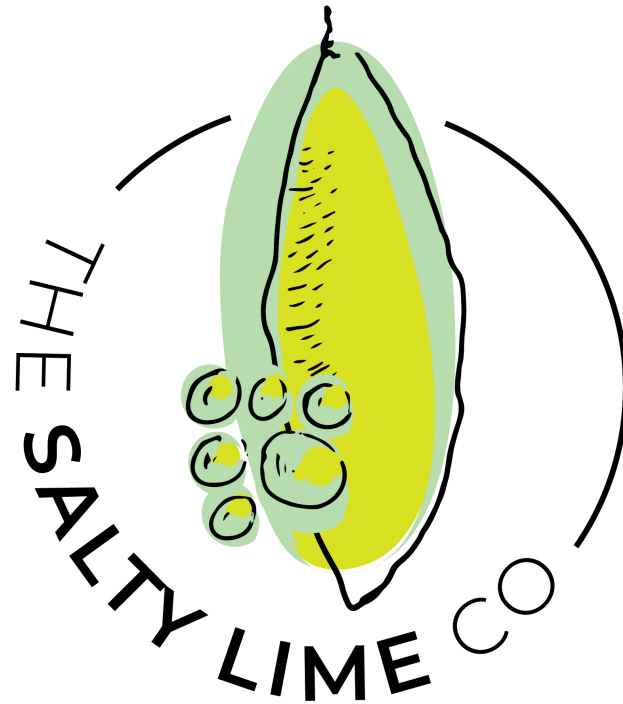


# 2024/2025 Disability Action & Inclusion Plan (DAIP)



# Statement of Intent

Staff and people with lived experience of disability made the plan. GetAboutAble, an access and inclusion tourism consultancy, led the effort.

This plan includes numbered references. They point to recommendations in the GetAboutAble The Salty Lime Co Site Assessment and Website Review Report.



Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
<b>Train TSLCo's staff to provide an accessible and inclusive tourism experience</b>	Explore and deliver disability access and inclusion training for all staff	Training provider chosen. Consider GetAboutAble. Staff will build their confidence and competence in learning areas.	Deliver Training. We have acquired the recording of the training for ongoing induction and onboarding. Pre- and post-training surveys that prove building confidence and competence in learning areas.	Roxanne will explore options, decide on a provider and schedule training	FY 24/25
<b>Improve TSLCo's website and communications to be more inclusive and accessible</b>	Make an accessibility page (Section 5 (1.1)). The home page directly links to it. It has photos (2) with alt text	Detailed information is available to enable people with disabilities to plan and book	There is a dedicated accessibility page on the TSLCo website	Roxanne will create using recommended information, (Section 3)	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	State on the contact page that the business welcomes all visitors (Section 5 (1.4.1))	We will tell people with accessibility needs that the TSLCo has some accessibility features. They are welcome to contact to discuss their needs	Statement included on contact page	Roxanne will create using suggested wording (Section 5 (1.4.1))	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	Add to the booking form a section for guests to tell us that they have accessibility requirements (Section 5 (1.4.1.2))	People with accessibility needs can choose to disclose this at booking. They can request a follow up conversation with TSLCo.	Accessibility field included on the booking form	Roxanne will add the field to the booking form	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	Change the word “disabled” to “accessible” on the home, venues and amenities pages (Section 5 (1.2.1, 1.3.1))	Toilets for people with disabilities are not themselves disabled. “Accessible toilet” is the correct word to use.	Word changed	Roxanne will change the word	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	Change “bride” and “groom” to “couple” (Section 5 (1.11))	The use of non-gendered language will welcome people of all genders and be more inclusive	Words changed	Roxanne will change the words	FY 24/25



Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	Change photos on Venue and Amenities page for user to click on each image or view as gallery (Section 5 (2.3))	We will optimise the visibility of the photos. Viewers will be able to see each image.	Photos changed to user click or gallery view	Roxanne will change the photo view options	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	Remove crossing lines and post brighter photos (Section 5 (2.6))	We will optimise photo visibility. The moving lines will not distract the website. Individuals who have photosensitivity will no longer experience triggers.	Crossing lines removed. We will replace dark with brighter photos.	Roxanne will replace the photos. She will remove the crossing lines in the 'our packages' section	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	Use inclusive imagery across TSLCo website and socials (Section 5 (2.4))	We value and include everyone	Inclusive imagery included	Roxanne will contact guests with disabilities. She will invite them to join an inclusive photo shoot. GetAboutAble can arrange an all inclusive media shoot if required.	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	Address the alt text issue on TSLCo website (Section 5 (2.5))	People who are blind or have low vision can read the alt text with screen readers. It gives them useful TSLCo information and and the experience of being there	Captions attached to photographs	Roxanne to change the file name of each photo on the website to a description of the photo	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	List the the style and height of the tables at the Event venue (Section 2 (3.3)) on the accessibility page (lived experience user recommendation)	It helps people in wheelchairs of different builds. They can use it to see if they can roll under a table	Height and style of tables listed on accessibility page of TSLCo website	Roxanne to list height and style of tables. Use <a href="#">Table Bases</a> resource	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	List the width of the timber ramp at Ceremony Hill and the gradient (Section 2 (4)) on the accessibility page	People mobilising in a wheelchair will be able to make informed decisions whether this ramp meets their accessibility requirements	Width and gradient of ramp listed on the accessibility page of the TSLCo website	Roxanne to list the width and gradient in mm	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	<p>List the height at which the grab rails are at in the Amenities building (Section 2 (5.2.1). Consider installing a grab rail on both sides for people who need this. (lived experience user recommendation)</p>	<p>People in a wheelchair will be told where the rails are. The rails help them transfer onto the toilet. They will also be told if this meets their accessibility needs</p>	<p>Height of current grab rails listed on the accessibility page of the TSLCo website.</p>	<p>Roxanne to list the height. Roxanne and Luke will consider installing a grab rail on both sides. For example <a href="#">Drop down grab rail</a> or <a href="#">Hinged grab rail</a></p>	<p>FY 24/25</p>

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	Consider installing toilet seat raiser (lived experience user recommendation)	People with reduced mobility or strength will be able to use the toilet more easily. It makes transferring on and off the toilet and using it simpler	Toilet seat raiser installed on the accessibility page of the TSLCo website.	Roxanne and Luke to consider installing a <a href="#">Toilet seat raiser</a>	FY 24/25



Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	List whether the taps are turn and lever style and height in the Amenities building (Section 2 (5.2.2))	People with less strength and people who can't reach the tap at the back of the basin will be able to use it alone..	Type of tap listed on the accessibility page of the TSLCo website.	Roxanne to list the type of taps. Consider lever style installation if not in place.	FY 24/25
	List whether the tiles are non-slip in the Amenities building (Section 2 (5.2.3))	We will prevent everyone using the amenities from accidents	Slip status of tiles listed on the accessibility page of the TSLCo website.	Roxanne to list the slip status of tiles. Consider non-slip installation if not in place	FY 24/25
	List whether the door opens inward or outward, or is automatic, in the Amenities building (Section 2 (5.2.4))	We will inform people with disability whether this meets their accessibility requirements	Door opening listed on the accessibility page of the TSLCo website.	Roxanne will list the door opening mechanism	FY 24/25
	Make and upload captioned and audio described	Video content makes information more accessible for	We create and upload captioned and audio	Roxanne will create, exploring whether anyone in	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	<p>walk-through videos. (Section 5 (6.1). Add captioning to the promotional video. (Section 5 (3.2) Add audio description of the video. (3.3) Do this on the accessibility page</p>	<ul style="list-style-type: none"> <li>• people who are deaf or hard of hearing</li> <li>• people who are neurodivergent or have an intellectual disability. They have issues processing information</li> </ul>	<p>described videos. We do this on the dedicated accessibility page on the TSLCo website</p>	<p>networks has a 360 degree camera. Videos to include walk- throughs and the promotional video.</p>	
	<p>Create a basic site map to the accessibility page (Section 5 (4.2))</p>	<p>A basic site map will help people with many accessibility needs. These include mental health and neurodivergence. The map will help them preview the</p>	<p>We created and uploaded the basic site map to the accessibility page on the TSLCo website</p>	<p>Roxanne will create as per reference recommendations</p>	<p>FY 24/25</p>

