- There are Audible device/s to alert occupants to evacuate with instructions on how to evacuate.
- There are visual device/s to alert occupants to evacuate.
- Exit signs are clear and easy to see
- Exit access is free and clear at all times

We ensure exit access is free and clear at all times by:

Doors to all buildings are pinned/locked open, including site entry. No signage in doorways at any time.

- Exits and access to exists are greater than 900mm
- Exit doors are able to be opened by all occupants
- Exits to the emergency evacuation point does not include stairways
- The evacuation point is clearly marked by a sign

The business identifies guests who need additional assistance should an emergency occur by:

Tour bookings ask groups to identify those who may require additional assistance throughout the tour - allows us to plan before the event

The procedure for assisting guests who need assisted rescue is:

Our emergency evacuation plan includes staff assisting all visitors to leave the site safely, without placing themselves in immediate danger. We identify these guests by asking if they require assistance, as per the policy on evacuation.

## Communications

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- An accessibility guide is available on the website  
[https://www.olddubbogaol.com.au/files/ugd/238038\\_7a2830c626ac48cba82b8c49f6697ea3.pdf](https://www.olddubbogaol.com.au/files/ugd/238038_7a2830c626ac48cba82b8c49f6697ea3.pdf)
- Our website meets WCAG 2.0 accessibility standards

## Other Information

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- The business accepts the companion card

## Guide Dog and Service Animals

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

# GENERAL

## Pre-arrival, arrival and reception

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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.
- Lighting in the reception area is even and glare free

Seating in Reception: As a heritage site seating is unavailable in the reception room due to size limitations. Admission to the site takes maximum 2minutes per group. While there is minimal seating in the reception, seating is available immediately within the site. Hearing Loop and Picture boards: Due to being a heritage site, ODG is unable to be fitted with hearing loop. Large Print Sheets: ODG do not use physical registration sheets. ODGs digital map is adaptable to individual text sizes per device.

- Information and maps are available in written form
- A step free map/guide
- A familiarisation tour
- In addition, the following further information can assist guests:

Multiple staff are made available to avoid long queues and wait times.&nbsp;

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

Accessible facilities are locked due to heritage site limitations. Staff are available to unlock facilities at request of guests.

## Cognitive Impairment Support

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- 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

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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:

Bus and Taxi bays are directly across the road from the Old Dubbo Gaol, with accessible features. Dubbo train station is within 4 blocks from our site.

- Kerb ramps are in place where a pavement or walkway needs to be crossed
- In addition, the following further information can assist guests:

Old Dubbo Gaol's driveway is available to be used as a 'drop off' and 'pick up' zone. Guests may only use this as a 5-minute drop off and pick up zone for visitors with limited mobility, but must park via public parking bays. Accessible parking spot is available directly out the front of Old Dubbo Gaol.

## Entry

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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
- There a clear space of at least 1500mm x 1500mm in front of all doors.
- In addition, the following further information can assist guests:

Entry to the site is accessible. 3 steps are present upon entrance into ticketing/retail spaces. Staff meet guests in the foyer and admission/transactions can be done in this area when guests can't/don't want to walk up the steps. Due to being a heritage site and hazards, ramps are not able to be put in this area.

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

Due to heritage site, lifts are not permitted to be installed.

## Internal Spaces

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- 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
- Floor surfaces are hard or short pile carpet
- Seating is available for guests unable to stand for long periods
- All corridors greater than 900mm
- There is a quiet space for parents and children on the Autism Spectrum
- In addition, the following further information can assist guests:

Due to heritage site some entrances are narrow, hallways are greater than 900mm, though doorways once inside the building come down to 610mm

## Public areas

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The public areas have the following amenities in place

- Display units, Televisions, Video displays etc. are open captioned
- Even lighting
- Seating
- In addition, the following further information can assist guests:

Hearing loop: Due to heritage site this is not available.

## Displays, exhibits, commentary and live performances

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

- Seating
- Wheelchair accessible spaces/seating
- A written transcript where audio description is provided i.e. display commentary, tour commentary
- In addition, the following further information can assist guests:

Hearing loop: Due to heritage site this is not available.

## External Paths

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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
- Pathways are wider than 900mm
- There 3 successive steps or less on any path or at any doorway
- Any paths having steps are clearly identified as non-wheelchair accessible
- Step free routes clearly signed

## Steps

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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)
- 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:

Heritage site does not allow for a lift to be put in place in all spaces.&nbsp;

## Ramps

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Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- Long ramps (more than 10m) are 1:20 or less
- Ramps have a raised edge of at least 100mm
- In addition, the following further information can assist guests:

Hand rails are fixed in some areas. There are no handrails to the entrance into the cell divisions due to nature of heritage site. Other ramp on site has a hand rail.

## Public Toilets/Adult change facilities

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Public Toilets/Adult change facilities have the following amenities are in place

- There is an accessible toilet for public use

- The door is Door width is 840mm wide
- There is a minimum of 850mm beside the toilet
- Handrails are fitted
- There is 1100mm mm of clear space in front of the toilet
- The toilet seat of a contrasting colour to the floor
- The toilet seat is460mm above the floor
- In addition, the following further information can assist guests:

ODG have a fold-out baby change table.&nbsp;

# TOUR OPERATORS

## Route Planning

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- Operated on a step free route
- Multi-paced to account for slower walkers

# ATTRACTIONS

# COMMON AREAS

# EVENTS

## Events

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Events have the following facilities/amenities in place

- We cater for a range of seating and viewing options
- We cater for varying group sizes
- Our event can be booked from the main web site
- Seating is at regular intervals
- Grassed areas are covered with a hard surface
- Side shows, activities etc. are accessible



## Report Disclaimer

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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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