

Accessibility Guide

Leumeah Lodge



We believe in the power of
inspired young people

This report is prepared for:

Business Name: Leumeah Lodge

Address: 48 O'Hanlon Place Nicholls, ACT 2913

Contact for enquiries: Kimberley Parker

Contact Number: 02 6152 8388

Contact Email: Kimberley.parker@ymca.org.au

Website: [Leumeah Lodge - The Y Canberra Region](#)

The following pages provide an overview of the properties facilities that support the traveller in making an informed decision on whether our property will meet, and is suitable for their individual needs.

BUSINESS OVERVIEW

The business offers the following products and services

- Accommodation
- Food and Beverage

The business caters for the following disability types:

- Wheelchairs, mobility scooters or walking frames/sticks
- Limited mobility
- Psychosocial and neurological disability
- Vision impairment
- Neurodivergence
- Food allergies and intolerances

BOOKINGS

The business offers the following booking methods:

- Phone
- In-person/walk-in
- Email
- Website – direct booking channel
- Third party booking channels
- Travel Agents

The business offers the following methods of booking enquiry:

- Phone
- In-person/walk-in
- Email
- Website via online enquiry form

EMERGENCY MANAGEMENT

- The business has an emergency evacuation procedure in place for guests with a disability and all guest rooms and facilities are on ground level
- Emergency and evacuation procedures are explained to guests upon arrival
- An emergency after hours contact number is provided to all guests

COMMUNICATIONS

- An accessibility guide is available on our website

GUIDE DOG AND SERVICE ANIMALS

- Service animals are permitted in all areas of the property under supervision.

GENERAL

RECEPTION

The business has the following in place support guests during pre-arrival and arrival:

- There is a reception/public entryway
- Seating available at reception
- Lighting in reception is even and glare free
- Reception is ground level and is fully wheelchair accessible
- Reception can be entered via automatic doors
- Reception counter has a portion that is at the correct height for wheelchair accessible check-in
- Maps and check-in information can be printed or emailed to guests
- Swipe key access for all guests is wheelchair accessible in height

Our check-in process is quick and efficient, and multiple staff will be on for peak busy times to ensure guests are not kept waiting.

CAR PARKING

The business offers the following car parking options to support guests:

- Designated disabled parking bays
- A drop off zone at the front of reception with a ramped kerb
- Taxi Butler service
- Maps available for bus stops in the Gold Creek Village

ENTRY

- A drop off point at the front of reception
- The entry is slip resistance and even
- Automatic doors available for entry if required
- Clear entry signage

PUBLIC AREAS

- Dining hall and one of our common room's wheelchair accessible
- Seating available
- Even and glare free lighting
- Dining hall has a disability access bathroom facility that is clearly signed and visible
- Clear and unobstructed routes to dining hall from reception or common room and guest rooms

EXTERNAL AREAS

- Surfaces are level and smooth in front of reception, dining hall and common rooms.
- Access paths are wider than 900mm
- Where stairs are present there are a maximum of three and have Tactile Ground Surface Indicators (TGSIs) to ensure the surface is non slip
- All guest rooms are accessible via raised kerbs
- All stairs have handrails

PUBLIC TOILETS

- There is an accessible toilet for public use
- The entry door is wide enough to accommodate a wheelchair (<850mm)
- Handrails are fitted
- The toilet seat is of a contrasting colour to the floor

GUEST ROOMS

BEDROOMS

We have three disability and wheelchair access rooms available.

Rooms are equipped with:

- Lower hanging rails in wardrobe
- Lower desk height for wheelchair access
- Clear ground floor access to room
- There are luggage racks available
- The bedside lamp switch can be reached from the bed
- Light switch is at a wheelchair accessible height
- There is a chair in the room
- Entry way is level and wheelchair accessible
- Fridge is at wheelchair height