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
		site and plan their visit.			
	Provide signage to the accessible parking space (Section 2 (1.2.2))	People with mobility access requirements will have clear directions.	We have installed signage	Roxanne will arrange for the installation of accessible parking signage	FY 24/25
	Change the size of the font used on the HVDPF website (Section 5 (1.8))	The website is easier to read. This is so for people with low vision and learning disabilities.	Font size changed across the TSLCo website	Roxanne will change the font size to 14 points	FY 24/25
	Change capitalisation (Section 5 (1.6)) and italics (1.7) on the TSLCo website	Readability of the website improved for people with low vision and learning disabilities.	Capitalisation and italics changed across the TSLCo website	Roxanne will change the capitalisation to sentence case. Change italics to headers and bold. This will differentiate the	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
				main text from the headers	
	Move text currently over photos (Section 5 (1.9) on the TSLCo website	Readability of the website has improved for people with low vision	Text relocated that is currently over photos across the TSLCo website	Roxanne will move the text. It is currently over a photo that fades, to the left in the coloured section, rather than a photo	FY 24/25
	Change the colour use of TSLCo website Section 5 (1.5)	Readability of the website improved for people with low vision and learning disabilities.	Colour changed across TSLCo website	Roxanne will change the text colour to black and optimise text and visual elements. Using the <a href="#">TPGI Colour Contrast Analyzer</a>	FY 24/25
	Consider doing a digital accessibility assessment. It will look at design	Readability of the website has improved for people with low	This assessment would show how easy or difficult it is for people with a	GetAboutAble can refer you to a specialist in this area. A specialist	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	elements (Section 5 (7.1))	vision and blindness.	range of disabilities to access and understand the Salty Lime Co website.	will find any design issues. They will fix these if Roxanne wants	
	List that the change table in the Amenities building is a baby change table (Section 5 (1.3.2))	Will provide clarity on what sort of change table this is for users	Type of change table listed on the TSLCo website	Roxanne will list that the change table is for babies	FY 24/25
	Add the location to the nearest changing place. Put it on the dedicated accessibility page.	People needing information about these facilities will get it. They can then plan their trip to and time at TSLCo with confidence.	You can find the nearest changing place facility listed on the TSLCo accessibility page.	Roxanne will add the nearest changing place facility. Use the <a href="#">Changing Places Facility Map</a>	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	Consider providing hearing augmentation system on site (Section 2 (3.6))	People who are hard of hearing will hear more clearly	Hearing augmentation portable or induction loop system installed	Roxanne and Luke will decide if funding is secured if a portable or induction loop system is installed. GetAboutAble can refer to a known specialist	FY 24/25
	If TSLCo runs farm tours in the future provide information about the orchard's terrain and buggy (Section 2 (8.1))	Visitors can use the information to decide if the farm tours are accessible to them. The buggy will be helpful for people who have conditions that cause fatigue, such as Multiple Sclerosis.	Terrain of the orchard and buggy listed on the TSLCo accessibility page.	Roxanne will list on the accessibility page	FY 25/26

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
<b>Improve the physical accessibility of TSLCo</b>	Consider creating continuous pathways of travel as per AS 1428.1 2009 (Section 2 (2, 7.3) and (lived experience user recommendation)	We will improve navigation around TSLCo. This will help people with mobility impairments. It will also help people who are blind or have low vision. And it will help parents with prams.	We have created continuous pathways of travel	Roxanne and Luke will consider making paths to go over grass and compacted gravel or dirt. This will happen if funding is secured. The paths will go from the car park to the areas.	FY 25/26
	Install a threshold ramp. It will fix the lip of the sliding door in the reception area (lived experience user recommendation)	People in wheelchairs able to enter the sliding door	Threshold ramp installed	Roxanne and Luke will consider installing a threshold ramp. for example <a href="#">Hinged ramp for bridging sliding door</a> if funding is secured	FY 25/26

