



ACCESSING TOWNSVILLE GUIDE

A PUBLIC ACCESS GUIDE
TO THE CITY OF TOWNSVILLE

LAST UPDATED
DEC 2015

MAYORAL FOREWORD

Townsville is a beautiful holiday destination as well as a great place to live and Townsville City Council is committed to making this city accessible to everyone. This sixth edition of the Accessing Townsville Guide has been developed to assist people to access the various shops, restaurants, attractions, accommodation and services that Townsville has to offer. It is a valuable tool for everyone with limited mobility, including people with a disability, seniors and parents with strollers.

I would like to thank the businesses and services that have agreed to have their premises audited and included in this guide. Their commitment to making our city inclusive to all people is to be applauded. This directory is just one example of Townsville's continuing commitment to building a strong and inclusive community. For more information on the businesses and services included in the guide, please contact the services directly.

Cr Jenny Hill

Mayor, City of Townsville

ACKNOWLEDGEMENTS

The Accessing Townsville Guide is an ongoing project and has been created collaboratively by a number of dedicated people.

Special thanks are extended to:

- » Robyn Walker, Occupational Therapist - for her ongoing support in completing audits and providing professional assistance and advice.
- » Community Development, Townsville City Council - for managing and resourcing the project.
- » The businesses/services who have participated in the Accessing Townsville initiative.

DISCLAIMER

Every effort has been made to ensure accurate and up-to-date information has been provided at the time of audit. It should be recognised that businesses and services may change, relocate or close without notice. Townsville City Council accepts no liability for any errors, omissions or other mistakes contained in this guide.

ADDITIONAL INFORMATION

Glossary

REFERENCE	MEANING
>	Greater than
<	Less than
Gradient	A value given to the steepness of a ramp. Calculated by dividing the height of the ramp by the length.
1:8	The standard gradient for a kerb ramp. It can be up to 1.52m long without a level landing.
1:14	The standard gradient for a ramp. It can be up to 9m long without a level landing.
1:20	The standard gradient for a walkway. It can be up to 14m long without a level landing.
mm	Millimetres
m	Metres
N	Measure of force.

AUSTRALIAN STANDARDS INFORMATION

Where measurements are indicated, the increase or decrease in length when compared to the Australian Standard may adversely affect an individual's ability to access the facility and assistance may be required.

N.B » Most buildings/spaces in this guide were assessed using the pre- 2009 Australian Standards. New additions added to the guide for 2016 have been assessed using AS 1428.1-2009 (incorporating Amendment No. 1).

Standards reference list:

AS 1428.1-2009 (incorporating Amendment No. 1)

Design for access and mobility – General requirements for access - New building work.

AS 1428.1-1992

Design for access and mobility – General requirements for access - New building work.

AS 1428.2-1992

Design for access and mobility – Enhanced and additional requirements - Buildings and facilities.

AS 1428.3-1992

Design for access and mobility – Requirements for children and adolescents with physical disabilities.

AS 1735.12-1999 (incorporating Amendment No. 1)

Lifts, escalators and moving walks – Facilities for persons with disabilities.

AS/NZS 2890.6:2009

Parking facilities – Off-street parking for people with disabilities.

Australian Standards can be purchased from SAI Global (www.infostore.saiglobal.com) or they can be viewed at any branch of Townsville CityLibraries (www.townsville.qld.gov.au).

STANDARDS INFORMATION	MEASUREMENTS
Door clearance width	850mm
Force required to open door	20N
Environmental controls height (light switches, etc)	900mm-1100mm
Toilet pan height	460-480mm
Distance from toilet: » front of toilet to rear wall » centre of toilet to closest wall » side of toilet to far wall	800mm 450-460mm 1400mm min
Grab rails height	800mm-810mm
Basin clearance height	720mm min (from floor)

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»» ACCOMMODATION

BILLABONG LODGE MOTEL

Address » 96 Bowen Road, Rosslea

Phone » 07 4775 2055

Fax » 07 4779 1140

Email » admin@billabonglodge.com.au

Web » www.billabonglodge.com.au

Parking

- » There are no markings for designated accessible parking spaces; however a space is reserved for the designated accessible room.

Entrance

- » There is a step up to access the reception desk.

Guest Rooms

- » There is one designated accessible room with a gentle slope in the footpath which leads to the room.
- » The doorway has a clear, slightly narrow opening (770mm).
- » There is an ensuite toilet/bathroom with a clear, slightly narrow opening (770mm).
- » The toilet is positioned low (400mm).
- » There is adequate space for a side transfer onto the toilet.
- » The circulation space is limited within the ensuite.
- » The shower has wheel in access with grab rails positioned very high (900mm).
- » There is limited leg clearance at the hand basin which has a height of 630mm.

BUSHLAND BEACH TAVERN

Address » 70 Livistonia Drive, Bushland Beach

Phone » 07 4757 6700

Web » www.bushlandbeachtavern.com.au

Parking

- » There is one designated accessible parking space that is slightly narrow (3234mm) and increases in gradient (1:10) towards the front of the park. A valid permit must be displayed.

- » The car park is next to a garden bed (on the left) which may cause some obstruction for some users.

Guest Rooms

- » There is one designated accessible room located 10m from the car park and 250m from the restaurant/bar with a very narrow (603mm) path of travel.
- » The door has a wide clearance (873mm) with a small lip across the threshold and requires very light force to open.
- » There is adequate circulation space within the bedroom.
- » There is a double and a single bed within the room.
- » There is one ensuite toilet/bathroom within the room with a wide door clearance (876mm).
- » Light force is required to open the ensuite door which is knob style.
- » There is adequate circulation space within the ensuite.
- » The shower dimensions are 1011mm x 1196mm, with a shower curtain separating it from the rest of the ensuite.
- » The shower seat is positioned slightly high (500mm).
- » The grab rail on the side of the toilet is positioned slightly low (793mm).
- » The basin is positioned high (669mm).

CITY OASIS INN

Address » 143 Wills Street, Townsville

Phone » 07 4771 6048

Fax » 07 4721 5076

Email » reservations@cityoasis.com.au

Web » www.cityoasis.com.au

Parking

- » There is one designated accessible parking space close to a designated accessible room at the hotel. A valid permit must be displayed.
- » There is a very gentle slope (1:50) leading from accessible parking space to guest room.
- » There is a 45mm lip in the path of travel.

Entrance

- » There are steps to reach the reception desk; however staff have a clear view of the doorway and will provide assistance if necessary.
- » Access to the reception area is through double swinging doors which require a medium force to open (30N).

Guest Room

- » There is one designated accessible room with space to manoeuvre a wheelchair around the queen size bed.
- » The doorway has a clear narrow opening (770mm)
- » There is one ensuite toilet/bathroom within the room with a narrow door clearance (770mm).
- » There is adequate space for a left side transfer onto the toilet
- » The shower is easily accessed.
- » The basin is positioned high (810mm), however, the built-in vanity limits leg clearance at the basin and can only be accessed from a side on approach.

CLUDEN PARK MOTOR INN

Address » 147-149 Stuart Drive, Wulguru

Phone » 07 4778 4555

Fax » 07 4778 2154

Email » cludenparkmotorinn@bigpond.com

Parking

- » There is one designated accessible parking space immediately in front of the accessible room.
- » There is a set down area with a kerb ramp (gradient of > 1:8) and a continuous path of travel to the entrance.

Entrance

- » The motel reception desk is accessed by a walkway with steps of 170mm and 100mm.
- » The front doorway has a clear opening and is normally kept closed.

Guest Rooms

- » The designated accessible room has a narrow and clear door opening (770mm)

- » There is a steep (1:3) ramp 300mm long at the landing.
- » There is adequate space to manoeuvre a wheelchair.
- » There is one ensuite toilet/bathroom within the room with a narrow and clear door opening (775mm).
- » The toilet is positioned very low (390mm).
- » There is adequate space for a right side transfer onto the toilet.
- » The shower has wheel in access. An outdoor plastic chair can be provided for showering if required.
- » The grab rails are positioned slightly high (830mm).

COOLABAH MOTEL

Address » 75 Bowen Road, Rosslea

Phone » 07 4779 2084

Email » rest@coolabahtownsville.com

Web » www.coolabahtownsville.com

Parking

- » There are no designated accessible parking spaces available at the motel; however off street parking is available along Bowen Road.

Entrance

- » The building is surrounded by a 140mm step.
- » Access to reception is through a sliding glass doors with a slight lip (20mm).

Guest Rooms

- » There is one designated accessible room.
- » The doorway has a clear narrow opening (770mm).
- » There is space to access the queen size bed.
- » The light switch within the room is positioned high (1300mm).
- » There is one ensuite toilet/bathroom within the room with a sliding door which has a clear narrow door opening (770mm). The opening can increase to 800mm if the door is removed.
- » The toilet is positioned very low (400mm).
- » There is adequate space for a right side transfer onto the toilet.
- » Light switches are positioned high (1300mm).

IBIS HOTEL

Address » 12-14 Palmer Street, South Townsville

Phone » 07 4753 20001

Fax » 07 4753 2006

Email » h5935@accor.com

Web » www.ibis.com/5935

Parking

- » There are two designated accessible parking spaces located within 20m of the side entrance. A valid permit must be displayed.
- » The path of travel is through a traffic course way over bitumen and tiles. Portable racks stored along the side wall may be an obstacle.

Entrance

- » Access to reception is through double, automatic opening glass doors.

Interior

- » The building is multi-storey with an accessible lift to all floors.
- » The reception counter is positioned high (1150mm); however there is free access on both sides of the counter and staff are happy to come out from behind the counter to provide support.
- » The floor surface is low pile carpet.
- » There are two fully accessible lifts with clear openings and a door that closes slow and steady. A grab rail is positioned on one wall.

Guest Rooms

- » There are five designated accessible rooms. Three located on the ground level and two located on the first level.
- » Room 004 is accessed via a passageway that is very wide and approximately 35m from reception.
- » A glass door requiring light force to open (25N) is situated in the passageway and closes quickly.
- » Room 004 has a wide doorway with a level threshold.
- » A medium force (35N) is required to open the door, which pauses twice as it closes.
- » There is space to manoeuvre, 870mm at the narrowest point, between the foot of the bed and the wall.

- » A mini fridge is positioned very low to the ground.
- » There is one ensuite toilet/bathroom within the room with a wide and clear opening.
- » The ensuite door requires light (10N) force to open, and has a very slow closing mechanism.
- » The toilet is positioned slightly high (485mm).
- » Side and rear grab rails are positioned slightly low (790mm).
- » There is adequate space for a front and side transfer onto the toilet.
- » A wheel in shower has grab rails which are slightly low (790mm).
- » There is a wall mounted shower seat positioned slightly high (485mm).
- » The basin has a low clearance (605mm), pipe work may be an obstacle.

JUPITERS HOTEL AND CASINO

Address » Sir Leslie Thiess Drive, Townsville

Phone » 07 4722 2333

Fax » 07 4772 4741

Email » TSVL.info@echoent.com.au

Web » www.jupiterstownville.com.au

Parking

- » Valet parking is available. Fees may apply.

Entrance

- » The path of travel to the entrance is bitumen, concrete and pebblecrete.
- » Access to the main entrance of the hotel is via stairs or a ramp with hand rails.
- » Access to the hotel is through double, automatic opening glass doors.

Interior

- » The floor surface is low pile carpet and timber.
- » The building is multi-story and lifts provide access to all levels of the hotel
- » Any change in level is serviced by non-slip stairs with hand rails, ramps and elevators.

- » There are two unisex accessible toilets located in the public area. One toilet is located outside the ballrooms and another accessible toilet is located outside Aqua Restaurant. Each toilet is equipped with a duress alarm.
- » Ramps provide access to change in levels within each of the restaurants.

Guest Rooms

- » There are two designated accessible rooms (1016 and 1116) with a wide door clearance and space to manoeuvre a wheelchair.
- » There is a mini fridge located in the room which is positioned low to the ground.
- » There is one accessible ensuite toilet/bathroom within the room
- » The shower has wheel in access and is equipped with grab rails and wall mounted fold down shower seat.
- » The basin has adequate clearance.
- » There is adequate space for a front and left side transfer onto the toilet.

MERCURE TOWNSVILLE

Address » Woolcock Street, Hyde Park

Phone » 07 4759 4900

Fax » 07 4725 1384

Email » res@mecuretownsville.com.au

Web » www.mercure.com.au

Parking

- » There are two designated accessible parking spaces. A valid permit must be displayed.
- » There is a designated set down area with a kerb ramp and a continuous accessible path of travel to the entrance.

Entrance

- » The motel is accessed by a walkway with a kerb ramp (gradient < 1:8) to the reception area.
- » The paths of travel around the complex are fully accessible.
- » The reception building is single story.

Guest Rooms

- » The designated accessible room has a narrow and clear door opening (770mm) with a level threshold.
- » There is adequate space to access the queen size bed.
- » There is one ensuite toilet/bathroom within the room with a wide, clear doorway.
- » The toilet is positioned low with grab rails.
- » There is adequate space for a right side transfer onto the toilet.
- » The shower has a hand-held shower rose and wall mounted shower seat.
- » The shower tap mixer is positioned low.

OCEAN BREEZE BY THE STRAND HOLIDAY APARTMENTS

Address » 81 Mitchell Street, North Ward

Phone » 07 4729 8100

Fax » 07 4729 8189

Email » enquiries@oceanbreezebythestrands.com.au

Web » www.oceanbreezebythestrands.com.au

Parking

- » There is designated accessible parking spaces in the basement car park. A valid permit must be displayed.

Entrance

- » The front door has a wide opening and a level landing.
- » Doors are normally kept closed.

Interior

- » The building is multi-story and the holiday apartments are accessible via stairs or a lift.
- » The lift door has braille and a visual display.
- » At reception level, there is a designated accessible toilet with a wide and clear doorway.
- » The door to the toilet requires strong force to open.
- » There is adequate space for a left hand transfer onto the toilet.
- » The toilet roll holder requires a long reach (470mm).

Guest Rooms

- » There is one designated accessible room.
- » The kitchen sink can only be accessed by a side approach.
- » There is adequate space for manoeuvring a wheelchair.
- » There is a slight lip leading to the outdoor balcony (10mm).
- » There is one ensuite toilet/bathroom with a wide and clear doorway.
- » There is adequate space for a front and right side transfer onto the toilet.
- » The shower is fully accessible.
- » The built-in vanity may limit leg clearance at the basin
- » Dryer located in laundry within room is positioned high and access may be limited.

PALUMA RAINFOREST INN MOTEL

Address » 1 Mt Spec Road, Paluma

Phone » 07 4770 8688

Email » reception@rainforestinnpaluma.com

Web » www.rainforestinnpaluma.com

Parking

- » There is one designated accessible parking space located 34m from the unit. A valid permit must be displayed.
- » The designated parking space is narrow but has a walkway next to it that can be used for extra moving space.

Entrance

- » The concrete ramp that accesses the reception has a gradient of 1:19 and has no rails. One side has a drop off into a garden bed.
- » The door to the reception area requires medium force (40N) to open and is self-closing.

Interior

- » The floor surface inside the reception area is low pile carpet.
- » The reception desk is positioned slightly high (895mm); however there is a wide opening next to it.

Guest Rooms

- » There is one designated accessible motel room on the ground level.

- » The ramp to the entrance of the designated room has a gradient of 1:10.
- » There are mats inside and outside the front door which can be removed.
- » Doors to the room are double sliding doors, with a wide clearance.
- » Doors require light force to open.
- » There is one queen bed and two single beds within the room.
- » There is adequate circulation space in the room.
- » There is one ensuite toilet/bathroom in the room with a wide door clearance (847mm).
- » There is adequate circulation space within the bathroom.
- » There is adequate space for a right side transfer onto the toilet.
- » The shower dimensions are 1134mm x 975mm, with aluminium stripping marking this area.
- » There is a wall mounted shower seat within the shower.

QCWA DENHAM STREET UNITS

Address » 134 Denham Street, Townsville

Phone » 07 4724 4200

Email » qcwadsutvl@bigpond.com

Web » www.qcwa.org.au/denham.htm

Parking

- » There are no designated accessible parking spaces, but adequate parking is available adjacent to units. A valid permit must be displayed.
- » There is a continuous accessible path of travel to the entrance.

Entrance

- » There is a paved footpath approaching the QWCA walkway. Gradient is steep at 1:8.
- » The walkway along the Walker Street frontage is wide and graduates between 1:20 and 1:48.
- » The front, single swing doorway has a clear and narrow opening (780mm) with a 20mm lip.
- » The front doors require strong force (60N) to open and are normally kept closed.

Interior

- » QCWA is a two-storey building.
- » Doors in the area for public use are slightly narrow (780mm) and have knob handles.
- » The floor surface is low pile carpet.
- » A lift is used to access the upper levels of the building.
- » Tactile indicators can be found above controls within the lift.
- » A carpeted staircase with a central handrail (height 890mm) can also be used to access the second floor.

Guest Rooms

- » There is one designated accessible room, which has a single swing door with a clear narrow opening (770mm).
- » The door requires medium force (30N) to open.
- » There is adequate space for manoeuvring a wheelchair.
- » The kitchenette bench is positioned slightly high (890mm).
- » There is one ensuite toilet/bathroom with a sliding door which has a clear, slightly narrow opening (830mm).
- » There is adequate space for a left side transfer onto the toilet.
- » The shower has wheel in access with grab rails positioned slightly high (820mm).

