

ATIC Accessibility

**To support the accessible community
in making informed travel decisions
for their individual needs**

This report prepared for:

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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

- Tour/Transport

Our business caters for the following disability types:

- Deaf or low hearing
- 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

We do not operate a premises or accommodation open to the public.

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

We request all guests to inform us of any disabilities that might impact how a tour would best suit them when booking a tour with us.

The procedure for assisting guests who need assisted rescue is:

The tour guide would following their emergency situation procedures, and would call for further assistance should it be required.

Guide Dog and Service Animals

The business provides the following services for services animals:

Our scheduled and group tours would not be suitable for someone with a service animal. We run many private tours each year that often cater for people living with a disability including service animals.

GENERAL

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

We do not operate a premises or accommodation open to the public.

Cognitive Impairment Support

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

The width of the smallest pathway is:

We do not operate a premises or accommodation open to the public.

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TOUR OPERATORS

Tour/Transport Services

The tour/transport services have the following facilities/amenities in place

- Buses/Coaches
- We do not have any vehicles that have wheelchair lifts or ramps. We run private tours that include wheelchair users but the wheelchairs are stored in the rear of the vehicle and the client needs to be able to get in and out of their wheelchair to sit in the vehicle. vehicles have wheelchair lifts or ramps
- We do not have any vehicles that have wheelchair lifts or ramps. vehicles have low floors with ramped entry

The maximum wheelchair capacity available in the fleet is:

We do not have any vehicles that have wheelchair lifts or ramps.

Route Planning

- Route Planning
- The tour route includes stops with accessible toilet facilities
- In addition, the following further information can assist guests:

Our scheduled tours would not be suitable for those living with a disability. We run many private tours each year for clients living with a disability, including hearing loss, wheelchair use and those on the autism spectrum. These tours are designed in consultation with them keeping their abilities and needs in mind. The answers in this section around tours and transport are with private tours in mind.

- Lunch stop venues are accessible
- Sightseeing and photo opportunity stops are step free
- Overnight Stops
- For overnight stays, wheelchair accessible rooms are available

The total number of wheelchair passengers that can be catered for at overnight stops are:

1

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

Guides

Guides have been trained in the following

- Use of clear/simple English
- Correct pronunciation for lip readers
- In addition, the following further information can assist guests:

Our accessible tours are private tours, organised in conjunction with the clients to make sure that the tour is one that would suit them. As we run tours around Australia and each one is different it wouldn't be feasible to list the hundreds of different attractions, accommodations, cafes and restaurants that we visit each year. But if disability access is required we ensure appropriate places were booked and visited.

FOOD AND DRINK

Dining Spaces

The dining spaces have the following facilities/amenities in place

- The smallest doorway is We do not operate a premises or accommodation open to the public. wide

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
- Organic
- Vegetarian
- Vegan
- Kosher
- Halal
- In addition, the following further information can assist guests:

We do not prepare food on tours, we always eat at an established food business.

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

We do not operate our own food business, but we have dietary requirements on virtually every tour that we run, this is conveyed to each business that we will be eating at prior to us arriving. It is worth noting that severe dietary requirements can mean that certain, very remote areas of Australia can't be included in a tour due to potential lack of appropriate food availability.

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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