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	Install continuous handrail for both sides of the jetty Section 2 (9.2)	The handrail will help elderly visitors. It will also help those with balance, mobility or vision impairment. It will help them stay steady as they move across the jetty. It will also reduce risk.	We installed a continuous handrail on both sides of the jetty	Roxanne and Luke will consider the installation of continuous handrails on both sides of the jetty. This will happen if funding is secured.	FY 24/25
	Consider providing a wide step-free access to the jetty (Section 2 (2.5))	People will be able to access the jetty who can't otherwise due to steps.	Step-free access created to the jetty	Roxanne and Luke will consider adding step-free access to the jetty. This will happen if funding is secured	FY 25/26
	Consider providing a luminance contrast strip along the front edge of each step	Steps stand out for people with impaired sight or blindness	Luminance contrast strip provided	Roxanne and Luke to install a luminance contrast strip. The selected colour differs	FY 24/25



Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	at the jetty (Section 2 (9.1))			greatly from the timber decking's tone.	
	Consider providing kerbing, for example, timber edging around the edge of the timber decking at the jetty. (Section 2(9.3))	People with mobility devices and guided by a white cane can navigate safely. It will reduce risk.	Kerbing installed	Roxanne and Luke to install kerbing.	FY 24/25
	Consider providing a shower chair or bench in the Amenities building (Section 2 (5.3.1)) and (lived experience user recommendation)	You can bathe while seated	Shower chair or bench provided	Roxanne will supply a shower chair or bench	FY 24/25
	Consider changing the toilet seat to a	People with vision impairment can	Toilet seat changed	Roxanne and Luke will consider	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	contrasting colour in the Amenities building (Section 2 (5.3.2))	navigate to the toilet seat		changing the toilet seat colour	
	Consider adding an emergency call button. Also add sound and light alarms in the Amenities building (Section 2 (5.4))	People with hearing impairment will know there is an emergency with a light alarm. If someone falls, they can gain help by pressing the the emergency button	Emergency call button and light alarms installed	Roxanne and Luke will consider installing light alarms and an emergency call button at split levels. This will help users in various positions	FY 24/25
	Provide a table for wheelchairs. Also buy chairs (Section 2(6.5) for the camp kitchen	Wheelchair users will be able to sit with family, friends and other visitors. They can enjoy being together. Single arm chairs will support seating	Table that a wheelchair can roll under created or purchased. Single arm chairs with backs purchased.	Roxanne and Luke will consider making or buying a table. It would be one that a wheelchair can roll under. They could use existing	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
		for people with mobility difficulties. The chairs will have backs		resources and buy single arm chairs with backs.	
	Consider adding modifications when designing and building the proposed wheelchair-accessible units AS 1428 Part 2 (Section 2 (6.3)) and (lived experience user recommendation)	Wheelchair users can access the cooktop, sink and taps with ease	Cupboards removed under the sink	Roxanne and Luke will consider adding these modifications. They will do so when they build the proposed wheelchair accessible units and have secured funding	FY 25/26
	Consider providing ramp access to at least one glamping tent (Section 2 (7.1))	People mobilising in wheelchairs will be able to access the glamping tent	Ramp installed for one glamping tent	Roxanne and Luke will consider installing a ramp to a glamping tent	FY 25/26

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	Consider providing access matting (Section 2 (1.3))	People with mobility issues will be able to move from the parking area safely. The path becomes slippery and waterlogged after rain	Access matting available	Roxanne and Luke will consider purchasing access matting if funding secured using <a href="#">example</a>	FY 25/26
	Consider installing sound absorbing materials in the Event venue (Section 2(3.5))	People with sensitivities to noise will be able to take part in events	Sound absorbing materials installed	Roxanne and Luke will think about adding sound absorbing materials. They will use the examples in (Section 2(3.5))	FY 25/26