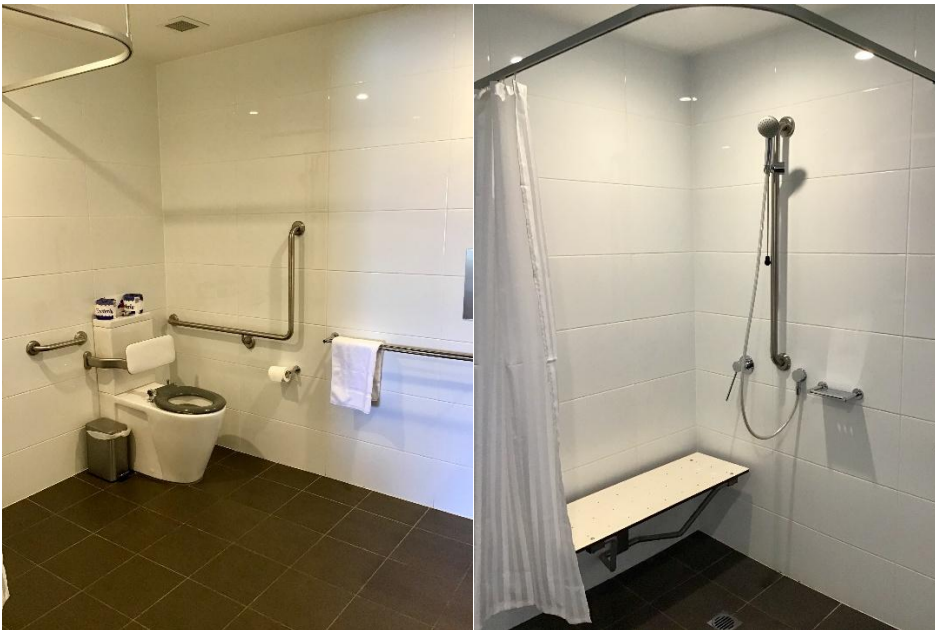
TELEPHONE

Please note we do not have telephones in any of our guest rooms.

BATHROOMS

All rooms with accessible bathrooms have:

- The entry door is wide enough to accommodate a wheelchair (>850mm)
- Handrails are fitted
- Fixtures and fittings have rounded edges
- All shower and basin taps are clearly identified between hot and cold
- There is a roll-in shower with a fold down fixed seat
- The flooring in the bathroom is non-slip
- There is a detachable shower head with a flexible hose



Accessibility Guide

Leumeah Lodge



We believe in the power of
inspired young people

COMMON AREAS

- One of our two common spaces has level access
- The common room is carpeted and spacious
- There are wheelchair accessible activities
- Closed captioning is available on the TV
- Seating is provided



FOOD AND DRINK

DINING SPACES

- The dining hall is accessible via automatic doors
- The entry is ground level on a level surface
- The access is level throughout the dining hall
- Tables are at appropriate height for standard wheelchairs to fit under comfortably
- Chairs and tables are moveable to allow for wider access as required
- The lighting is even and free of glare
- The flooring is non-slip
- The buffet area is wide and direction signage is clear and visible
- There is an accessible toilet available

DIETARY REQUIREMENTS

Leumeah Lodge is a nut aware property. We do not serve or prepare any food or meals that contain nuts.

Our business caters to the following dietary requirements:

- Anaphylaxis
- Gluten Free or Celiac
- Lactose Free (Dairy Free)
- All allergies or intolerances
- Vegetarian
- Vegan
- Halal
- Additive/preservative free
- Salicylate allergy
- Jainism
- Complex dietary requirements

In addition, we also provide support for the following:

- Diabetes
- Sensory or food avoidant requirements (ARFID)
- All religious food requirements with the exception of Kosher. We are not Kosher certified

Accessibility Guide

Leumeah Lodge



We believe in the power of
inspired young people

We follow the below hygiene and food safety:

1. Proper hygiene and handwashing observed at all times
2. Hand sanitizer stations available at the entrance to the dining hall
3. Separation of raw and cooked foods, colour coded chopping boards and clear labelling of all food items
4. Proper storage of foods. All foods cooled safely after cooking using the blast chiller. All perishable items stored in fridges of four degrees or lower. All frozen items stored in labelled air tight packaging in freezers eighteen degrees or lower. All dry goods sealed and stored in a dry temperature-controlled space.
5. Stock rotated using FIFO (first in, first out)
6. Dish washer at eighty degrees for sanitation
7. Food thermometers used
8. Allergen training completed by all food and beverage staff
9. Clear allergen, procedures, hygiene and safety signage present in kitchen
10. All special dietary food marked and labelled to ensure no cross-contamination