QCWA KISSING POINT HOLIDAY APARTMENTS

Address » 116 The Strand, North Ward

Phone » 07 4771 4718

Web » www.qcwa.org.au/kissing

Parking

- » There are no designated accessible parking spaces but adequate parking is available on site.
- » There is a kerb ramp and a continuous accessible path of travel to the entrance from the adjacent parking.

Entrance

- » The reception desk is accessed by a walkway with a two ramps (gradient of 1:8).

- » The front reception doorway has a clear opening and doors are normally kept open.

Guest Rooms

- » There are two designated accessible rooms. Both rooms have a ramp from the car park to the room with a gradient of 1:14.
- » The front door has a clear, narrow opening.
- » There is sufficient space to manoeuvre a wheelchair.
- » There is one ensuite toilet/bathroom with a narrow and clear opening (780mm).
- » Grab rails are positioned slightly low (730mm)
- » The toilet is positioned low (400mm).
- » There is adequate space for a front and right side transfer onto the toilet.
- » The shower has wheel-in access and a fold down seat.

QUEST TOWNSVILLE APARTMENT HOTEL

Address » 30 - 34 Palmer Street, South Townsville

Phone » 07 4772 6477

Fax » 07 4772 6766

Email » questtownsville@questapartments.com.au

Web » www.questtownsville.com.au

Parking

- » There are two designated accessible parking spaces in the secure off street car park. A valid permit must be displayed.

Entrance

- » Access to the reception area is through an automatic opening glass door.
- » Access to the swimming pool is through a manually opened gate.

Interior

- » A lift provides access to the upper levels of the hotel.

Guest Rooms

- » There are four designated accessible rooms.
- » The kitchen benches can only be accessed by a side approach.

- » Threshold at door leading to the balcony is high (40mm).
- » There is one ensuite toilet/bathroom with adequate manoeuvring space.
- » There is adequate space for a left side transfer onto the toilet.
- » There is limited clearance under the basin which can only be accessed by a side on approach.

RAINTREE MOTEL

Address » 12 Bowen Road, Rosslea

Phone » 07 4775 3066

Email » enquiries@raintreemotel.com.au

Web » www.raintreemotel.com.au

Parking

- » There are no designated accessible parking spaces.
- » Level parking is located directly outside rooms suitable for a rear set down.

Entrance

- » The motel is accessed by a moderately steep ramp (gradient 1:12), with a 60mm lip at the front of the ramp.
- » Front and rear doorways have clear, slightly narrow openings (770mm) and have level landings. All doors are normally open during business hours.

Interior

- » Doors in area for public use have clear and slightly narrow openings (770mm).
- » The floor surface is vinyl.

Guest Rooms

- » There is one designated accessible room with a door clearance that is slightly narrow (790mm).
- » The floor surface is level.
- » There is ample space to manoeuvre a wheelchair.
- » There is one ensuite toilet/bathroom with a clear and slightly narrow opening (770mm).

- » The toilet is positioned low (400mm).
- » There is adequate space for a side transfer onto the toilet.
- » The shower has wheel in access, and an outdoor chair can be provided for showering.

ROWES BAY CARAVAN PARK

Address » Heatleys Parade, Rowes Bay

Phone » 07 4771 3576

Fax » 07 4724 2017

Email » info@rowesbaycp.com.au

Web » www.rowesbaycp.com.au

Parking

- » There are no designated accessible parking spaces; however parking is available on site.

Entrance

- » The reception desk is accessed by a walkway.
- » The front doorway has a clear slightly narrow opening (780mm).
- » Doors are normally kept open.

Toilet/Bathroom

- » A ramp with a gradient of 1:8 is located at the door of the bathroom facilities. There is a 60mm lip at the base of the ramp.
- » The toilet is positioned slightly low (430mm).
- » The door has a clear slightly narrow opening (770mm).
- » There is adequate space for a front and side transfer onto the toilet.
- » The shower has wheel in access and an outdoor chair can be provided for showering if required.

SEAGULLS RESORT

Address » 74 The Esplanade, Belgian Gardens

Phone » 07 4721 3111

Fax » 07 4721 3133

Email » resort@seagulls.com.au

Web » www.seagulls.com.au

Parking

- » There are no designated accessible parking spaces; however there is adequate space for parking on site.

Interior

- » Path of travel to the pool, restaurant and conference areas is considered accessible.
- » A ramp provides access to the restaurant and bar.

Guest Rooms

- » There are two designated accessible rooms with doorways that have narrow and clear openings (770mm).
- » There is adequate space to access the queen size and single beds.
- » The kitchen sink and bench can only be accessed by a side approach.
- » There is one ensuite toilet/bathroom with a clear and slightly narrow opening (770mm).
- » The toilet is positioned low (400mm).
- » There is adequate space for a front transfer onto the toilet.
- » There are glass doors to the shower cubicle with a narrow and clear opening (770mm).
- » An outdoor chair can be provided for showering if required.
- » The basin is part of the vanity unit and has no leg clearance.
- » The light switch is positioned high (1310mm).

BIG4 WALKABOUT PALMS TOWNSVILLE

Address » 6 University Drive, Wulguru

Phone » 1800 633 562

Email » admin@walkaboutpalms.com.au

Web » www.walkaboutpalms.com.au

Parking

- » There are no designated accessible parking spaces.
- » There is a set down area with a kerb ramp and a continuous accessible path of travel to the entrance.

Guest Rooms

- » There are two designated accessible cabins which are accessed by a ramp with a gradient of 1:14.
- » The front door has a narrow and clear opening (720mm) and has a lip of 40mm. Doors are normally kept closed.
- » The floor surface is level with adequate space to manoeuvre.
- » Dining room has level access with freestanding furniture and tables at a clearance height of 700mm.

Toilet/Bathroom

- » There is one designated accessible toilet/bathroom.
- » The toilet is positioned slightly low (420mm).
- » There is adequate space for a side transfer onto the toilet.
- » The shower has wheel in access with a wall mounted shower seat.

»» ATTRACTIONS / ENTERTAINMENT

BILLABONG SANCTUARY

Address » Bruce Highway, Nome

Phone » 07 4778 8344

Email » rangers@billabongsanctuary.com.au

Web » www.billabongsanctuary.com.au

Parking

- » There are no designated accessible parking spaces, however there is sufficient parking space available at the front of the facility.

Entrance

- » Billabong Sanctuary is accessed by a long steep ramp.
- » The front doorway has a clear opening and a level landing.
- » Double doors are open between 9:00 am – 4:00 pm.

Interior

- » The path surface is compacted decomposed granite (deco) as the sanctuary is set within a natural bush setting. It is often uneven and can sometimes contain cracks and protruding roots.
- » Any change in level is serviced by a ramp.

Toilet

- » There are designated accessible female and male toilets containing grab rails.
- » There is adequate space for a right side transfer onto the toilet.

C2 (AT TOWNSVILLE CIVIC THEATRE)

Address » 41 Boundary Street, South Townsville

Phone » 1300 878 001

Email » tctoperations@townsville.qld.gov.au

Web » www.townsville.qld.gov.au

Parking

- » There are eight designated accessible parking spaces shared with the Townsville Civic Theatre, located in the right side car park close to the front entrance to C2. A valid permit must be displayed.
- » There is a continuous path of travel to the entrance.

Entrance

- » The path of travel to the entrance is concrete with step and ramp access to automated glass doors to the C2 foyer.
- » Access to the auditorium is through glass doors which are generally kept open by staff.

Interior

- » The foyer floor surface is low pile carpet and the auditorium floor surface is smooth painted hardboard.
- » There is lift and stair access to the mezzanine level.

Toilet

- » There is a designated unisex accessible toilet, equipped with change table facilities, in the C2 foyer.
- » There is adequate space for a front and right side transfer onto the toilet.

CASTLE HILL LOOKOUT AND CAR PARK

Address » Castle Hill Road, Townsville

Parking

- » There is one designated accessible parking space located 30m from the lookout and 35m from the toilets. A valid permit must be displayed.

Entrance

- » There are two ramps accessing the platform lookout.
- » One ramp has a gradient of 1:18 with curbs on both sides. Surface of the ramp is pebblecrete.
- » The second ramp has a hand rail (993mm) on one side and a garden bed on the other side. Surface of the ramp is pebblecrete.
- » The path of entrance leading to the platform lookout is 1.7m wide.
- » Binoculars are positioned at 1500mm high and are fixed to a metal base.

Toilets

- » There are no designated accessible toilets.
- » There is one male and one female toilet that is larger than others both with a door clearance of 817mm

- » The toilet is positioned low (414mm) and is close to the rear wall (629mm).
- » There is a grab rail that is positioned slightly low (794mm) on the side. There are no rear grab rails.
- » The basin is positioned high (689mm) and is separate from the toilet in an alcove that is wide (1007mm).
- » Taps require a strong force to push (75N) and are auto stop.

EVENT CINEMAS

Address » Cnr Sturt Street & Blackwood Street, Townsville

Phone » 07 4771 4101

Web » www.eventcinemas.com.au

Parking

- » Designated accessible parking is available surrounding the cinema. A valid permit must be displayed.
- » There is a designated set down area for buses, taxis and private vehicles directly in front of the cinema.

Entrance

- » The movie theatre is accessed by a 4m long ramp with a gentle gradient. The cinema can also be accessed via the front entrance by stairs.
- » Access to the cinema is through double, automatic opening glass doors.

Interior

- » The floor surface is low pile carpet.
- » Any change in level is serviced by either a lift or a ramp.
- » Theatre number one is accessed by a ramp with a gradient of 1:8 and a length of 1500mm.
- » Theatres on the upper level can be accessed by a lift or stairs.
- » There is removable seating available for two wheelchairs in each theatre.

Toilet

- » There is one designated unisex accessible toilet.
- » The toilet is positioned very low (380mm), close to the rear wall (700mm).
- » There is adequate space for a front and side transfer onto the toilet.
- » The basin is positioned high (765mm).

KOKODA MEMORIAL POOL

Address » 41 Wellington Street, Mundingburra

Phone » 07 4725 5357

Web » www.townsville.qld.gov.au

Parking

- » There are two designated accessible parking spaces in the drop off/loading zone. A valid permit must be displayed.
- » There are also two designated accessible parking spaces located on Gulliver Street. A valid permit must be displayed.

Entrance

- » Path of travel to the entrance is pebblecrete.
- » Access to the pool is through a glass pool gate with a top pull mechanism at a height of 1530mm.

Interior

- » Floor surface is pebblecrete, concrete and grass.
- » Café counter is positioned high (910mm) with a step up (160mm) to access main counter.
- » Eating area has level access with freestanding furniture.
- » BBQ's have sufficient space around them to manoeuvre a wheelchair.
- » Picnic tables have sufficient space at ends for wheelchair access.
- » A 25m heated and shaded pool can be accessed via a ramp with a gentle slope. General depth of pool is between 1.2m – 1.35m
- » A water wheelchair is available if required.
- » Child's aquatic playground has multiple entry points with slight slope and maximum depth of 300mm.

Toilet

- » There is one designated unisex accessible toilet/family room equipped with shower and change table facilities.
- » There is adequate space for a front and right side transfer onto the toilet.
- » Showers in both the men's and women's toilets have accessible entry.

LONG TAN MEMORIAL POOL

Address » Lindeman Avenue, Heatley

Phone » 07 4725 1573

Web » www.townsville.qld.gov.au

Parking

- » There are two designated accessible parking spaces. A valid permit must be displayed.
- » The accessible parking spaces are approximately 20m from the entry.

Entrance

- » The path of travel to the entrance is bitumen and concrete.
- » Access to the pool grounds is through a wide, open area, with no barriers.

Interior

- » The floor surface is pebblecrete, concrete and grass.
- » The front counter is positioned high (1030mm)
- » A 50m pool can be accessed by a ladder. General depth of pool is between 1.3m – 2.3m.
- » A 25m heated, shaded and enclosed pool can be accessed via steps or a hoist. It is surrounded by a pebblecrete path. General depth of pool is between 0.9m – 1.5m.
- » The grandstand has stairs with rails and a ramp is available to access bottom tier of seating.

Toilet

- » There are two designated accessible toilets equipped with shower facilities – one is situated in the male change area and another is located in the female change area.
- » The door to the toilets have a clear and slightly narrow openings (810mm) and require medium force to open (40N).
- » There is adequate space for a right side and front transfer onto the toilet.

MUSEUM OF TROPICAL QUEENSLAND

Address » 70 - 102 Flinders Street, Townsville

Phone » 07 4726 0600

Web » www.mtq.qld.gov.au

Parking

- » There are two designated accessible parking spaces within 200m of the front entrance. A valid permit must be displayed.
- » There is a designated set down area with a kerb ramp and a continuous path of travel to the entrance.

Entrance

- » The museum is accessed by a walkway with a gradient of 1:20.
- » Access to the museum is through an automatic opening glass door.

Interior

- » The floor surface is low pile carpet and linoleum.
- » There are floor surface tactile indicators at the entry/exit points of galleries.
- » The dining service area has level access with freestanding furniture.
- » The reception desk has a lowered section.
- » Any change in level is serviced by either a lift or ramps.
- » All internal ramps have a gradient between 1:20–1:14 with level rest areas every 7.4 metres.
- » Ramps have kerb rails and handrails.

Toilet

- » There are two designated unisex accessible toilets.
- » There is adequate space for a right side transfer onto the toilet.

NORTHERN BEACHES LEISURE CENTRE

Address » 7-13 Erskine Place, Burdell

Phone » 07 4774 7593

Web » www.facebook.com/NBLC.North.Shore.Swim.School

Parking

- » There are two designated accessible parking spaces for the pool. A valid permit must be displayed.

Entrance

- » Path of travel to the entrance is concrete.
- » Access to the pool is through a turnstile or wide gate.

Interior

- » Floor surface is concrete and grass.
- » Eating area has level access with freestanding furniture.
- » A 16m heated and shaded pool can be accessed via a ramp with a gentle slope. General depth of pool is between 0.9m–1.2m.
- » A 50m pool can be accessed via a ramp with a gentle slope and 400mm step off ramp into the shallow section (1.4m). General depth of pool is between 1.4m–1.8m.
- » A beach pool can be accessed via a gentle slope. General depth of pool is 1.2m at the deepest end.
- » A fenced toddler pool can be accessed via a pool gate with a pull top mechanism. There is a gentle slope into the water and the general depth of the pool is 300mm.
- » A water wheelchair is available if required.

Toilet

- » There is one designated unisex accessible toilet equipped with shower and change table facilities.
- » There is adequate space for a right side transfer onto the toilet.

PERC TUCKER REGIONAL GALLERY

Address » Cnr Flinders Street & Denham Street, Townsville

Phone » 1300 878 001

Email » ptrg@townsville.qld.gov.au

Web » www.townsville.qld.gov.au/facilities/galleries/perctucker

Parking

- » There is one designated accessible parking space located close to the gallery along Denham Street. A valid permit must be displayed.
- » There is also one designated accessible parking space along Flinders Street close to the gallery. A valid permit must be displayed.
- » A loading zone is located outside the front of the gallery along Denham Street.

Entrance

- » The gallery is accessed by a ramp (5250mm) with a gradient of 1:14. There is a second ramp (1480mm) with a gradient of 1:8.
- » Access to the main entrance of the gallery is through an automatic opening glass door.

Interior

- » The floor surface is low pile carpet.
- » Any change in level is serviced by an accessible lift and stairs.

Toilet

- » There is one designated unisex accessible toilet on the ground floor.
- » The toilet has a narrow, clear doorway with a staggered close (780mm).
- » There is adequate space for a front and left side transfer onto the toilet.

READING CINEMAS

Address » Hervey Range Road, Kirwan

Phone » 07 4723 6666

Email » townsville@readingcinemas.com.au

Web » www.readingcinemas.com.au/cinemas/townsville.asp

Parking

- » There are two designated accessible parking spaces 20m from the entrance of the cinemas.
- » Additional designated accessible parking spaces can be located within the complex.

Entrance

- » Access to the main entrance of the cinema is through double, automatic opening glass doors.

Interior

- » The Box Office and Candy Bar Counter is positioned high (870mm)
- » Wheelchair accessible seating is located in each cinema.
- » Closed captioning devices are available (limited sessions).
- » Hearing loop is available in all cinemas (T switch activated).

Toilet

- » There is one designated unisex accessible toilet that has a narrow door clearance (778mm).
- » The door opens inwards and requires strong force to open (70N).
- » The side and rear grab rails are positioned slightly low (790mm).
- » There is adequate space for a front and right side transfer onto the toilet.
- » The toilet paper dispenser is positioned high (955mm).
- » The basin has adequate clearance (660mm); however piping under the basin may inhibit access to the basin.

REEF HQ AQUARIUM

Address » 2-68 Flinders Street, Townsville

Phone » 07 4750 0800

Email » info@reefHQ.com.au

Web » www.reefHQ.com.au

Parking

- » There is one designated accessible parking space which is located in Kelleher Place, approximately 50m from the entrance. A valid permit must be displayed.
- » There are additional designated accessible parking spaces approximately 400m from the front entrance. A valid permit must be displayed.
- » There is a designated set down area with a kerb ramp and a continuous path of travel to the entrance.

Entrance

- » The paving to the front entrance has a gentle gradient.
- » The aquarium is accessed by a walkway and the entrance has a wide, clear opening and a level threshold.

Interior

- » The floor surface is low pile carpet, wooden floorboards and linoleum.
- » The café service area has level access with freestanding furniture.
- » A lift, the staircase or ramps service any change in level.

