

## Accessibility Information

Visiting a heritage property can be more of a challenge for people with access needs. The National Trust of Australia (Victoria) is committed to helping people of all abilities enjoy our wonderful places around the state.

### Who do I speak to for more information?

Phone: (03) 9656 9800

Email: [bookings@nattrust.com.au](mailto:bookings@nattrust.com.au)

### Property: Rippon Lea Estate & Gardens

Last updated: 1 July 2024

<b>General Access</b>	
Offer multiple options for booking - web, email, phone	Yes
Offer a range of contact methods for receiving complaints	Yes
Accept the Companion Card	Yes
Employ people with disability (including volunteers)	Yes
Train your staff and volunteers in disability awareness	Yes
Have accessibility information and photos, including of a bathroom, room and/or floor plan on your website (can be emailed on request)	Request via Email
Ask all visitors if there are any specific needs to be met	Yes
Website meets WCAG 2.0 accessibility standards	Yes
Advise tour guides of the access needs of guests at the time of booking (includes pick up and drop off requirements)	Yes
<b>Additional Comments</b>	
<p>A designated drop-off point near the accessible entry point to the mansion is available. A car park for those in need is also available on the estate's grounds with space for approximately 50 cars.</p> <p>The site can cater specifically for people with limited mobility who visit Rippon Lea Estate and Gardens on Bus Tours and Guided Tours.</p>	

<b>Communication</b>	
Train your staff in communicating with people with learning or behavioural challenges	Yes
Use Plain English / easy read signage and information (includes menus and emergency information)	Yes
A quiet space is available at the venue/ facility	Yes
<b>Additional Comments</b>	
Use of large print photographs of the interpretation and in person guides and help are readily available.	

<b>Vision</b>	
Provide information in large print	Yes
Provide information in audio format (includes an audio described map of your venue, audio descriptions of performances and/ or displays)	Yes
Provide digital communication materials (hard copy information is also available online)	Yes
Use easy read fonts in signage and communication materials (Helvetica and Arial)	Yes
Train your staff in customer service for people with vision loss (training would incorporate way finding and communicating with people with vision loss)	Yes
Have an appropriate area for toileting an assistance dog	Yes
Have handrails on all your stairways	Yes
<b>Additional Comments</b>	
Large printed photographs for interpretation. Use of slideshow on a handheld tablet to show the upper level of the mansion and other inaccessible areas to people with limited mobility.	

<b>Hearing</b>	
Caption all entertainment (TVs, live shows, performances)	Yes
Have TVs with captioning option	Yes
Have volume controlled phones	Yes
Have handrails on all your stairways	Yes
Have a low noise reception areas with hearing loss friendly acoustics and adequate lighting for viewing facial expressions (includes common areas which are free of background noise, background music)	Yes

**Additional Comments**

QR code available for written transcript of the tour. Information material is also available on the Rippon Lea website

**Mobility**

Use floors/coverings which are slip resistant, firm and smooth	Yes
Use non-slip tiles in the bathroom or slip resistant matting	Yes
Have grab rails in the bathroom	Yes
Provide seating in common areas including reception area	Yes

**Additional Comments**

A designated drop-off point near the accessible entry point to the mansion is available. A car park for those in need is also available on the estate's grounds with space for approximately 50 cars.

We cater specifically for people with limited mobility who visit Rippon Lea Estate and Gardens on Bus Tours and guided tours.

Use of slideshow on a handheld tablet to show the upper level of the mansion and other inaccessible areas to people with limited mobility.

**Wheelchair**

Have step free outdoor pathways (includes picnic areas, barbecues and shelters)	Yes
Have a step free main entrance to the building and/or reception area (includes ramps or slopes with a maximum gradient of 1:14, otherwise are too steep for wheelchairs)	Yes
Have step free access to the conference or function room	Yes
Have doorways which are easy to open and have lever handles (doorways 850mm or wider when open and not heavy)	Yes
Have an accessible public toilet which is unlocked	Yes
Have wheelchair accessible picnic tables (picnic tables require 720mm knee clearance and 800mm maximum height)	Yes
Have wheelchair access to amusements and activities including boats and bush trails (includes tour rides, skyways, trolley cars, flying fox, amusement rides and boating)	Yes
Have a wheelchair/scooter charging station (power point) in an accessible location	Yes
Provide portable ramps	Yes
Have at least one wheelchair accessible parking space with wheelchair accessible signage clearly displayed (International standards are 3200mm wide x 2500 mm high)	Yes

Provide valet parking	Yes
Have wheelchair accessible transport options available in the general vicinity (provide information on name of the operator, phone and website link to individual providers for private vehicles, community transport train, mini vans, hire cars, buses, taxis, ferry, tram, light rail etc in below)	Yes – See below
Provide seating in common areas including reception area	Yes
<p><b>Additional Comments</b></p> <p>Extra wheelchair able to be provided at the gatehouse.</p> <p>A designated drop-off point near the accessible entry point to the mansion is available. A car park for those in need is also available on the estate's grounds with space for approximately 50 cars.</p> <p>We cater specifically for people with limited mobility who visit Rippon Lea Estate and Gardens on Bus Tours and Guided Tours.</p> <p>Use of slideshow on a handheld tablet to show the upper level of the mansion and other inaccessible areas to people with limited mobility.</p> <p><b>Public Transport:</b> Operator: PTV (light rail, tram &amp; bus) Phone: 1800 800 007 Website: <a href="https://www.ptv.vic.gov.au">https://www.ptv.vic.gov.au</a></p> <p>Local council busses with wheelchair access</p> <p><b>City of Glen Eira:</b> Phone: 03 9524 3333 Website: <a href="https://www.gleneira.vic.gov/our-city/getting-around/community-buses">https://www.gleneira.vic.gov/our-city/getting-around/community-buses</a></p> <p><b>City of Port Phillip:</b> Phone: 03 9209 6777 Website: <a href="https://www.portphillip.vic.gov.au/council-services/traffic-roads-and-transport/community-bus">https://www.portphillip.vic.gov.au/council-services/traffic-roads-and-transport/community-bus</a></p>	

<b>High support needs</b>	
Have options available for easier communication for people with dual sensory loss (Includes adapted telephones, adapted mobile telephones and Telephone Typewriters (TTY's). For some people the fax machine is useful for sending messages in large print)	Yes
<p><b>Additional Comments</b></p> <p>Rippon Lea Estate need a certain level of independence/level of mobility to be visited. The size of the Estate and Mansion limits the level of care for people with high support needs. Facilitation is given wherever possible, especially with additional outside support.</p>	

<b>Allergies and Intolerances</b>	
Modify your cooking and cleaning practices to cater for people with food allergies or chemical intolerances (could include menus with meals free from: nuts, dairy, seafood, eggs, gluten etc)	Yes
Train your staff to respond to allergic reactions	Yes
Adhere to The Food Authority requirements for allergy management in food preparation	Yes
Have equipment to respond to anaphylactic shock such as epi-pens and defibrillator	Yes – defibrillator only
Provide toiletries which are chemical and fragrance free (if requested)	Yes
<b>Additional Comments</b>	
Food and Beverages mainly managed by Showtime Entertainment, who adhere strongly to food and safety regulations and cater towards people with dietary restrictions, allergies and co.	