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
<p><b>Create accessibility processes and practices at TSLCo</b></p>	<p>Develop an Assistance Animal policy (Section 2 (10)) (Section 5 (1.2.2)). Supply the toileting and water needs (10.2.1, 10.2.2)</p>	<p>This is for TSLCo staff, and visitors. Visitors may bring their registered assistance animals to the farm. This is for glamping and events. They may also want to bring their untrained animals.</p>	<p>We developed an Assistance Policy. We posted it on the accessibility page on TSLCo website. Toileting and water needs are provided.</p>	<p>Roxanne will consider using the wording from (10.1) to make the policy. Post it on TSLCo website's accessibility page.</p>	<p>FY 24/25</p>

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	Create a quiet space (Section 2 (3.7))	Children and adults with sensory sensitivity can go to the quiet space if they need a break. It is for when they need to escape the noise and activity of the events. It allows them to stay longer to enjoy together with their family and friends.	TSLCo has a quiet space. The TSLCo website has established and posted it on the accessibility page	Roxanne will make a quiet space. It can be permanent or temporary. It will be large enough for some furniture. (Section 2 (3.7)) outlines the inclusions	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	Develop a social story (Section 5 (5.1)) about visiting TSLCo and attending an event or the farm	People with autism, intellectual disabilities, or anxiety will get a simple description. It will explain the visitor experience. This will help them feel more comfortable to visit and enjoy.	Social story developed and posted on the accessibility page on the TSLCo website	Roxanne will create a social story using an example in the Assessment report. Further example to use are <a href="#">Going to a Wedding Sovereign Hill</a> and <a href="#">North Hayne Farm</a>	FY 24/25

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	<p>TSLCo to continue to gain user perspectives on the accessibility of all areas of TSLCo</p>	<p>People with lived experience of disability can have a disability themselves. Or, they can have a loved one with a disability. They can provide input into improving on access and inclusion.</p>	<p>User perspectives welcomed and gained</p>	<p>Roxanne will consider having a questionnaire or a suggestion box. And will use these to share their goal of making the TSLCo accessible and inclusive. They will also use them to invite input from attendees.</p>	<p>Ongoing</p>



Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	<p>TSLCo will review the current Emergency Procedures and Emergency Evacuation Plan. They will use AS 3745. They will consider people with a disability</p>	<p>People with disabilities need support in an emergency. To ensure safety, we will accommodate them.</p>	<p>People with disabilities' needs included in the Emergency Procedures and Emergency Evacuation Plan</p>	<p>Roxanne will consider reviewing the Emergency Procedures and Emergency Evacuation Plan. They will use the <a href="#">Australian Network on Disability</a> and <a href="#">Equal Access</a> resources</p>	<p>FY 24/25</p>

Goal	Action	Outcome	Performance Indicators	Who will action/how?	Deadline
	TSLCo will review the current Health and Safety Requirements and Policies. They will consider the needs of people with disability	We will accommodate people with disabilities to ensure health and safety.	People with disabilities' needs included in the Health and Safety Requirements and Policies.	Roxanne will review the Health and Safety Requirements and Policies. She will use <a href="#">Job Access</a> resources	FY 24/25

## Evidence

**Including Evidence to explain the relevance and impact of your DAIP objectives will reinforce the credibility of the plan and strengthen community and stakeholder engagement.**

You can include information that provides some broad context about disability in your region as well as a summary of your review process and findings.

The Salty Lime is located in Emu Park, Queensland in the Shire of Livingstone. In 2021, 2,235 people (or 5.7% of the population) in the Livingstone Shire Council area reported needing help in their day-to-day lives due to disability.<sup>1</sup>

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<sup>1</sup> [id Community profile](#)

19.1% of the Queensland population have a disability.<sup>2</sup> More than 1 in 6 Australians that's 4.4 million people have a disability, 18% of the total population<sup>3</sup>.

The Salty Lime Co created this Disability Action and Inclusion Plan to guide us to create a more accessible and inclusive environment and enable people with disabilities to participate fully and independently without obstacles.

We made this plan with the help of staff and people with lived experience of disability, and GetAboutAble, a leading access and inclusion tourism consulting consultancy.

Some actions in this plan need funding and taking these actions will be dependent on securing this funding.

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<sup>2</sup> [Queensland Government](#)

<sup>3</sup> [Australian Government](#)