- » The staircase has handrails on either side and the stairs are carpeted.

Toilet

- » There are designated accessible cubicles located outside of the aquarium in the male and female toilets.
- » Entry to these toilets is through airlocks.
- » Transfers onto the toilet is restricted from the front and sides.
- » The toilet is positioned very close to the rear wall (600mm) and is low to the ground (410mm).
- » There is one designated unisex accessible toilet located inside the aquarium.
- » Door requires medium force to open (35N) and door handle height is positioned slightly high (1140mm).
- » Grab rails in toilet are positioned slightly high (820mm).
- » There is adequate space for a left side transfer onto the toilet.

RIVERWAY ARTS CENTRE

Address » 20 Village Boulevard, Thuringowa Central

Phone » 07 4773 8888

Email » racoperations@townsville.qld.gov.au

Web »

www.townsville.qld.gov.au/facilities/theatres/riverwayarts

Parking

- » There are five designated accessible parking spaces, which are slightly narrow (between 3149mm and 3202mm).
- » The designated accessible parking spaces are 100m from the entrance.

Entrance

- » The path of travel to the entrance is bitumen and concrete.
- » There is a ramp that leads to the lower swimming lagoon and a sand beach.

Interior

- » Access to the Arts Centre is through an automatic opening glass door.
- » Access to Pinnacles Gallery is through a wide, open doorway.
- » The performance space has two designated wheelchair seating spaces with room for companion seating.
- » The C-Bar counter is high (1021mm) and the tables have a low clearance (695mm).
- » Access to the lagoon area is through double doors which open automatically when pushed lightly.

Toilet (Lower Level – Lagoon Area)

- » There are two designated unisex accessible toilets equipped with shower facilities located downstairs near the swimming lagoon lockers and towards the Eco Active Centre.
- » The doors require heavy force to open (55N).
- » Braille signage is located outside the toilet
- » The taps are positioned high (989mm).
- » There is adequate space for a front and side transfer (different sides depending on the two toilets) onto the toilets.
- » The paper dispenser is positioned high (978mm).
- » The basin is positioned low (629mm).

Toilet (Foyer – Riverway Arts Centre)

- » There is one designated unisex accessible toilet equipped with change table facilities.
- » The door requires strong force to open (55N) and is slow to close.
- » The toilet is positioned slightly low (432mm).
- » There are side grab rails that are positioned slightly high (819mm).
- » There is limited space in front of the toilet (808mm).
- » The basin is positioned low (628mm).

TOBRUK MEMORIAL BATHS

Address » The Strand, Townsville

Phone » 07 4772 6550

Email » lucsenent@hotmail.com or
strandswimschool@hotmail.com

Web » www.townsville.qld.gov.au

Parking

- » There is one off street designated accessible parking space close to the entry. A valid permit must be displayed.

Entrance

- » There is a wide gentle sloped entry with low pile carpet.

Interior

- » The floor surface is concrete and grass
- » A 50 m pool can be accessed via a ladder. General depth of the pool is 1.0m - 3.0m.
- » A 25 m fenced and shaded pool can be accessed via a ladder or hoist. General depth of the pool is 1.2m.
- » There is a shaded toddler pool with a gentle slope into the water.
- » General depth of the pool is 0.1m – 0.45m.

Toilet

- » There is one designated unisex accessible toilet equipped with shower facilities.
- » The flush is positioned high (1500mm).
- » Larger toilet cubicles can also be accessed in the main change area.
- » There is a large padded change table located in the female change area.
- » There is adequate space for a right side and front transfer onto the toilet.

TONY IRELAND STADIUM

Address » 2 Sporting Drive, Thuringowa Central

Phone » 1300 878 001

Email » tonyirelandstadium@townsville.qld.gov.au

Web » www.townsville.qld.gov.au

Parking

- » There are four designated accessible parking spaces for the stadium within approximately 20m from an entrance (Gate 3) and 100m from the lift. A valid permit must be displayed.

Entrance

- » The path of travel to the entrance is bitumen and concrete.
- » There is an accessible slope available to negotiate the step up onto the kerb.
- » Access to level one of the stadium is serviced by stairs or a lift.
- » All entrances into the stadium or rooms within the stadium have wide and clear openings.» Entry into level one is via a wide, glass, self-opening door which can be activated by a push button on either side of the doorway if required.

Interior

- » The floor surface on the ground level is concrete.
- » The floor surface in locker rooms and meeting rooms on the ground level is non-slip rubber tile.
- » The floor surface on level one is low pile carpet or concrete.
- » The kiosk and bar situated on the ground level is equipped with handrails with wide access; however circulation is restricted.
- » There is a 10m x 10m uncover area located in front of the main kiosk, which provides optimal viewing of the field.
- » Function room on level one has a wide glass self-opening door which can be activated by a push button on either side of the doorway if required.
- » Bar within the function room has a high and low counter (1100mm and 860mm).
- » Locker rooms are located on the ground level all with accessible wide entrances.

- » Showers in locker rooms are accessible with wide entrances.
- » Two meeting rooms are located on the ground level, both with accessible wide entrances.

Toilet

- » There are three designated accessible unisex toilets located within the stadium.
- » One designated unisex accessible toilet is located on level one, equipped with a change table.
- » The door requires medium force to open (40N).
- » There is adequate space for a left side transfer onto the toilet.
- » The toilet paper is positioned high (1000mm).
- » One designated accessible unisex toilet is located on the ground level in the west wing of the stadium, equipped with a change table.
- » The door requires heavy force to open (50N).
- » The basin clearance is slightly low (620mm).
- » One designated accessible unisex toilet is located on the ground level in the east wing of the stadium (locker room area), equipped with an accessible shower.
- » The door requires medium force to open (40N).
- » The door handle is positioned slightly high (1140mm).
- » There is adequate space for a left side transfer onto the toilet.
- » The toilet paper is positioned high (1000mm).
- » The seat within the shower is positioned slightly high (490mm).

TOWNSVILLE BASKETBALL CENTRE

Address » Murray Lyons Drive, Annandale

Phone » 07 4778 3400

Email » operations@townsvillebasketball.com

Web » www.townsville.basketball.net.au

Parking

- » There are two designated accessible parking spaces. A valid permit must be displayed.

Entrance

- » The centre is accessed by a ramp with a gradient of 1:40 (4.3m) and another ramp with a gradient of 1:14 (6.3m).
- » Stairs also give access to the front of the building.
- » Doors are normally kept open.

Interior

- » The floor surface is wood and concrete.
- » Any change in level is serviced by a ramp.
- » There is accessible seating available at the side of the grandstands if required.

Toilet

- » There are designated unisex accessible toilets.
- » There is adequate space for a left side transfer onto the toilet.

TOWNSVILLE CIVIC THEATRE

Address » 41 Boundary Street, South Townsville

Phone » 1300 878 001

Email » civic.theatre@townsville.qld.gov.au

Web » www.townsville.qld.gov.au/recreation/theatres

Parking

- » There are twelve designated accessible parking spaces. Four are located in the left car park and eight are located in the right car park. A valid permit must be displayed.
- » There is a designated set down area with a kerb ramp and a continuous path of travel to the entrance.

Entrance

- » The path of travel to the entrance is paved at a gentle gradient in excess of 1:30.
- » There is a kerb ramp where taxis set down.
- » Access to the building is through glass doors which are generally kept open.
- » There is also ramp access to the Backstage Door.

Interior

- » The floor surface is low pile carpet.
- » Any change in level is serviced by either stairs or ramps which are carpeted and lead to the theatre auditorium.
- » There is lift access on the right side of the foyer to the upper Doors 4 and 6.
- » The service counters are high (1200mm) and one service counter is low (850mm)
- » The auditorium entry has pairs of doors that are heavy and narrow (710mm); however they are usually operated by the staff.
- » There are two designated wide wheelchair spaces (4440mm) on both sides of the auditorium which can accommodate three to four wheelchairs, with seating space for companions (fourteen to sixteen seats in total).

Toilet

- » There are designated accessible male and female toilets.
- » Toilet doors require a strong force to open.
- » Space is restricted, permitting a front only transfer onto the toilet.
- » The position of the grab rails and basin may be restrictive for some users.

TOWNSVILLE ENTERTAINMENT & CONVENTION CENTRE

Address » Entertainment Drive, Townsville

Phone » 07 4771 4000

Web » www.tecc.net.au

Parking

- » There are three designated accessible parking spaces in front of the centre, and 11 designated accessible parking spaces along Entertainment Drive, next to the centre. A valid permit must be displayed.
- » There is a set down area with a kerb ramp and a continuous path of travel to the entrance (20m).

Entrance

- » Access to the main entrance is through double swing doors which are normally kept open.
- » There is an access ramp leading to the entrance, with a gradient between 1:14 and 1:20.

Interior

- » The floor surface is low pile carpet and concrete.
- » All stairs are non-slip and have handrails.
- » All changes in level are serviced by ramps.

Toilet

- » There are designated accessible male and female toilets.
- » Toilets are positioned slightly high (490mm).

TOWNSVILLE MARITIME MUSEUM

Address » 42-68 Palmer Street, South Townsville

Phone » 07 4721 5251

Email » tmhs@bigpond.com

Web » www.townsvillemaritimemuseum.org.au

Parking

- » There are two designated accessible parking spaces in the museum car park. A valid permit must be displayed.
- » There is a gate from the car park with a clear opening that requires slight force to open.

Entrance

- » The path of travel to the entrance ramp is about 200m.
- » The pavers are uneven with some obstructions from service plates in places.
- » There is a wide accessible entrance ramp with a gradient of 1:14, made of aggregate and timber.
- » Timber decking is situated in the outdoor areas on the marina side of the museum.

Interior

- » The floor surface is linoleum and tiles.

- » There is reasonable space to manoeuvre between displays (850mm to 950mm).
- » The display cabinets are high (860mm).
- » The model building room has desks with ample clearance fixed to the walls (740mm).

Toilet

- » There are two designated accessible toilet locations at the museum.
- » There is one designated accessible toilet located in the Seafarer's Gallery near reception and one between the Bay Rock Lighthouse and the Boatshed.
- » The designated accessible toilet near the Boatshed has combined shower facilities.
- » The best path of travel is along the decking on the marina side and down a ramp (gradient 1:15).
- » The door requires a medium force to open (45N) and has a delayed close.
- » There is adequate space for a front and side transfer onto the toilet, although a free standing bin may be a minor obstruction.
- » There is a set of two toilets in an airlock space near the Seafarer's Gallery. Both have the designated accessible symbol, although the cubicle with the sliding door has no rear grab rail and space is restricted.
- » The cubicle with the hinged door has a clear opening and there is adequate space for a front and side transfer, although the toilet is positioned slightly low.
- » The basin is positioned slightly high.

TOWNSVILLE RSL STADIUM

Address » 40-48 Murray Lyons Crescent, Annandale

Phone » 1300 878 001

Email » TRSLS@townsville.qld.gov.au

Web » www.townsville.qld.gov.au

Parking

- » There are seven designated accessible parking spaces for the stadium, with the closest parking space being within approximately 30m from the main entrance. A valid permit must be displayed.

Entrance

- » The path of travel to the entrance is bitumen and concrete.
- » The main entrance to the stadium is through double, automatic opening glass doors.
- » Access to the arena is through double glass swinging doors which are kept open during events.

Interior

- » The floor surface in the foyer/café area is low pile carpet.
- » The floor surface in the arena is polished timber.
- » The main counter is positioned high (1100mm).
- » Access to the upper level of the stadium (gym and meeting rooms) is serviced by stairs or a lift.
- » During games, wheelchair seating is available in the corporate area within the arena if required.
- » There are six designated unisex accessible locker rooms located on the ground floor equipped with an accessible shower and toilet. A key can be accessed from reception.
- » Accessible locker rooms require a key to open door with the lock positioned slightly high (1180mm).
- » Accessible locker room doors require medium force to open (40N).
- » The seat in the shower is very heavy to lift.
- » Clearance under basin in locker rooms is low (600mm).

Toilet

- » There are two designated unisex accessible toilets equipped with change tables on the ground floor and one on the first floor.
- » The doors require medium force to open (40N) and are equipped with a two-stage closing mechanism.
- » There is adequate space for a right side transfer onto one toilet and a left side transfer onto the other toilet.

WARRINA CINEPLEX

Address » 164 Dalrymple Road, Currajong

Phone » 07 4779 8568 (Movie Session Times) or

07 4725 7295 (Box Office)

Parking

- » There are two designated accessible parking spaces across the road from the cinema in the off-street car park. A valid permit must be displayed.
- » A designated drop off zone is adjacent to the building.

Entrance

- » Access to the cinema is via a ramp which leads to double, automatic opening glass doors.

Interior

- » The floor surface is low pile carpet.
- » Ramps service changes in floor levels.
- » Wheelchair accessible seating is provided at the back of the cinema.

Toilet

- » There is one designated unisex accessible toilet.
- » There is adequate space for a side and front transfer onto the toilet.

»» CAFÉS, RESTAURANTS AND BARS

A TOUCH OF SALT RESTAURANT AND BAR

Address » 86 Ogden Street, Townsville

Phone » 07 4724 4441

Parking

- » There are two accessible parking spaces located on Ogden Street close to the restaurant. A valid permit must be displayed.

Entrance

- » There is a continuous accessible path of travel to the entrance.
- » The restaurant is accessed by a walkway at the riverside front of the premises.
- » There is a curved timber ramp (width > 1200mm, gradient 1:20) with handrails.
- » There is a 70mm lip from the outdoor dining area into the indoor dining area; the aluminium tracking has carpet overlays to improve mobility.
- » Doors are normally kept open.

Interior

- » The floor surface is tiles.
- » Tables have a clearance height of 665mm and are spaced approximately 700mm apart.
- » The bar has a lowered section at a height of 855mm.

Toilet

- » There is one designated accessible toilet accessed through the external restaurant area.
- » The path of travel is made of concrete and passes through a clear opening and down a moderately steep gradient (1:11).
- » The doorway to the designated accessible cubicle has a 15mm lip from the concrete to the tiled floor.
- » There is adequate space for a front and side transfer onto the toilet.
- » The toilet paper dispenser is positioned high (1000mm).
- » Corner basin is positioned slightly low (630mm) with pipe work that may cause an obstacle.

BUSHLAND BEACH TAVERN – RESTAURANT & BAR

Address » 70 Livistonia Close, Bushland Beach

Phone » 07 4757 6700

Web » www.bushlandbeachtavern.com.au

Parking

- » There are two designated accessible parking spaces outside the drive-through bottle shop. A valid permit must be displayed.

Entrance

- » The ramp to the entrance of the restaurant and bar has a gradient of 1:8.
- » All doors are wide and left open and some have small lips (door runners).
- » Closed doors require light force to open (19.5N).

Interior

- » The bar counter is positioned high (1161mm).
- » The food counter is positioned high (925mm).
- » There is adequate table clearance (721-732mm).

Toilet

- » There is one designated accessible toilet within the bar.
- » The hall to the toilets is used for storage of high chairs which can cause some obstruction.
- » The door clearance is wide and closes quite quickly.
- » There is adequate space for a front and right side transfer onto the toilet.
- » The basin is positioned slightly low (623mm).

C BAR CAFÉ

Address » Gregory Street Headland, The Strand, North Ward

Phone » 07 4724 0333

Parking

- » There are designated accessible parking spaces along The Strand. A valid permit must be displayed.
- » There is a designated set down area with a kerb ramp and a continuous path of travel to the entrance.

Entrance

- » Access to the café is through a very wide doorway.
- » Doors are normally kept open.

Interior

- » The floor surface is wooden floorboards and tiles.
- » The dining area has level access with freestanding furniture.
- » The tables have a minimum clearance of 695mm and are adjustable.
- » The bar is positioned high (1130mm).

Toilet/bathroom

- » There is one designated unisex accessible toilet.
- » The toilet is positioned slightly low (445mm).
- » There is adequate space for a side transfer onto the toilet.

CACTUS JACKS – PALMER STREET

Address » 21 Palmer Street, South Townsville

Phone » 07 4721 1478

Parking

- » There are no designated accessible parking spaces; however parking is located at the rear of the premises. A valid permit must be displayed.

Entrance

- » There is a continuous accessible path of travel to the entrance
- » The restaurant is accessed by a walkway with a kerb ramp gradient of 1:8.
- » The front doorway has a clear opening.

Interior

- » Doors in the area for public use are narrow (790mm).
- » The floor surface is tiles.
- » The dining room/service area has level access with freestanding furniture and a table clearance height of 670mm.» The bar facility does not have level access; however a portable ramp (1295mm long and 157mm high) can be arranged.
- » The bar is positioned high (1135mm).

Toilet

- » There is one designated unisex accessible toilet which is accessed from the external front/side of the restaurant.
- » The glass door has a D handle which can be difficult to open and closes heavily and quickly.
- » The toilet has a clear opening of 880mm; however the door closes quickly.
- » The toilet is situated 840mm out from the rear wall.
- » There is adequate space for a front and side transfer onto the toilet.
- » The light switches are positioned high (1280mm).

CELSIUS RESTAURANT (MERCURE TOWNSVILLE)

Address » Woolcock Street, Hyde Park

Phone » 07 4759 4900

Parking

- » There are two designated accessible parking spaces. A valid permit must be displayed.
- » There is a designated set down area with a kerb ramp and a continuous accessible path of travel to the entrance.

Entrance

- » The restaurant is accessed by a walkway and ramp with a gentle gradient of 1:14.
- » There is a wheelchair accessible route available, with freestanding tables at a clearance height of 680mm.

Interior

- » The restaurant provides self serve facilities at a height of 880mm.
- » Tea and coffee facilities are at a height of 710mm.

Toilet

- » There is one designated accessible toilet.
- » The toilet is positioned very low (380mm).
- » There is adequate space for a right side transfer onto the toilet.

CITY LIFE CAFÉ

Address » Shop 6 Urban Quarter Shopping Centre, 136 Ogden Street, Townsville

Phone » 07 4724 5155

Parking

- » There are two designated parking spaces in the basement car park under the shopping centre. A valid permit must be displayed.
- » A bike rack may be an obstacle to the exit from the basement car park.
- » The entry ramp has a grade of 1:12.

Entrance

- » From the basement car park there is a long switchback ramp with a gradient of approximately 1:13. The ramp ends at the rear entrance of the shopping centre.
- » There are tactile indicators at the start and finish of the switchback ramp.
- » Both front and rear entrances have double, automatic opening glass doors.
- » Near the front entrance there is an interior ramp that has a gradient of 1:13.

Interior

- » Access to the café is through a wide doorway with no obstructions.
- » The floor surface is vinyl.
- » There are few obstructions to moving around the café, with a clear opening of approximately 900mm.

- » Tables have a clearance of 715mm.
- » The service counter is positioned high (950mm).

Toilet

- » There is a designated accessible toilet combined with a parenting room. A key to access the toilet can be obtained from café staff.
- » A medium force (30N) is required to open the door.
- » Rear and side grab rails are positioned slightly low (790mm).
- » There is adequate space for a front and side transfer onto the toilet.

COWBOYS LEAGUES CLUB

Address » 313 Flinders Street, Townsville

Phone » 07 4724 8000

Parking

- » There are six designated accessible parking spaces located in the members' car park undercover at the back entrance. A valid permit must be displayed.
- » All spaces are narrow, with widths ranging from 2700mm to 3100mm.

Entrance

- » Access to the facility is through a walkway and onto double, automatic opening glass doors via the back car park entrance on Sturt Street or via the front entrance on Flinders Street.

Interior

- » The floor surface is low pile carpet.
- » The dining room/service area has level access and freestanding furniture, with tables at a clearance height of 660mm.
- » The bar is positioned high (1095mm).

Toilet

- » There is one designated accessible toilet.
- » There is adequate space for a side transfer onto the toilet.

EDEN CAFÉ - RISING SUN

Address » Shop 10, Rising Sun Shopping Centre, Cnr Ross River Road & Bowen Road, Rosslea

Phone » 07 4728 8566

Parking

- » There is one designated accessible parking space opposite the main entrance to the supermarket and a designated pedestrian crossing which leads to the entrance. A valid permit must be displayed.
- » There is one designated accessible parking space next to the secondary entrance to the supermarket. A valid permit must be displayed.
- » The secondary entrance has a kerb ramp with a gradient of 1:10.

Entrance

- » The café is accessed by a walkway.
- » Access to the café is through a doorway with a clear opening and doors are normally kept closed.

Interior

- » The floor surface is tiles and outdoor pavers.
- » The dining room has level access with freestanding furniture and tables with a clearance height of 735mm.
- » The counter is positioned high (1160mm).

Toilet

- » There is a designated unisex accessible toilet combined with a parenting room.
- » The passage to the toilets is wide; however it is narrowed by switchboards in places.
- » The toilet door requires medium force (30N) to open.
- » There is adequate space for a side transfer onto the toilet.

FOCACCIA'S FO'COFFEE CAFÉ

Address » James Cook University, Douglas

Phone » 07 4725 2517

Parking

- » There are no designated accessible parking spaces at the café; however accessible parking is located at the front of the building. A valid permit must be displayed.
- » There is a kerb ramp and a continuous accessible path of travel to the entrance of the café.

Entrance

- » The café is accessed by a walkway, which has a handrail and kerb rails.
- » The doorway to the café is accessible and has a small lip at the entrance of 20mm.
- » Doors are normally kept closed.

Interior

- » The floor surface is level tiles.
- » The dining room/service area has level access, freestanding furniture and a low table clearance.

Toilet

- » There are no designated accessible toilets; however some are located within the university complex.

LIGHTHOUSE BAR AND GRILL

Address » 61 Palmer Street, South Townsville

Phone » 07 4724 4452

Email » info@lighthousebarandgrill.com.au

Web » www.lighthousebarandgrill.com.au

Parking

- » There are no designated accessible parking spaces, however; general parking is available along Palmer Street and Morehead Street.

Entrance

- » The restaurant is accessed via a ramp (1:14) or stairs, both with hand rails.
- » There is a concrete surface leading to the main entrance.
- » Access to the restaurant is through double glass doors, with a wide and clear opening.

Interior

- » The floor surface is low pile carpet and tiles.
- » The dining room area has wide walkways and a combination of freestanding furniture and fixed seating.
- » The bar is positioned high (1210mm).
- » The counter is positioned high (1220mm).

Toilet

- » There is one designated unisex accessible toilet combined with a parent room.
- » There is adequate space for a front and right side transfer onto the toilet.
- » Medium force is required to open the door.

LONGBOARD BAR AND GRILL

Address » Gregory Street Headland, The Strand, North Ward

Phone » 07 4724 1234

Parking

- » There are designated accessible parking spaces along The Strand. A valid permit must be displayed.
- » There is a designated set down area with a kerb ramp and a continuous path of travel to the entrance.

Entrance

- » The restaurant is accessed by a level walkway.
- » From the deck to internal dining area, the doorway has a clear opening and there's a 25mm beveled lip at the doorway. Doors are normally kept open.

Interior

- » The floor surface is timber floorboards.
- » The dining area has level access with freestanding furniture.

- » Tables have a clearance height of 665mm.
- » The counter/service area is positioned high (1140mm).
- » The bar facility is positioned high (1140mm).

Toilet

- » There are designated unisex accessible toilets.
- » Door requires medium-heavy force to open (48N).
- » There is adequate space for a side transfer onto the toilet.
- » The toilet paper dispenser is positioned high (960mm).

MASALA INDIAN RESTAURANT – PALMER STREET

Address » 79 Palmer Street, South Townsville

Phone » 07 4721 3388

Parking

- » There are no designated accessible parking spaces; however it is possible to park in the designated accessible parking spaces at the Maritime Museum across the road. A valid permit must be displayed.
- » There is a kerb ramp and a continuous accessible path of travel to the entrance.

Entrance

- » The restaurant is accessed by a walkway.
- » Access to the restaurant is through push/pull glass doors with a wide and clear opening.
- » Doors are normally kept closed.

Interior

- » The floor surface is tiles.
- » The dining room/service area has freestanding furniture. Tables have a clearance height of 740mm.
- » The bar is positioned high (1270mm).

Toilet

- » Grab rails are positioned slightly high (820mm).
- » There is adequate space for a side transfer onto the toilet.
- » The basin is positioned high (690mm).

MICHEL'S RESTAURANT

Address » 7 Palmer Street, South Townsville

Phone » 07 4724 1460

Parking

- » There are no designated accessible parking spaces; however parking is available via McIlwraith St to the rear of the restaurant. A valid permit must be displayed.

Entrance

- » The restaurant is accessed by a walkway.
- » The front doorway has a clear opening and doors are normally kept open.

Interior

- » The floor surface is tiles.
- » The dining room/service area has level access with freestanding furniture and table clearance heights of 740mm.
- » The bar is positioned high (1270mm).

Toilet

- » The toilets are accessed via a passageway that may contain obstacles.
- » The toilet is positioned slightly low (440mm).
- » There is adequate space for a front transfer onto the toilet.
- » The basin is positioned high (720mm).

ODYSSEY ON THE STRAND CAFÉ

Address » 120 The Strand, North Ward

Phone » 07 4724 1400

Parking

- » There are no designated accessible parking spaces; however designated accessible parking spaces are available along The Strand and nearby car park. A valid permit must be displayed.

Entrance

- » Access to the café is through wide doorways which are generally kept open.

- » The floor surface is paved.

Interior

- » The floor surface is tiled.
- » The counter is positioned high.

Toilet

- » There is a designated accessible toilet within the female toilets.
- » There is space for a front and side transfer onto the toilet.

PALUMA RAINFOREST INN CAFÉ

Address » 1 Mount Spec Road, Paluma

Phone » 07 4770 8688

Fax » 07 4770 8655

Web » www.rainforestinnpaluma.com

Parking

- » There is one designated accessible parking space that is located 30m from the café.
- » The parking space is narrow but has a walkway next to it that can be used for extra moving space.

Entrance

- » The ramp that provides access to the entrance of the café has a gradient of 1:19. It is made of cement and has no rails. One side has a drop off into a garden bed.
- » The door to the café is wide and requires medium force to open (40N).

Interior

- » The floor surface is low pile carpet.
- » The bar counter is positioned high (1186mm).
- » All tables have a minimum clearance of 668mm.

Toilet/Bathroom

- » There is one designated accessible toilet.
- » The door requires light force to open (20N).
- » Side and rear grab rails are positioned slightly low (796mm).
- » There is adequate space for a right side transfer onto the toilet.

- » The basin has a slightly low clearance (625mm)
- » There is a braille sign located in the hallway, and on the door of the toilet.

PICNIC BAY SURF LIFE SAVING CLUB

Address » The Strand, North Ward

Phone » 07 4724 421

Web » www.pbslsc.com.au

Parking

- » There are designated accessible parking spaces available along The Strand. A valid permit must be displayed.

Entrance

- » There is a ramp leading to the entrance of the club. The ramp has a gradient of 1:20.
- » There is a grab rail on one side of the ramp.

Interior

- » The floor surface is vinyl planking inside and wooden planking outside.

Toilet

- » There is one designated accessible toilet equipped with shower facilities.
- » The door requires a medium force (30N) to open.
- » The basin clearance is positioned low (628mm).

RIVERVIEW TAVERN

Address » 247 Riverside Boulevard, Douglas

Phone » 07 4775 5005

Parking

- » There are two designated parking spaces within approximately 25m of the main entrance. A valid permit must be displayed.
- » It is necessary to cross a service road to get from the car park to the main entrance.

Entrance

- » There are pavers leading to the main entrance.
- » The walkway is generally wide, although obstacles may narrow the walkway in some places.
- » A secondary entrance is located on the other side of the building which leads to the gaming room and requires medium force to open the door (40N).

Interior

- » The floor surface is concrete and polished timber.
- » The dining tables located in the bar and deck are positioned high (750mm).
- » The door from the deck to the food service counter requires strong force to open (50N).
- » The bar is positioned high (1110mm).
- » The glass bains-marie are positioned high (1230mm) and also serve as the service counter.

Toilet

- » There is one designated unisex accessible toilet combined with a parenting room.
- » Light force is required to open the door and it closes slowly.
- » There is braille signage outside the door.

SEAVIEW HOTEL STEAKHOUSE

Address » 56 The Strand, North Ward

Phone » 07 4771 5005

Parking

- » There are no designated accessible parking spaces, although designated accessible parking spaces are available along The Strand. A valid permit must be displayed.
- » There is parking located at the rear of the hotel with a ramp leading to the beer garden.
- » There is a designated set down area with a kerb ramp and a continuous path of travel to the entrance which is made of loose dirt and pavers.

Entrance

- » Access to the restaurant is via stairs and a ramp with a gradient of 1:16.
- » A short steep ramp leads through the beer garden into the restaurant.

Interior

- » The floor surface is wooden.
- » The bar is positioned high (1050mm).
- » Tables are high with clearance of 860mm.

Toilet

- » There is one designated accessible toilet in the garden bar.
- » There is adequate space for a front and side transfer onto the toilet.
- » The basin is positioned high with clearance of 705mm.

SIZZLER RESTAURANT

Address » Cnr Woolcock Street & Attlee Street, Currajong

Phone » 07 4725 2711

Parking

- » There are two designated accessible parking spaces. A valid permit must be displayed.
- » There is a set down area with a moderately steep kerb ramp (gradient 1:8) and a continuous path of travel to the entrance.

Entrance

- » The restaurant is accessed via a walkway.
- » The front doorway has a wide opening and has a 10mm lip. Doors are normally closed.

Interior

- » The floor surface is tiles and low pile carpet.
- » The dining area has level access with freestanding furniture.
- » The buffet service area is positioned high (920mm).

Toilet

- » There are designated accessible male & female toilets containing grab rails.

- » There is adequate space for a side transfer onto the toilet.
- » The toilets are positioned slightly low (430mm).

SUGAR TRAIN RESTAURANT & BAR (IBIS HOTEL)

Address » 12-14 Palmer Street, South Townsville

Phone » 07 4753 2000

Parking

- » There are designated accessible parking spaces, available in the Ibis Hotel. A valid permit must be displayed.
- » There are two designated accessible parking spaces within 40m of the side entrance. A valid permit must be displayed.
- » The path of travel is through a traffic course over bitumen and tiles. Portable racks stored along the side wall may be an obstacle.

Entrance

- » The restaurant has one main entrance with a level threshold and two secondary entrances with a 30mm lip. Doors are normally kept open.

Interior

- » The floor surface is tiles.

Toilet

- » There is one designated accessible toilet through a doorway into the Ibis Hotel.
- » The door requires strong force to open (50N) and the closing mechanism is slow and steady.
- » The toilet is positioned slightly high (490mm).
- » There is adequate room for a front and side transfer onto the toilet.
- » There is braille signage outside the door.

TABLE 51 RESTAURANT

Address » 51 Palmer Street, South Townsville

Phone » 07 4721 0642

Parking

- » There is one designated accessible parking space under The Anchorage on Palmer Street. Access is via the driveway next to the restaurant. A valid permit must be displayed.
- » There is a kerb ramp and a continuous accessible path of travel to the entrance.

Entrance

- » The restaurant is accessed by a walkway.
- » The front doorway has a clear opening and a lip of 10mm. Doors are normally kept open.

Interior

- » The doors in the area for public use are slightly narrow (775mm).
- » The floor surface is low pile carpet and tiles.
- » The dining room/service area has level access with freestanding furniture and a table clearance height of 715mm.
- » The bar is positioned high (1150mm).

Toilet

- » The toilet door has a narrow clearance (765mm).
- » The toilet is positioned slightly low (420mm).
- » There is adequate space for a left side transfer onto the toilet.
- » The basin has a clearance height of 680mm.

THE VALE HOTEL CHAR GRILL STEAKHOUSE

Address » 222 Ross River Road, Aitkenvale

Phone » 07 4779 0100

Parking

- » There are three designated parking spaces adjacent to the main foyer entrance on the Dan Murphy's side of the building. A valid permit must be displayed.

- » There is a set down area with a continuous path of travel to the entrance into the Grazier's Steakhouse from the car park situated at the rear of the premises.

Entrance

- » The Grazier's Steakhouse is accessed by a walkway with a concrete ramp from the rear or by internal ramp (containing handrails) via The Vale Hotel's main foyer entrance.

Interior

- » The floor surface is low pile carpet and tiles.
- » The dining area is level with freestanding furniture.
- » Tables have a clearance height of 725mm

Toilet

- » There is a designated unisex accessible toilet located in The Vale Hotel's Foyer area.
- » The air lock doors are hinged and require medium force (40N) to open.
- » The toilet is positioned slightly high (470mm).
- » There is adequate space for a side and front transfer onto the toilet.
- » The basin is positioned high with a clearance of 725mm.

THURINGOWA RSL

Address » 13 Kelso Drive, Kelso

Phone » 07 4789 2329

Parking

- » There are four designated accessible parking spaces that are made of gravel and do not have painted lines dividing them. A valid permit must be displayed.
- » The parking spaces are situated approximately 48m from the entrance to the RSL.

Entrance

- » The path of travel to the entrance of the RSL is made of pavers and is slightly uneven and narrow.
- » The ramp leading to the entrance of the RSL has a gradient of 1:22.

Interior

- » Access to the RSL is via double doors, one of which is always open; however has a narrow clearance (780mm).
- » The floor surface is low pile carpet.
- » Pedestal tables have five legs and are positioned low (691mm).
- » Outside there is a hard gravel surface with small benches positioned around the area.
- » There is a ramp linking the bar to the function room and has a gradient of 1:15. It has a carpeted surface and a hand rail (height varies).

Toilet

- » There is a toilet, equipped with shower facilities, that has a wide door clearance and no lock.
- » The toilet is positioned low (433mm).
- » Rear and side grab rails are positioned slightly low (793mm and 797mm).
- » A plastic shower chair is provided for use if required and is stored next to the toilet when not in use. This may obstruct transfers from the right but can be moved if necessary.
- » The basin has a high clearance of 678mm.

TOWNSVILLE RSL

Address » 139 Charters Towers Road, Hermit Park

Phone » 07 4759 9500

Parking

- » There are eight designated accessible parking spaces for the RSL. A valid permit must be displayed.

Entrance

- » The RSL is accessed by a walkway.
- » The reception desk is always attended if assistance is required.

Interior

- » Access to the RSL is through a level doorway with automatic opening doors.

- » The floor surface is low pile carpet and tiles.
- » The dining room/service area has level access with freestanding furniture.
- » Any change in level is serviced by either a lift or stairs with handrails.

Toilet

- » There are two designated unisex accessible toilets.
- » There is adequate space for a side transfer onto the toilet.

WATERMARK BAR AND RESTAURANT

Address » 63 The Strand, North Ward

Phone » 07 4724 4281

Parking

- » There is an underground car park which is accessed from the rear via Mitchell Street.
- » There is one designated accessible car park available. A valid permit must be displayed.
- » The parking space is approximately 40m from the main entrance.
- » The path of travel is on large pavers.

Entrance

- » The entrance has a clear opening of 3m with no obstructions.
- » Outdoor eating is recommended due to an internal step.

Interior

- » The serving counter is positioned high (1100mm).
- » The tables are high with a clearance of 710mm.

Toilet

- » There is adequate space for a front and side transfer onto the toilet.
- » The basin has an adequate clearance of 660mm.

»» COMMUNITY CENTRES

ANNANDALE COMMUNITY CENTRE

Address » Annandale Central Shopping Centre, 67-101 MacArthur Drive, Annandale

Phone » 1300 878 001

Web » www.townsville.qld.gov.au

Parking

- » There are five designated accessible parking spaces. A valid permit must be displayed.
- » The accessible parking spaces are approximately 30m from the entry.

Entrance

- » The path of travel to the entrance is over pavers.
- » Access to the building is through double doors which require a medium force to open (35N).

Interior

- » The floor surface is low pile carpet.
- » The kitchen sink and benches can be accessed by a side on approach if utilising a wheelchair.

Toilet

- » There is one designated unisex accessible toilet equipped with change table facilities.
- » There is adequate space for a right side transfer onto the toilet.
- » There is limited circulation space between the basin and the toilet (1000mm).
- » The sharps container is positioned high (1600mm).

BLUEWATER COMMUNITY CENTRE

Address » Forestry Rd, Bluewater

Parking

- » There are two unmarked designated accessible parking spaces either side of the ramp at the front of the building. There is also sufficient parking space within the car park.

Entrance

- » The path of travel to the entrance is bitumen which leads to concrete stairs and a ramp.
- » The ramp is approximately 9m long with a landing halfway and a gentle gradient of 1:33.
- » Access to the building is through double doors.

Interior

- » The floor surface is vinyl and tiles.
- » The veranda at the rear of the building has a ramp and a concrete path which leads to nearby Bluewater Park.

Toilet

- » There is one designated unisex accessible toilet equipped with shower facilities and has a slightly narrow door opening (830mm).
- » The toilet is positioned slightly low (430mm).
- » There is adequate space for a right side and front transfer onto the toilet.

HEATLEY COMMUNITY CENTRE

Address » Cnr Fulham Rd and Lindeman Ave, Heatley

Phone » 1300 878 001

Web » www.townsville.qld.gov.au

Parking

- » There are two designated accessible parking spaces. A valid permit must be displayed.
- » The accessible parking spaces are approximately 50m from the entry.

Entrance

- » The path of travel to the entrance is bitumen, concrete and tiles.
- » Stairs and a ramp lead to the entrance of the building.
- » Access to the building is through double doors that require strong force to open (50N).

Interior

- » The floor surface is wood and tiles.

- » A stage is located within the building and can be accessed by portable stairs.
- » The kitchen sink and benches can be accessed by a side on approach if utilising a wheelchair.

Toilet

- » There is no designated accessible toilet, however there is a larger cubicle located in the female toilets with a door width of 820mm.
- » There is adequate space for a front transfer onto the toilet.
- » Entry door to both male and female toilets require a strong force (50N) to open and has a 50mm lip in the doorway.

OONOONBA COMMUNITY CENTRE

Address » Oonoonba Park, 2 Shannon St, Oonoonba

Phone » 1300 878 001

Web » www.townsville.qld.gov.au

Parking

- » There is one designated accessible parking space. A valid permit must be displayed.

Entrance

- » Entry to the property is through a pool gate with a pull top mechanism at a height of 1410mm.
- » The path of travel to the entrance is a wide concrete pathway which leads to a ramp that is approximately 3m long and has a gentle slope of 1:15.
- » Access to the building is through double doors which require a medium force to open (30N).
- » There is also an entrance at the back of the building which has a ramp that is approximately 3m long and has a gentle slope of 1:15, however the path of travel is grassed.

Interior

- » The floor surface is vinyl and tiles.
- » The door leading to the kitchen is narrow (770mm).
- » The light switch in the kitchen is positioned high (1420mm).

- » The kitchen sink and benches can be accessed by a side on approach if utilising a wheelchair.
- » The air-conditioner controls are positioned high (1570mm).
- » Access to the computer room is through double doors.

Toilet

- » There is one unisex designated accessible toilet equipped with shower and change table facilities.
- » The door is self-closing and requires a strong force to open (60N).
- » There is adequate space for a right side and front transfer onto the toilet.

PALUMA COMMUNITY CENTRE

Address » 57 Mt Spec Road, Paluma

Phone » 4773 7675 or 4770 8559

Email » lhyland@optusnet.com.au or colwynmc@activ8.net.au

Parking

- » There are no designated accessible parking spaces; however there is sufficient parking space along roadside.

Entrance

- » Path of travel to the entry is gravel, concrete and grass.
- » Entry to the building is via a wooden ramp which has a gentle slope of 1:10.
- » Access to the building is through double doors.

Interior

- » The floor surface is wood.
- » The kitchen sink and benches can be accessed by a side on approach if utilising a wheelchair.

Toilets

- » There is one designated unisex accessible toilet.
- » The toilet is positioned slightly low (440mm).
- » The toilet is positioned close to the rear wall (745mm).
- » The basin clearance is slightly low (620mm).
- » There are no grab rails located within the toilet.
- » There is adequate space for a left side and front transfer onto the toilet.

RAILWAY ESTATE COMMUNITY CENTRE

Address » 23 First Street, Railway Estate

Phone » 1300 878 001

Web » www.townsville.qld.gov.au

Parking

- » There is one designated accessible parking space. A valid permit must be displayed.
- » The accessible parking spaces are approximately 10m from the entry.

Entrance

- » The path of travel to the entrance is bitumen and concrete.
- » Access to the building is through double doors that require medium force to open (35N).

Interior

- » The floor surface is vinyl.
- » Benches and sink in kitchen are accessible with limited obstruction.

Toilet

- » There is an accessible toilet cubicle located in the female toilets equipped with shower facilities.
- » Medium force is required to open the door (35N).
- » There is adequate space for a right side transfer onto the toilet.
- » The toilet is positioned low (400mm).
- » The toilet is positioned close to the rear wall (710mm).
- » There is limited circulation space between the toilet and fixed shower seat (1000mm).

RIVERSIDE GARDENS COMMUNITY CENTRE

Address » 55 Riverside Boulevard, Riverside Gardens, Douglas

Phone » 1300 878 001

Web » www.townsville.qld.gov.au

Parking

- » There is one designated accessible parking space. A valid permit must be displayed.

- » The accessible parking space has a gradient of 1:16 and a camber of 1:100.
- » The entrance is 70m away via a ramp to the roadside footpath.

Entrance

- » The path of travel to entrance is via a concrete footpath which leads to a wide and level wooden deck with a railing.
- » Access to the building is through double doors.
- » There is stair access via the rear of the building.

Interior

- » The floor surface is wood, lino and tiles.
- » The reception counter is positioned high (1060mm).
- » The kitchen sink and benches can be accessed by a side on approach if utilising a wheelchair.
- » There is a wide, wooden veranda around the outside of the building.

Toilet

- » There is one designated unisex accessible toilet.
- » Strong force (60N) is required to open the door to the accessible toilet; however there is a staggered close.
- » There is adequate space for a left side and front transfer onto the toilet.

ROLLINGSTONE COMMUNITY CENTRE

Address » 1 Community Crescent, Rollingstone

Phone » 07 47 70 7855

Parking

- » There is one designated accessible parking space which is located approximately 38m from the entrance

Entrance

- » There is a wide concrete path which leads to a ramp that goes to the door.
- » The ramp is wide with a gradient of 1:12 and is equipped with handrails.

Interior

- » The floor surface is linoleum.

Toilet

- » There is one designated unisex accessible toilet, equipped with shower facilities.
- » The entrance has a narrow door clearance (764mm).
- » The door requires two hands to open with knob style handle.
- » There is adequate space for a front transfer onto the toilet.
- » A right side transfer may be obstructed by a shower chair.
- » The basin is positioned slightly low (620mm).

SAUNDERS BEACH COMMUNITY CENTRE

Address » Cnr Saunders Beach & Boat Ramp Rd, Saunders Beach

Parking

- » There are no designated accessible parking spaces; however there is sufficient parking space within the car park.

Entrance

- » Path of travel to the entry is compacted dirt and gravel.
- » Entry to the building is via a ramp that is approximately 4m long with a gradient of 1:25 after an initial gradient of 1:6.
- » Access to the building is through double doors.

Interior

- » The floor surface is tiles.
- » The serving counter via the kitchen is positioned high (1020mm).
- » A stage is located within the building and requires a 430mm step up to access.

Toilet

- » There is one designated unisex accessible toilet with a narrow door opening (760mm).
- » The toilet is positioned slightly low (440mm).
- » There is adequate space for a left side and front transfer onto the toilet.
- » There is limited circulation space between the basin and the toilet (670mm).

WULGURU COMMUNITY CENTRE

Address » 14 Edison St, Wulguru

Phone » 1300 878 001

Web » www.townsville.qld.gov.au

Parking

- » There are no designated accessible parking spaces; however there is sufficient parking space within the car park.

Entrance

- » The path of travel to the entrance is bitumen and loose gravel.
- » Access to the building is through double doors.

Interior

- » The floor surface is wood.
- » The kitchen sink and benches can be accessed by a side on approach if utilising a wheelchair.
- » There is a table located in the kitchen, which may limit access for some users.
- » The serving counter is positioned high (1000mm).

Toilet

- » There is a signed accessible toilet cubicle located within the female and male toilets.
- » Strong force (50N) is required to open the door to the female toilets.
- » The door to the toilet cubicle opens inward.
- » The toilet is positioned very low (390mm).
- » The toilet is positioned very close to the rear wall (600mm).
- » There is adequate space for a front transfer onto the toilet.
- » The toilet paper dispenser is positioned high (900mm).
- » Both the rear and side grab rails are positioned low (750mm).
- » The basin in the women's toilet has a very low clearance. (500mm).
- » The basin in the men's toilet has a slightly low clearance (630mm)
- » Change table facilities are located within the female toilets.
- » All toilets within the building have grab rails.

»» GETTING AROUND

FERRY – FANTASEA MAGNETIC ISLAND CAR AND PASSENGER FERRY

Phone » 07 4796 9300

Web » www.fantaseacruisingmagnetic.com.au

Parking

- » Staff direct a planned parking sequence.
- » Bookings are essential in order to secure a position due to limited spaces.
- » At peak times, vehicles can be positioned extremely close together.
- » Pylons can obstruct door opening.

Entrance

- » The ferry is accessed by a drive on ramp under staff supervision.

Interior

- » The kiosk is accessed via a steep staircase.

Toilet

- » There is one designated unisex accessible toilet which is situated on the same level as the vehicles and has a narrow door clearance (760mm).
- » There is adequate space for a right side transfer onto the toilet.
- » The toilet is positioned low (410mm).
- » The toilet is positioned close to the rear wall (740mm)

FERRY – FANTASEA MAGNETIC ISLAND CAR AND PASSENGER FERRY TERMINAL

Address » Ross Street, South Townsville

Phone » 07 4796 9300

Web » www.fantaseacruisingmagnetic.com.au

Parking

- » There is one designated accessible parking space. A valid permit must be displayed

Entrance

- » A narrow path of concrete tiles leads to an open doorway to the terminal.

Interior

- » The customer service counter is positioned high (1050mm).

Toilet

- » The toilet is situated at the rear near the car park via a concrete undercover pathway.
- » Door clearance is narrow (760mm).
- » There is adequate space for a right side and front transfer onto the toilet.
- » The hand towel is positioned high (1500mm).

FERRY – NELLY BAY FERRY TERMINAL

Address » Nelly Bay, Magnetic Island

Phone » 07 4726 0800

Parking

- » There are three designated accessible parking spaces. A valid permit must be displayed.
- » There is an uncovered path of travel, including a pedestrian crossing to the entrance.
- » A set down area for buses and taxis is located immediately outside the entrance.

Entrance

- » A long ramp with gentle gradient and landings connects the terminal with the ferry.

Interior

- » The information counter is positioned high (1200mm).

Toilet

- » There is one designated unisex accessible toilet.
- » There is a flip-down baby change table at a height suited to a seated user.

- » Heavy force (60N) is required to open the toilet door.
- » There is adequate space for a side and front transfer onto the toilet.

FERRY – SEALINK QLD FERRY

Phone » 1300 MAGGIE (624443)

Email » infoqld@sealink.com.au

Web » www.sealinkqld.com.au

Entrance

- » At the Breakwater Terminal the floating walkway gradient varies according to the tides.
- » There is a removable metal platform (height approximately 150mm).
- » Staff are always present to assist with embarking and disembarking.
- » Embarking and disembarking is possible from the upper and lower deck. Staff will indicate best ramp to utilise per vessel.

Interior

- » On the lower deck the aisle width is reasonable with extra space at the front of the vessel.
- » There are limited outdoor seating options on the lower deck level.
- » Once on the ferry the upper deck is accessed by stairs.
- » Most of the seating area on the upper deck is outside. There is a step to the indoor seating. Staff are willing to help accessing this area.

Toilet

- » There is one toilet with some accessible features on all ferries. Please contact Sealink QLD for more information.

FERRY – SEALINK QLD FERRY TERMINAL

Address » Sir Leslie Thiess Drive, Townsville

Phone » 1300 MAGGIE (624443)

Email » infoqld@sealink.com.au

Web » www.sealinkqld.com.au

Parking

- » There are two designated accessible parking spaces. Fees apply and a valid permit must be displayed.

- » A parking assistant is available to assist customers if required.
- » There is a safe open air path of travel which is 50m to the entrance.
- » A set down area for buses and taxis is located immediately outside the entrance.

Entrances

- » Access to the building is through double automatic, opening glass doors.
- » At the rear there are no landings immediately outside the doors (gradient 1:28).
- » A wide concrete ramp with landings connects the terminal with the floating walkway to the ferry. The ramp is steep with a gradient of 1:8.

Interior

- » The customer service desk has three designated accessible queues, as well as a lower counter for ease of access.
- » The Sales and Booking area has a wide circulation area.

Toilet

- » There are designated cubicles within the male and female toilets.
- » The door clearance at the entrance is narrow (760mm).
- » The air lock doors require heavy force to open (50N).
- » There is adequate space for a right side transfer onto the toilet.
- » The toilet paper dispenser is positioned high (1040mm).

QUEENSLAND RAIL – TOWNSVILLE TRAIN STATION

Address » 4-8 Charters Towers Road, Townsville

Phone » 13 16 17

Parking

- » There are four designated accessible parking spaces located approximately 50m from the platform.
- » There is a designated drop off zone adjacent to the platform.

Entrance

- » Access to the platform is via three ramps which all have gentle gradients.

Interior

- » The floor surface is painted concrete and tiles.
- » Three moveable ramps are on the platform and can be provided to access the train if required.
- » Audio loop is available.
- » Tactile indicators are present.

Toilet

- » There is one designated unisex accessible toilet.
- » There is adequate space for a left side transfer onto the toilet.
- » An emergency button is located in the toilet.

QUEENSLAND RAIL – TRAVEL CENTRE

Address » 502 Flinders Street, Townsville

Phone » 07 4772 8288

Parking

- » There are two designated accessible parking spaces.
- » There is a pedestrian crossing and a continuous accessible path of travel to the entrance.

Entrance

- » Access to the travel centre is through double glass doors.

Interior

- » The floor surface is carpet and tiles.

Toilet

- » Toilets for the travel centre are locked; however a key can be accessed from security if required.
- » The door to the toilet requires very light force to open, and closes slowly.
- » The toilet is positioned close to the wall (875mm).
- » The grab rails are positioned slightly low (795mm).
- » There is adequate space for a front and side transfer onto the toilet.

TOWNSVILLE AIRPORT

Address » Corner Halifax Street and Stinson Avenue, Garbutt

Phone » 07 4727 3211

Web » www.townsvilleairport.com.au

Parking

- » There are 12 designated accessible parking spaces at the airport. Four are located in the short term car park, six are located in the long term car park and two are located in the premium long term car park. Parking fees apply and a valid permit must be displayed.
- » Designated pedestrian crossings are clearly marked.
- » Designated accessible drop off/pick up points are located at the entrance to the airport. A valid permit must be displayed. (20 minute parking allocation is available in these drop off/pick up accessible parking spaces for people displaying a valid permit).

Entrance

- » There is a continuous concrete/bitumen path of travel to the entrance of the terminal.
- » The front automatic doorways have wide and clear openings.

Interior

- » The floor surface is low pile carpet, tiles and linoleum.
- » The dining room/service area has level access with freestanding furniture.
- » The booking service counters range in height from 900mm to 1200mm.
- » The level one departure gates can be accessed by lifts located at the northern end of the ground floor departure gates.
- » Escalators and stairs have tactile indicators.

Toilet

- » There are a number of designated accessible toilets throughout the airport.
- » Accessible toilets on the airside of the terminal (through security) have braille signage at their entry points.
- » Doors require a medium force to open.
- » There is adequate space for a front and side transfer onto the toilets.

TOWNSVILLE SUNBUS

Address » 451-459 Woolcock Street Garbutt, QLD 4814

Phone » 07 4771 9800

Website » www.sunbus.com.au

- » Sunbus services can be accessed at various locations around the city, with some buses accessible for wheelchairs. In excess of 80% of Sunbus buses in Townsville are low floor DDA compliant. Contact Townsville Sunbus directly for more information regarding routes that use accessible buses.

»» INFORMATION SERVICES

COMMUNITY INFORMATION CENTRE

Address » Level 1, Northtown, 280 Flinders Street, Townsville

Phone » 07 4771 4230

Email » cic@townsville.qld.gov.au

Web » www.townsville.qld.gov.au/townsville/infocentre

Parking

- » There are two designated accessible parking spaces in the basement car park of the Northtown complex. Parking fees apply and a valid permit must be displayed.
- » There are two lifts that can be accessed from the basement in Northtown.
- » Two accessible parking spaces are located behind the Northtown building on Ogden Street. A valid permit must be displayed.
- » A loading zone is located behind the Northtown building on Ogden Street.

Entrance

- » Access is through wide double glass doors which are kept open during business hours.

Interior

- » The floor surface is low pile carpet.
- » Heights of information stands vary, however staff are available to provide assistance where required.

Toilet

- » There is one designated unisex accessible toilet on level one of the Northtown building next to the Flinders Street Library.
- » There is adequate space for a front and left side transfer onto the toilet.
- » There is also one designated unisex accessible toilet located on the ground floor of the Northtown building.

BULLETIN SQUARE VISITOR INFORMATION CENTRE

Address » Flinders Square, Flinders Street, Townsville

Phone » 07 4721 3660 or 1800 801 902

Email » tel@tel.com.au

Parking

- » One accessible parking space is located on Flinders Street near Flinders Square. A valid permit must be displayed.
- » Two accessible parking spaces are located on Ogden Street. A valid permit must be displayed.

Entrance

- » The path of travel to the front entrance is paving with a gentle slope.
- » Access is through a wide sliding glass door which is kept open during business hours.

Interior

- » The floor surface is tiles.
- » Heights of information stands vary, however staff are available to provide assistance where required.

Toilet

- » There is one designated unisex accessible toilet located behind the information centre.
- » There is adequate space for a front and right side transfer onto the toilet.

»» PLACES OF WORSHIP

LIFE CHURCH TOWNSVILLE

Address » 153-157 Dalrymple Road, Garbutt

Phone » 07 4775 4722

Web » www.lifechurchtsv.org.au

Parking

- » There is one designated accessible parking space at the side of the bookstore entrance within 15m of the church entrance.
- » The accessible parking space sign is on the wall, with no paintwork on the pavers.

Entrance

- » The main entrance is wide and is attended by ushers.

Interior

- » The floor surface is low pile carpet.
- » A change in surface height to the church hall is negotiated by a small wooden ramp with a gradient of 1:5.
- » There is ample space to manoeuvre in the church hall, which has wide aisles.

Toilet

- » There is one designated unisex accessible toilet.
- » The door swings with light force.
- » There is adequate room for a front and left side transfer onto the toilet.

MOUNT LOUISA HOUSE OF PRAISE

UNITING CHURCH OF AUSTRALIA

Address » Cnr Bayswater Road and Mather Street, Mt Louisa

Phone » 07 4774 5800 (9am-12pm weekdays except Tuesday)

Email » mlhop@dovenetq.net.au

Web » www.houseofpraise.com.au

Parking

- » There are two designated accessible parking spaces.
- » A set down area is positioned immediately at the entrance for private vehicles, taxis and buses; or at the base of the access ramp

Entrance

- » Access to the main entrance is on a concrete surface; however cuts across the path of traffic with no crossings marked.
- » The main entrance has a wide, clear opening and level threshold, and the doors are kept open during service times.
- » Access is also available through the secondary entrance to the fellowship area, aluminum tracking is an obstacle at the threshold.

Interior

- » The floor surface is low pile carpet and linoleum, and tile.

Toilet

- » There is one designated unisex accessible toilet which is accessed by leaving the main entrance
- » The doorway has a narrow opening (760mm).
- » The toilet is positioned very close to the rear wall (710mm).
- » The grab rails are positioned high (840mm) and the space for a front transfer is restricted (1070mm available).
- » There is adequate room for a side transfer onto the toilet.
- » The flushing mechanism requires pulling a cord, the bottom of which is positioned very high (1270mm).
- » The toilet paper dispenser is positioned high (840mm).
- » The light switch is positioned high (1290mm).

SACRED HEART CATHEDRAL CATHOLIC CHURCH

Address » 270 Stanley Street, Townsville

Phone » 07 4771 4461 or 07 4726 3200 (Diocese)

Web » www.tsv.catholic.org.au

Parking

- » The Sacred Heart Cathedral is accessed via a steep one-lane service road to the hilltop.
- » There are four designated accessible parking spaces in two locations at the church. The gradient varies from 1:17 (steep) to 1:50.

Entrance

- » The main entrance has numerous steps and is not accessible to the seated user.

- » The side entrance is concrete and accessed through the car park.
- » This is a shared pedestrian/car zone and is approximately 40m from the designated accessible parking spaces.

Interior

- » The interior has been modified with architect designed ramps to permit access to the altar and baptismal font.
- » Care is required as there is no curbing and it would be easy to drop a wheel down a level.
- » A hearing loop is utilised within the church.

Toilet

- » There is one designated unisex accessible toilet within the administration building, which can be used by visitors.

ST JAMES ANGLICAN CATHEDRAL ANGLICAN CHURCH OF AUSTRALIA

Address » 36 Cleveland Terrace, Townsville

Phone » 07 4771 2247 (9am-12noon Monday - Friday)

Web » anglicannq.wordpress.com

Parking

- » There is one designated accessible parking space.
- » People with limited mobility are welcome to use the staff car park at the rear.
- » There is a set down area at the front of the church steps which has a steep gradient (1:18) and a rough bitumen surface.

Entrance

- » The main entrance is accessed via steps.
- » The side entrance has a rough threshold and a wide and clear opening. It is accessed from the staff car park at the rear via a concrete path running along the side of the building (width approximately 1200mm) with a slight camber and some uneven lips at the slab edges.

Interior

- » The floor surface is low pile carpet.

- » There are three steps to the altar and the ministers will bring Holy Communion to the level area if required.

Toilet

- » There is one designated unisex accessible toilet at the rear of the cathedral.

SUN CITY CHRISTIAN CHURCH

Address » 98-102 Eyre Street, North Ward

Phone » 07 4721 5716

Web » www.suncity.org.au

Parking

- » There are designated accessible parking spaces.

Entrances

- » The church is accessed through heavy large double glass doors attended by two ushers who are available to provide assistance if required.
- » The landing gradient is a little steep (1:21).

Interior

- » The floor surface is a low pile carpet.
- » There are wide aisles with plenty of space to manoeuvre and a low stage at the front of the church hall.
- » There are doors leading from the church hall to other parts of the building that require moderate force to push. Ushers are available to hold doors open if required.

Toilet

- » There is one designated unisex accessible toilet.» The toilet is approximately 150m from the church hall through internal doors.
- » The door requires light force to open and the handle is knob style which may require two hands to open.
- » There is adequate space for a left side and front transfer onto the toilet

»» PUBLIC SERVICES

ANTI-DISCRIMINATION COMMISSION QUEENSLAND

Address » Suite 10, Level 2, St James Place, 155 Denham Street,
Townsville

Phone » 07 4421 4000, 1300 130 670 or 1300 130 680 TTY

Fax » 4799 7021

Web » www.adcq.qld.gov.au

Parking

» There are two designated accessible parking spaces. A valid permit must be displayed.

Entrance

- » There is a moderate slope at a gradient of 1:10 from the car park to the walkway into the building.
- » The walkway is wide (1100mm); however at a down pipe it narrows (910mm)
- » Access to the building is through automatic opening glass doors.
- » Entry to Suite 10 level is via a glass sliding door that remains open; however it has a channel approximately 50mm wide (for the door to slide in and out of).

Interior

» The office doorways are narrow (770mm).

Toilet

» There is a designated accessible toilet equipped with shower facilities.

BELGIAN GARDENS CEMETERY

Address » 56 Evans Street, Belgian Gardens

Phone » 07 4721 2229

Email » cemeteries@townsville.qld.gov.au.

Web » www.townsville.qld.gov.au

Parking

» There are no designated parking spaces; however there is ample space for parking.

Entrance

- » The floor surfaces throughout the cemetery are bitumen, dirt or turf and can be uneven in some places.
- » Entrance into the lawn section at the back of the cemetery requires a 150mm step up as it has curbing around the perimeter.

Toilet

- » There are no designated accessible toilets.
- » The women's toilet has a wide doorway which allows for easy access.
- » The toilet cubical has a door that opens inwards and has a wide and clearance (830mm).
- » There is space for a front transfer onto the toilet.
- » The path towards the ladies toilets is uneven bitumen with a slight incline through the doorway.
- » Entrance to the men's toilet is via a dirt path and concrete slab. It requires a 170mm step up into the entrance of the toilets.

CITYLIBRARIES – AITKENVALE

Address » Cnr Ross River Road & Petunia Street, Aitkenvale

Phone » 1300 878 001

Web » www.townsville.qld.gov.au

Parking

- » There are three designated accessible parking spaces. A valid permit must be displayed.
- » There is a designated set down area with a kerb ramp and a continuous path of travel to the entrance.

Entrance

- » The library is accessed by a walkway or ramp with a gradient of 1:14.
- » There is also access via stairs with handrails to the building.
- » Access to the library is through double, automatic opening glass doors.
- » Security gates are located just past glass doors at the entry and have a wide opening with a slightly raised surface.

Interior

- » The floor surface is linoleum.

- » There are four Radio Frequency Identification Devices (RFID) located within the library. Three devices are positioned 830mm high and the other is positioned 710mm high.
- » The return book chute is positioned high (1300mm) and can only be accessed from a side on approach.

Toilet

- » There are designated unisex accessible toilets.
- » There is adequate space for a side transfer onto the toilet.

CITYLIBRARIES – FLINDERS STREET

Address » Level 1, Northtown, 280 Flinders Street, Townsville

Phone » 1300 878 001

Web » www.townsville.qld.gov.au

Parking

- » There are two designated accessible parking spaces on Ogden Street, behind the Northtown building. Parking fees apply and a valid permit must be displayed.
- » There are two lifts that can be accessed from the ground floor or basement car park in Northtown.
- » A loading zone is located behind the Northtown building on Ogden Street.

Entrance

- » Access to the library is through double, automatic opening glass doors.
- » Security gates are located just past glass doors at the entry and have a wide opening with a slightly raised surface.

Interior

- » The floor surface is low pile carpet.
- » There are two Radio Frequency Identification Devices (RFID) located within the library. The devices are positioned 820mm high.
- » The return book chute is positioned high (1200mm). A low cupboard located in front of the chute may limit access.

Toilet

- » There is one designated unisex accessible toilet on level one of the Northtown building next to the Flinders Street Library.

- » There is adequate space for a front and left side transfer onto the toilet.
- » There is also one designated unisex accessible toilet located on the ground floor of the Northtown building.

CITYLIBRARIES – THURINGOWA CENTRAL

Address » 86 Thuringowa Drive, Townsville

Phone » 1300 878 001

Web » www.townsville.qld.gov.au

Parking

- » There are five designated accessible parking spaces. A valid permit must be displayed.

Entrance

- » The path of travel to the entrance of the building is made of pavers and is slightly uneven.
- » The ramp to the entrance is wide and has a landing approximately 7m along, with a gradient of 1:14.
- » Access to the library is through double, automatic opening glass doors.
- » Security gates are located just past glass doors at the entry and have a wide opening with a slightly raised surface.
- » There is a mat at the door of the library and an aluminum door runner that rises approximately 5cm. There is also a slope to the entrance.

Interior

- » The floor surface is slip-resistant tiles and low pile carpet.
- » The return book chute is positioned high (1193mm).
- » There are three Radio Frequency Identification Devices (RFID) located within the library. The devices are positioned 810mm high.

Toilet

- » There are two designated unisex accessible toilets. One is located near the café and the other is between the male and female toilets next to the main public toilets, adjacent to the car park.
- » Toilet doors require medium force (40N) to open.
- » There are side and rear grab rails that are positioned high (836mm).
- » There is adequate space for a front and left side transfer onto the toilet.

HEADSPACE TOWNSVILLE

Address » 2 – 14 Sporting Drive, Kirwan

Phone » 07 4799 1799

Email » headspace@tmml.com.au

Web » www.headspace.org.au

Parking

- » There is one designated accessible parking space at the entrance of the building and six designated accessible parking spaces located at the Skate Park next to the headspace Townsville building. A valid permit must be displayed.

Entrance

- » The path of travel to the entrance is concrete.
- » Access to the building is through double glass doors which are generally kept closed.

Interior

- » The floor surface is low pile carpet.
- » The reception desk is positioned high (1100mm)
- » Hallways and doorways have wide access.

Toilet

- » There is one designated unisex accessible toilet.
- » The doorway has a clear, slightly narrow opening (820mm).
- » There is adequate space for a front and left side transfer onto the toilet.

NORTH TOWNSVILLE COMMUNITY HUB

Address » 52 Palm Drive, Deeragun

Phone » 07 4751 6511

Email » manager@notch.org.au

Web » www.notchtownsville.org.au

Parking

- » There are no designated accessible parking spaces; however there is sufficient parking space available at the front of the facility.

Entrance

- » The path of travel to the entrance is dirt, grass or concrete.
- » The main entrance to the building is through a wide glass door which is generally kept closed.
- » The door to the main entrance requires heavy force to open (75N).

Interior

- » The floor surface is polished floor boards and laminate
- » The reception desk is positioned high (914mm).
- » There is limited circulation space within the Op Shop; however clothes racks are mobile and can be moved to provide sufficient access where required.

Toilet

- » There is one designated unisex accessible toilet, equipped with change table and shower facilities.
- » There is adequate space for a front and right side transfer onto the toilet.
- » A larger toilet cubicle is also available which has adequate space for a front transfer onto the toilet.

NORTH QUEENSLAND TRAINING AND COMMUNITY CENTRE

Address » 15 Lonerganne Street, Garbutt

Phone » 07 4779 7268

Email » info@nqtcc.org.au

Web » www.nqtcc.org.au

Parking

- » There are two designated accessible parking spaces located in front of the building. A valid permit must be displayed.

Entrance

- » The path of travel to the entrance is bitumen, concrete and wood.
- » The building is accessed via a ramp (1:25) or stairs, both with hand rails.
- » Access to the building is through a wooden door, with a wide and clear opening.

Interior

- » The floor surface is wood and tiles.
- » Hallways and doorways have wide access.

Toilet

- » There is one designated unisex accessible toilet, equipped with shower facilities.
- » There is a slight incline leading into the accessible toilet.
- » There is adequate space for a front and right side transfer onto the toilet.

PCYC CASTLE HILL

Address » 4 Hugh Street, Belgian Gardens

Phone » (07) 4772 3883

Web » www.pcy.org.au/CastleHill/

Parking

- » There are two designated accessible parking spaces. A valid permit must be displayed.

Entrance

- » The path of travel to the entrance is bitumen and concrete.
- » Access to the building is through double glass doors, which are kept open during business hours.

Interior

- » The floor surface is painted concrete, tiles, timber, vinyl and low pile carpet.
- » Ramps with hand rails service any change in level, except the main office.
- » There are two steps up to reach the main office, however; staff have a clear view of visitors approaching and will provide assistance if necessary.
- » Most areas are easily accessed through wide doorways.
- » A 25m, shaded pool can be accessed via stairs only.

Toilet

- » There is one designated unisex accessible toilet, equipped with shower facilities, located approximately 10m outside of the main building.
- » The doorway has a clear, narrow opening (760mm)
- » There is adequate space for a front and left side transfer onto the toilet.

PCYC TOWNSVILLE

Address » Lot 2 Wellington Street, Aitkenvale

Phone » 07 4781 9111

Email » townsville@pcyc.org.au

Web » www.pcyc.org.au/branches/townsville/index.php

Parking

- » There are five designated accessible parking spaces. A valid permit must be displayed.
- » Parking spaces: One space at the front of the premises, approximately 20m from the front entry. Four spaces in the side car park, approximately 20 - 30m from the front entry and 10m from the back entry.

Entrance

- » The path of travel to the entrance is bitumen and concrete.
- » Access to the building is through glass double doors.

Interior

- » The floor surface is low pile carpet and vinyl.
- » The kiosk counter is positioned high (1240mm).
- » A gym is located on the ground floor with specialised equipment that can be accessed from a wheelchair.
- » Access to the gym is through double doors which require light force to open.
- » There is ample circulation space around equipment located in the gym.
- » Ramps, stairs and a lift service any change in levels within the building.

Toilets

- » There are two designated unisex accessible toilets, with slightly narrow door openings (800mm).
- » One accessible toilet is equipped with shower facilities.
- » The toilet without shower facilities is slightly smaller and may have limited access for some users.
- » There is adequate space for a right side transfer onto the toilets.
- » The doors require medium force to open.

PCYC UPPER ROSS

Address » 43 Allambie Lane, Rasmussen

Phone » 07 4789 2145

Web » www.upperrosspcyc.com.au

Parking

- » There are two designated accessible parking spaces that are marked and have a pedestrian crossing between them. A valid permit must be displayed.

Entrance

- » There are stairs and a ramp leading to double doors entering the PCYC. One door is always left open.

Interior

- » The floor surface is wooden floorboards.
- » The counter height at the main desk is positioned high (1088mm).
- » There is a pool table, basketball court sized space, a stage (with external ramp access) and a gym which is only accessible via stairs.

Toilet

- » A toilet located adjacent to the Pulse Hall has a narrow door clearance (787mm) and a high door handle height (1185mm).
- » The door requires light force to open.
- » There is adequate space for a front and right side transfer onto the toilet.
- » A toilet located adjacent to the Sports Hall has a narrow door clearance (768mm).
- » The door requires heavy force to open and closes quickly.

RACQ

Address » 202 Ross River Road, Aitkenvale

Phone » 07 4781 9200

Phone » Roadside Assistance (24 hours) 13 1111, (Hearing Impairment - 3248 2074)

Web » www.racq.com.au

Parking

- » There are no designated accessible parking spaces; however there is general car parking available at the rear of the building.

Entrance

- » The main entrance is accessed via a long concrete ramp (4800mm) with a gentle gradient from the footpath to the main entrance.
- » The main entrance to the building is through a wide, single automatic opening glass door.
- » The rear entrance (from customer car park area) is through a wide, single automatic opening glass door.

Toilet

- » There are no toilets available to the public.

REID PARK PIT COMPLEX

Address » 55-95 Boundary Street, Railway Estate

Phone » 1300 878 001

Email » enquiries@townsville.qld.gov.au

Web » www.townsville.qld.gov.au

Parking

- » There are no designated accessible parking spaces within the car park; however spaces can be allocated directly in front of the breezeway between garages seven and eight, approximately 3m from lift access.

Entrance

- » Stairs or a lift provides access to the first floor meeting rooms.
- » There are six meeting rooms accessed from an external veranda.
- » Meeting room doors require a medium to heavy force (30-60N) to open.

Interior

- » The floor surface is concrete and low pile carpet.
- » Environmental controls are located at various heights and positions with some being in corners.

- » An open undercover area is also on the same level as the meeting rooms. It has a step along the road edge to access the railing.

Toilet

- » There are two designated unisex accessible toilets located on level one of the complex.
- » There is one designated unisex accessible toilet located on the ground level in the breezeway.
- » The doors require a strong force (50-65N) to open.
- » There is adequate space for a left and right side transfer onto the toilet.

RELATIONSHIPS AUSTRALIA – GREATER TOWNSVILLE REGION

Address » 745 Riverway Drive, Kirwan

Phone » 1300 364 277

Web » www.relationships.org.au

Parking

- » There is one designated accessible parking space. A valid permit must be displayed.

Entrance

- » The path of travel to the entrance is concrete and pebblecrete.
- » The main entrance to the building is through two sets of wide, single automatic opening glass door.

Interior

- » The floor surface is low pile carpet and tiles.
- » Hallways and doorways have wide access.
- » The reception desk is positioned high (??mm)

Toilet

- » There is one designated unisex accessible toilet.
- » There is adequate space for a front and right side transfer onto the toilet.

ROLLINGSTONE RURAL TRANSACTION CENTRE

Address » 44 Community Crescent, Rollingstone

Phone » 07 47 707855

Parking

- » There is one designated accessible parking space which is located approximately 30m from the entrance.

Entrance

- » There is a concrete path to the entrance equipped with handrails.
- » There is a timber ramp leading to the entrance, equipped with hand rails.
- » The door at the main entrance requires light force to open.

Interior

- » The floor surface is linoleum.

Toilet

- » There is one designated unisex accessible toilet.
- » The handle to the toilet is positioned high (1033mm).
- » The toilet is positioned slightly high (487mm).
- » There are rear (791mm) and side (797mm) grab rails positioned slightly low.
- » The basin is positioned slightly low (614mm).
- » There is a braille sign on the door.

SALVATION ARMY - RIVERWAY

Address » 49-61 Beck Drive, Condon

Phone » 07 4723 5607

Parking

- » There is one designated accessible parking space. A valid permit must be displayed.

Entrance

- » The path of travel to the entrance bitumen and concrete.
- » The main entrance to the building is through double glass doors. They are generally kept locked, however; during functions the doors will be open.

- » The doors require a heavy force to open (70N).

Interior

- » The floor surface is low pile carpet and tiles.
- » Hallways and doorways have wide, clear access.

Toilet

- » There is one designated unisex accessible toilet with shower facilities.
- » The doorway has a clear, slightly narrow opening (820mm) and requires a heavy force to open (70N).
- » There is adequate space for a front and left side transfer onto the toilet.

TOWNSVILLE CITY COUNCIL CUSTOMER SERVICE CENTRE – THURINGOWA CENTRAL

Address » 86 Thuringowa Drive, Kirwan

Phone » 1300 878 001

Web » www.townsville.qld.gov.au

Parking

- » There are five designated accessible parking spaces. A valid permit must be displayed.

Entrance

- » The path of travel to the entrance of the building is made of pavers and is slightly uneven.
- » The ramp to the entrance is wide (983mm) and has a landing approximately 7m along, with a gradient of 1:14.
- » Access to the building is through double, automatic opening glass doors.

Interior

- » The floor surface is tiles and low pile carpet.
- » The customer service counter is positioned high (1047mm).

Toilet

- » There are two designated unisex accessible toilets. One is located near the café and the other is between the male and female toilets next to the main public toilets, adjacent to the car park.

- » Toilet doors require medium force (40N) to open.
- » There are side and rear grab rails that are positioned high (836mm).
- » There is adequate space for a front and left side transfer onto the toilet.

TOWNSVILLE CITY COUNCIL CUSTOMER SERVICE CENTRE – WALKER STREET

Address » 103 Walker Street, Townsville

Phone » 1300 878 001

Web » www.townsville.qld.gov.au

Parking

- » There is one designated accessible parking space. A valid permit must be displayed.

Entrance

- » Access to the main entrance is through double, automatic opening glass doors.
- » There is a ramp at the rear entrance with small landings.
- » Access to the back of the building is through double, automatic opening glass doors.
- » There is also access from the forecourt through double doors at the base of the stairs.

Interior

- » The building is multi-storey with stairs and a lift that services any change in level.

Toilets

- » There is one designated unisex accessible toilet on the ground floor in the forecourt, at the Stokes Street end of the building.
- » There is an accessible shower and baby change facilities adjacent to the fountain in the forecourt.

TOWNSVILLE COMMUNITY LEGAL SERVICE

Address » Unit 2/181 Sturt Street, Townsville

Phone » 07 4721 5511

Email » tcls@tcls.org.au

Web » www.tcls.org.au

Parking

- » There is one accessible parking space located on Sturt Street at the base of the ramp leading to the office, on a busy corner. A valid permit must be displayed.

Entrance

- » A ramp from the street is 15m long and has a gradient of 1:14 with only one landing at the top. There are stairs and a ramp leading to the entrance of the office.
- » The door to the main entrance of the office requires heavy force to open.
- » A buzzer is located on the outside of the main entrance if assistance is required.

Interior

- » The floor surface within the office is low pile carpet.
- » The reception counter is positioned high (1000mm) with room next to the counter for staff to liaise with individuals in wheelchairs if required.

Toilet

- » There is one unisex designated accessible toilet.
- » There is adequate space for a front and left side transfer onto the toilet.

TOWNSVILLE MAGISTRATES COURT

Address » 31 Walker Street, Townsville

Phone » 07 4761 8300

Email » courthouse.townsville@justice.qld.gov.au

Parking

- » There is one designated accessible parking space on Walker Street.

Entrance

- » Access to the Supreme, District and Magistrates Court is via Wills Street which has a level pathway and enters the building on Level B.
- » Access is also available via Walker Street using a steep ramp with a gradient of between 1:5 to 1:9. There is also access available via stairs.
- » There is lift access from the ground floor of the Supreme Court. To gain entry to the lift, security must be called via an intercom system near the doors to the Supreme Court.
- » The button for the intercom system is positioned high (1330mm).

Interior

- » The floor surface is low pile carpet.
- » Some interior doors require a heavy force to open.
- » Access to court rooms is through wide double doors.

Toilet

- » There are two designated accessible toilets.
- » One is located on Level B in the Magistrates Court and the other is located on Level D in the Supreme Court building.
- » The toilet doorways are narrow (750mm) and require a medium to heavy force to open.
- » There is adequate space for a front transfer onto both toilets.
- » There are side grab rails in both toilets.

TOWNSVILLE WAR CEMETERY

Address » Evans Street, Belgian Gardens

Phone » 07 4721 1664

Parking

- » There are no designated parking spaces marked outside the main office; however there is ample space for parking.

Cemetery

- » The graves are surrounded by turf. There are no footpaths.

Entrance

- » Pavers lead from the road to the main entrance of the office building.

- » Access to the main entrance is through a wide doorway (810mm) with a 190mm step up.

Interior

- » The floor surface within the main office is low pile carpet

Toilet

- » There is one designated accessible toilet available while the office staff are present.

WEST END CEMETERY

Address » Church Street, West End

Phone » 07 4721 2229

Email » cemeteries@townsville.qld.gov.au

Web » www.townsville.qld.gov.au

Parking

- » There are no designated parking spaces at the cemetery; however there is adequate parking along Church Street and Pridmore Street.

Entrance

- » There are three entrances into the cemetery.
- » Two entrances are located along Church Street with concrete ramps leading to a grass surface.
- » Church Street entrances have large, wide gates which require a medium to heavy force to open.
- » One entrance is located via West End Park (entry into park via Church or Pridmore Streets).
- » The path to the entrance is grass which leads to pavers and a gate with a wide entrance.

Interior

- » The floor surface throughout the cemetery is turf and can be uneven in some places.

Toilet

- » There are no toilets available to the public.

»» SHOPPING CENTRES

ANNANDALE CENTRAL SHOPPING CENTRE

Address » Cnr McArthur Drive and University Road, Annandale

Phone » 07 4728 5528

Parking

- » There're four designated accessible parking spaces near the main entry.
- » A pedestrian crossing is marked for path of travel from the designated parking spaces to the main entrance.
- » There are three designated accessible parking spaces near the secondary entrance.
- » There is a gentle gradient to the secondary entrance.
- » A designated set down area for private vehicles, taxis and buses is located near both entrances.

Entrance

- » Both the main and secondary entrances have double automatic glass opening doors.

Shops

- » Annandale Central includes one supermarket and 20 specialty stores.

Toilet

- » There is one designated unisex accessible toilet.
- » The door is hinged and does not have a door closer fitted.

CASTLETOWN TOWNSVILLE

Address » Cnr Woolcock Street and Kings Road, Hyde Park

Phone » 07 4772 1699 (Centre Management)

Parking

- » The shopping centre has three levels of parking on the rooftop, ground and basement.
- » Designated accessible parking is located close to each of the main entrances.
- » There are five designated accessible parking spaces located on the rooftop approximately 7m from the entrance, with access to the shopping centre via a lift.

- » There are three designated accessible parking spaces located on the ground level (near Australia Post), approximately 20m from the entrance.
- » There are three designated accessible parking spaces and four 'parents with prams' parking spaces located on the ground level (near pedestrian crossing), approximately 26m from the entrance.
- » There are ten designated accessible parking spaces located on the basement level (near Big W), approximately 22m from the entrance with access to the shopping centre via a travelator and/or lift.
- » There are six designated accessible parking spaces and six 'parents with prams' parking spaces located on the basement level (near Woolworths), approximately 10m from the entrance with access to the shopping centre via a travelator.
- » There are two designated accessible parking spaces located on the basement level (between Woolworths and Target), approximately 10m from the lift located beneath the Commonwealth Bank.
- » There are five designated accessible parking spaces located on the basement level (near Target), approximately 4m from the entrance with access to the shopping centre via a travelator.

Entrance

- » There are four travelators that service all levels of the car parks into the shopping centre.
- » People using motorised scooters or push wheelchairs are not permitted to utilise the travelators.
- » There are two lifts that provide complete access to the shopping centre.
- » All doorways into the centre are wide automatic opening glass doors.

Shops

- » Castletown Townsville includes one supermarket and 144 specialty stores.

Interior

- » The floor surface throughout the shopping centre is smooth terrasite.
- » Shops have open doorways with varying levels of obstruction from displays.
- » Push wheelchairs and motorised scooters may be booked for customer use within the shopping centre.

Toilet

- » There are three designated accessible toilets located within the shopping centre, one equipped with shower facilities.
- » The toilets are accessed via a push button automatic opening door, with a push button system to lock.
- » There are two designated parent rooms located within the shopping centre, equipped with change area, feeding area, microwave and toilet.

CENTRO ON NATHAN

Address » Cnr Nathan Street and Fulham Road, Aitkenvale

Parking

- » There is one designated accessible parking space. A valid permit must be displayed.
- » A ramp leads from the car park to the entrance, with a second ramp via the pharmacy end of the walkway.

Entrances

- » The entrances to individual shops vary in width and are generally automatic glass doors or wide push/pull doors.

Shops

- » Centro on Nathan includes five specialty stores.

Toilet

- » There are no toilets available to the public.
- » If required customers can borrow a key from shopkeepers to access a staff designated accessible toilet, equipped with baby change facilities.
- » The door requires very strong force to open (70N).

CENTRO WOODLANDS

Address » Palm Drive, Deeragun

Parking

- » There are six designated accessible parking spaces available within the complex.
- » The car park is undercover leading to the main area.

Entrance

- » There are kerb ramps to access both parts of the centre.
- » The entrances to individual shops vary in width and ease of opening. Some doors are permanently open.
- » Access to the supermarket is through double, automatic opening glass doors.

Shops

- » Centro Woodlands includes one supermarket and 17 specialty stores.

Toilet

- » There are two designated unisex accessible toilets located within the centre. One is located near the pharmacy and one is located near the supermarket.
- » The toilet door near the pharmacy requires light force to open.
- » The toilet is positioned slightly low (420mm).
- » The rear grab rail is positioned slightly low (795mm).
- » The soap dispenser and hand dryer are positioned slightly high (1177mm).

CITY POINT SHOPPING CENTRE

Address » Cnr Sturt Street and Stokes Street, Townsville

Parking

- » There are three designated accessible parking spaces in the basement car park under the shopping centre within 5m of the lift. A valid permit must be displayed.
- » There are two open air designated accessible parking spaces on the upper level, approximately 65m from entrance. A valid permit must be displayed.

Entrance

- » There is a fully accessible lift from the basement car park.
- » From the upper level open air car park there is a switchback ramp at a gradient of 1:13. The landings are marked at intervals of 9m; however they are not level and have a gradient of 1:20.
- » The entrances to individual shops vary in width and are generally automatic glass doors or wide doorways which are kept open.

Interior

- » The floor surface is smooth tiles and concrete.

Shops

- » City Point Shopping Centre includes one supermarket and three specialty stores.

Toilet

- » There is one designated accessible toilet near the lifts at the shopping level; however access is limited only to customers of the café. It requires a key for entry which can be obtained from café staff.
- » The door requires heavy force to open (50N).
- » There is adequate space for a front and side transfer onto the toilet.

DEERAGUN VILLAGE

Address » Bruce Highway, Deeragun

Parking

- » There are six designated accessible parking spaces. A valid permit must be displayed.
- » There are six designated parents with pram spaces.

Entrance

- » The path of travel to the entrance is bitumen and concrete.
- » The main entrance is through double, automatic opening glass doors.
- » There are a variety of entrances to individual stores which vary between wide automatic opening glass doors and wide push/pull doors which require medium force to open.

Shops

- » Deeragun Village includes one supermarket, 10 specialty stores, one ATM and one DVD machine.

Toilet

- » There are two designated unisex accessible toilets. One is equipped with change table facilities and one is equipped with shower facilities.
- » The toilets are accessed through wide wooden doors which require a light force to open.
- » There is adequate space for a front and right side transfer onto the toilets.

FAIRFIELD CENTRAL SHOPPING CENTRE

Address » Cnr Lakeside Drive and Waterfront Parade, Fairfield Waters, Idalia

Parking

- » There are nine designated accessible parking spaces. A valid permit must be displayed.

Entrance

- » The path of travel to the entrance is bitumen and concrete pavers.
- » Access to the main entrance is through a double, automatic opening glass door.
- » The entrances to individual shops vary in width and ease of opening.

Shops

- » Fairfield Central Shopping Centre includes one supermarket and 11 specialty stores.

Interior

- » The floor surface is tiles.
- » Interior doorways to shops are wide and generally kept open.

Toilet

- » There is one designated unisex accessible toilet.
- » The toilet is accessed through an automatic, inward opening, electric door activated by a push button.
- » There is adequate space for a front and side transfer onto the toilet.
- » A dedicated parent's area is available through an automatic glass sliding door activated by a push button
- » The parent's area is equipped with toilet, change facilities, separate feeding area and a microwave.

GARBUTT SHOPPING CENTRE

Address » Cnr Ingham Road and Hugh Street, Garbutt

Parking

- » There are four designated accessible parking spaces located within the complex.

- » There is a set down area located outside of the car park.

Entrance

- » The supermarket has automatic opening glass doors.
- » The entrances to individual shops vary in width and ease of opening. Some doors are permanently open.

Shops

- » Garbutt Shopping Centre includes one supermarket and 14 specialty stores.

Toilet

- » There is one designated accessible toilet.
- » The door requires a strong force to open (50N) and is self-closing.
- » There is adequate space for a front and right side transfer onto the toilet.
- » The toilet paper dispenser is positioned low (557mm).

HERMIT PARK SHOPPING CENTRE

**Address » Cnr Charters Towers Road and Ackers Street,
Hermit Park**

Parking

- » There are four designated accessible parking spaces within 20m of the entrance.
- » A designated pedestrian crossing leads to the entrance.

Entrance

- » The main entrance has a gentle slope and double, automatic opening glass doors.

Interior

- » The entrances to individual shops vary in width and have wide and open entrances which are kept open.

Shops

- » Hermit Park Shopping Centre includes one supermarket and 13 specialty stores.

Toilet

- » There is one designated accessible toilet.

- » The door requires light force (20N) to open.
- » The soap dispenser is positioned slightly high (1140mm).
- » The light switch for the toilet is positioned in the passageway outside the toilet.

MOUNT VIEW PLAZA

Address » Cnr Bamford Lane and Mill Drive, Kirwan

Parking

- » There are three designated accessible parking spaces on the Mill Drive side of the plaza.
- » The parking spaces are situated approximately 10m from the entrance to the centre.

Entrance

- » The path of travel to the entrance of the centre is made of tbitumen/ concrete.
- » The main entrance to the shopping centre is a wide automatic opening glass door.
- » The entrances to individual shops vary in width and ease of opening. Some doors are permanently open.

Interior

- » The floor surface is non-slip tiles.

Shops

- » Mount View Plaza includes one supermarket and 12 specialty stores.

Toilet

- » There is one designated unisex accessible toilet.
- » The door to the toilet requires strong force to open (48N).
- » There is adequate space for a front and right side transfer onto the toilet.

NORTH WARD SHOPPING VILLAGE

Address » Gregory Street, North Ward

Parking

- » There are four designated accessible parking spaces next to the walkway.

- » A designated pedestrian crossing leads to the paved entrance.

Entrance

- » The main entrance has a gentle slope (1:19) and automatic opening glass doors.

Interior

- » The floor surface is smooth tiles.

Shops

- » North Ward Shopping Village includes one supermarket and five specialty stores.

Toilet

- » There is a designated accessible toilet.
- » The light switch for the toilet is positioned in the passageway outside the toilet.

NORTH SHORE SHOPPING CENTRE

Address » 20 – 38 Main Street, North Shore, Burdell

Phone » 07 4779 6033

Parking

- » There are six designated accessible parking spaces within the shopping centre car park.
- » There is a designated set down area/loading zone at the front of the shopping centre.

Entrance

- » There are a variety of entrances to individual shops which vary between wide automatic opening glass doors and wide push/pull doors which require medium force to open.
- » The path of travel to the entrance is bitumen, pebblecrete and concrete pavers.
- » Poles surround the entrance to the shopping centre with a wide clearance between them varying between 940mm to 1270mm in places.

Interior

- » The floor surfaces throughout the shopping centre are concrete, pebblecrete and tiles.

- » There is an accessible lift at the side of the building which provides access to upper levels if required.

Shops

- » North Shore Shopping Centre includes one supermarket and 12 specialty stores.

Toilet

- » There is one designated unisex accessible toilet.
- » Toilets are accessed through an automatic sliding door activated by a push button.
- » There is adequate space for a right side transfer onto the toilet.
- » An emergency button is located in the toilet.

PARKSIDE SHOPPING CENTRE

Address » Cnr Bamford Lane and Charles Street, Kirwan

Parking

- » There are four designated accessible parking spaces that are narrow (widest – 2642mm).
- » The parking spaces are approximately 40m from the parks to the main entrance.

Entrance

- » The entrances to individual shops vary in width and ease of opening. Some doors are permanently open.

Shops

- » Parkside Shopping Centre includes one supermarket and nine specialty stores.

Toilet

- » There is one designated accessible toilet.
- » The door requires medium force to open (40N).
- » There are no rear grab rails and the side grab rail is positioned high (880mm).
- » There is adequate space for a right side transfer onto the toilet.

RISING SUN SHOPPING CENTRE

Address » Cnr Charters Towers Road and Bowen Road, Rosslea

Parking

- » There is one designated accessible parking space opposite the main entrance to the supermarket and a designated pedestrian crossing leads to the entrance. A valid permit must be displayed.
- » There is one designated accessible parking space next to the secondary entrance to the supermarket. A valid permit must be displayed.
- » The secondary entrance has a kerb ramp with a gradient of 1:10.

Entrance

- » The main entrance has a ramp with a gentle gradient of 1:22, equipped with handrails and kerbs on both sides.
- » The secondary entrance has a kerb ramp with a gradient of 1:10.
- » Both entrances to the supermarket have automatic opening glass doors.
- » Along the front of the specialty stores is an undercover walkway with ramps at both ends and in the middle.

Shops

- » Rising Sun Shopping Centre includes one supermarket and 12 specialty stores.

Toilet

- » There is a designated unisex accessible toilet combined with a parenting room.
- » The passage to the toilets has a clear and wide path of travel, narrowed by switchboards.
- » The toilet door requires medium force (30N) to open.
- » There is adequate space for a side transfer onto the toilet.

SUNLAND PLAZA

Address » Hervey Range Road, Thuringowa Central

Phone » 07 4799 9100 (Centre Management)

Parking

- » There are three designated accessible parking spaces located approximately 30m from the entrance to the plaza.
- » There is a kerb ramp which has a gradient of 1:7.

Shops

- » Sunland Plaza includes one supermarket and 16 specialty stores.

Toilets

- » There is one designated unisex accessible toilet that has a narrow door entrance (785mm).
- » The door requires a medium force to open (30N).
- » The toilet paper dispenser is positioned 450mm in front of toilet.
- » The basin clearance is high (680mm).

STOCKLAND TOWNSVILLE – KMART CENTRE

Address » Cnr Ross River Road and Nathan Street, Aitkenvale

Phone » 07 4779 9277 (Centre Management)

Parking

- » There are designated accessible parking spaces at most entrances to the shopping centre.
- » Entry to the shopping centre (Kmart entrance) is via a short concrete kerb ramp.
- » There is a designated set down area for taxis at the entrance near the Commonwealth Bank (Nathan St).

Entrance

- » There are three entrances all with double, automatic opening glass doors.
- » The entrances to individual shops vary in width and ease of opening. Most doors are permanently open.

Interior

- » The floor surface is smooth tiles.
- » Shops have open doorways with level thresholds and varying levels of obstruction from displays.

Shops

- » Stockland Townsville – Kmart Centre includes one supermarket and 25 specialty stores.

Toilet

- » There is one designated accessible toilet centrally located near the rear entrance of shopping centre.
- » Toilets are accessed through an automatic sliding door activated by a push button.
- » There is adequate space for a front and right side transfer onto the toilet.
- » Braille signage is located outside the toilet.

STOCKLAND TOWNSVILLE SHOPPING CENTRE

Address » Cnr Ross River Road and Nathan Street, Aitkenvale

Phone » 07 4779 6033 (Centre Management)

Parking

- » There are designated accessible parking spaces at most entrances to the shopping centre.

Entrance

- » All access points to the shopping centre are via double, automatic opening glass doors.
- » Travelators/lifts provide access from roof top car parks into the centre.
- » Signs advise of wheelchairs/walking devices not to utilise travelators.
- » Ground level entry is available.

Interior

- » The floor surface is smooth reflective tiles.
- » Shops have open doorways or automatic opening doors, with varying levels of obstruction from displays.
- » Wheelchairs and power scooters may be booked for customer use within the shopping centre.

Shops

- » The centre includes one supermarket and over 180 specialty shops.

Toilet

- » There are five designated unisex accessible toilets in the shopping centre.
- » Toilets are accessed through a glass sliding door by a push button.
- » There is adequate space for a front and right side transfer onto the toilets.
- » An emergency button is located in the accessible toilets.

THE AVENUES

Address » Cnr Kern Brothers Drive and Burnda Street, Kirwan

Parking

- » There are two designated accessible parking spaces and two designated parents with pram spaces.
- » There is also a designated set down area that is close to the accessible spaces.

Entrance

- » The path of travel to the entrance of the shopping centre is made of bitumen/pebblecrete.
- » The main entrance ramp is very wide and has a gradient of 1:11.
- » There is another ramp leading to the bottle shop, with a gradient of 1:7.
- » The entrances to individual shops vary in width and ease of opening. Some doors are permanently open or automatic opening glass doors.

Interior

- » The floor surface is smooth tiles.
- » Counter heights and circulation space vary from shop to shop.

Shops

- » The Avenues includes one supermarket and eight specialty stores.

Toilet

- » There is one designated unisex accessible toilet.
- » There is adequate space for a right side transfer onto the toilet.
- » There is a braille sign located on the door of the toilet.

THURINGOWA VILLAGE

Address » Cnr Dalrymple Road and Thuringowa Drive

Parking

- » There are six designated accessible parking spaces. A valid permit must be displayed.
- » There are eleven designated parents with pram spaces.
- » There are six designated parking spaces for seniors.

Entrance

- » The path of travel to the entrance is bitumen and concrete.
- » The main entrance is through double, automatic opening glass doors.
- » There are a variety of entrances to individual stores which vary between wide automatic opening glass doors and wide push/pull doors which require light to medium force to open.

Shops

- » Thuringowa Village includes one supermarket, 5 specialty stores and one DVD machine.

Toilet

- » There is one designated unisex accessible toilet.
- » The toilet is accessed through a wide wooden door which requires a light force to open.
- » The toilet paper dispenser is positioned above the horizontal grab rail and may restrict access to the rail.
- » There is adequate space for a front and right side transfer onto the toilets.

VINCENT MARKET PLACE

Address » Cnr Nathan Street and Fulham Road, Vincent

Parking

- » There are five designated accessible parking spaces to one side of the entrance within approximately 40m of the entrance.
- » Two taxi bays are located at the front of the centre.

Entrance

- » The main entrance has a gentle slope and double, automatic opening glass doors.
- » The entrances to individual shops vary in width and ease of opening. Most doors are permanently open.

Shops

- » Vincent Market Place includes one supermarket and eight specialty stores.

Toilet

- » There is one designated unisex accessible toilet.
- » Toilet door opens automatically and is activated by a push button. There is a delayed closing sequence on the door.
- » A push button locks and unlocks the door on the inside of the toilet.

UPPER ROSS SHOPPING CENTRE

Address » 1125 Riverway Drive, Rasmussen

Parking

- » There are two designated accessible parking spaces located approximately 20m from the supermarket entrance.

Entrance

- » The path of travel to the entrance is bitumen and concrete.
- » The entrances to individual shops vary in width and ease of opening. Some doors are permanently open.

Shops

- » The includes one supermarket and 10 specialty stores.

Toilet

- » There are no toilets available to the public.

WILLOWS SHOPPING CENTRE

**Address » Cnr of Thuringowa Dr and Hervey Range Road,
Thuringowa Central**

Phone » 07 4799 9100 (Centre Management)

Parking

- » There are several accessible parking spaces located throughout the shopping centre car parks.
- » There are four designated accessible parking spaces situated approximately 30m from the western entrance to the shopping centre.
- » There are four designated accessible parking spaces that are near the round-a-bout approximately 30m from the southern entrance to the shopping centre.
- » There are four designated accessible parking spaces close to the southern entrance of the shopping centre.
- » There are four designated accessible parking spaces that are situated approximately 25m from the eastern entrance of the shopping centre.
- » Close to all designated accessible parking spaces are several accessible 'parents with prams' parking spaces.
- » There are three designated set down areas located throughout the shopping centre car parks.

Entrance

- » There are ramps from each of the parking areas to the entrance of the shopping centre.
- » Gradients vary between 1:8 and 1: 14 and lengths of the ramps vary.

Interior

- » The floor surface is tiles.
- » Tables in the eatery have a clearance height of 714mm and are bolted down by a single leg.
- » Tables are positioned 1011mm apart from each other.

Shops

- » Willows Shopping Centre includes two supermarkets and 126 specialty shops.

Toilet

- » There are two designated unisex accessible toilets with an automatic opening door.
- » There are two side grab rails on one side of the toilet. One is positioned slightly low (758mm) and one is positioned high (1058mm).
- » There is a swing down grab rail on the other side of the toilet which is positioned slightly low (769mm).
- » There is no rear grab rail available.
- » The basin is positioned low (616mm).
- » A parent room is also available which is equipped with toilet, change tables, microwave and a private area.
- » Braille signage is located outside the toilet.

MAGNETIC ISLAND »» ACCOMMODATION

ISLAND LEISURE RESORT

Address » 4 Kelly Street, Nelly Bay, Magnetic Island

Phone » 07 4778 5000

Fax » 07 4778 5042

Email » info@islandleisure.com.au

Web » www.islandleisure.com.au

Parking

- » There is one designated accessible parking space. A valid permit must be displayed.

Entrance

- » The path of travel to the entrance is paving.
- » Access to the main entrance is through a sliding glass door.

Interior

- » A ramp provides access to the pool area.
- » There is one unisex accessible bathroom located in the pool area.
- » Games room and laundry facilities both have accessible entrances.

Guest Rooms

- » There is one designated accessible room with ample space to manoeuvre a wheelchair.
- » A narrow concrete path leads to the room, at times with a gradient of 1:15.
- » There is a step up into the guest room (90mm) and a portable wooden ramp is available by request at reception if required.
- » The floor surface is level tiles.
- » There is one double bed and one double bunk bed in the room.
- » Environmental controls (light switch, fan and air conditioner) are not within reach from the bed.
- » There is one ensuite toilet/bathroom with a door that has a narrow opening (760mm) and requires light force to open.
- » The toilet is positioned low (410mm) with space for a left side transfer onto the toilet.
- » The shower has wheel in access and an outdoor plastic chair can be provided for showering if required.
- » The basin has no clearance as it is set into a vanity unit.

- » The light switch in the toilet/bathroom is positioned high (1340mm).

Kitchen

- » The unit is self-contained and there is space to manoeuvre freely in the kitchen.
- » Benches can only be accessed from a side-on position.

KARUNA COTTAGE – SHAMBHALA RETREAT

Address » 11 Barton Street, Nelly Bay, Magnetic Island

Phone » 0448 160 580

Email » shambhala.retreat@hotmail.com.au

Web » www.shambhala-retreat-magnetic-island.com.au

Parking

- » There are no designated accessible parking spaces available.
- » There is a carport in the driveway of Karuna Cottage. The surface is loose dolomite. Space either side of the vehicle is limited. The ground slopes away toward the cottage fairly steeply.

Entrance

- » The side entrance is accessed across a few metres of dolomite to the concrete landing at the base of a concrete ramp.
- » The aluminium sliding front doorway has a clear opening. The concrete has been sloped up to the tracking and a steel plate forms an internal slope down to the floor.

Interior

- » The floor surface is tiles.

Exterior

- » An undercover sitting area is accessed via the rear door.
- » Narrow paved paths lead through the tropical gardens. These paths also lead to an undercover common area and in-ground swimming pool.

Guest Rooms

- » There are two bedrooms within the guest rooms.
- » The master bedroom has bi-fold doors that require light force to open.
- » There is slightly restricted manoeuvring space beside the bed (830mm) that could be increased with a change in furniture layout.

- » Beds in the second bedroom are bunk style.
- » The toilet and shower are within the bathroom/laundry.
- » The bathroom door slides, requiring light force to open and has a clear opening.
- » The washing machine restricts access for a left side transfer onto the toilet (only 750mm available).
- » There is adequate space for a front transfer onto the toilet as long as the shower curtain is drawn back.
- » The shower has wheel in access equipped with hand rails.
- » There is a wall mounted shower seat available for use.
- » Basin clearance is limited by pipe work and it would be necessary to access from a side on position.

»» ATTRACTIONS

BUNGALOW BAY KOALA VILLAGE

Address » 40 Horseshoe Bay Road, Horseshoe Bay

Phone » 07 4778 5577

Fax » 07 4778 5781

Email » info@bungalowbay.com.au

Web » www.bungalowbay.com.au

Parking

- » There are no designated accessible parking spaces; however there is sufficient parking space within the car park.

Entrance

- » The bar/restaurant is accessed by a walkway and a ramp with a gradient of 1:18.
- » A dolomite path leads to the sanctuary after crossing the bridge. The path is 1360mm wide and undulates slightly (gradient 1:13-1:18).
- » The sanctuary gate has a clear opening and there is adequate space around the animal enclosures.

Interior

- » The floor surface in the dining area is timber.
- » Undercover dining is available with freestanding furniture.

Toilet

- » There is one unisex designated accessible toilet in an adjacent building.
- » The door requires light force to open (25N) with a handle height of 1070mm.
- » Grab rails are positioned slightly low (790mm).
- » There is adequate space for a front and left side transfer onto the toilet.
- » The toilet paper dispenser is positioned high (790mm).

»» GETTING AROUND

FERRY SERVICES AND TERMINALS

» Refer to entries under GETTING AROUND from page 79.

MAGNETIC ISLAND SUNBUS

Address » 44 Mandalay Avenue, Nelly Bay, Magnetic Island

Phone » 07 4778 5130

Web » www.sunbus.com.au

- » The bus service operates two large buses and two minivans fully equipped with hydraulic ramps and safety equipment to cater for people using wheelchairs.
- » Each large bus can fit two passengers with wheelchairs at one time.
- » Bookings must be made at least one day in advance to arrange a bus with wheelchair access and collection and drop off points can be negotiated. For more information and timetables contact Sunbus.

MAGNETIC ISLAND TAXIS

Phone » 07 4778 9588 (VIP)

- » Includes wheelchair taxis.

TROPICANA GUIDED ADVENTURE COMPANY

Address » Horseshoe Bay, Magnetic Island

Phone » 07 4758 1800

Web » www.tropicanatours.com.au

- » Tropicana Tours operates on Magnetic Island only.
- » The vehicle is a stretch jeep with seating for nine passengers.
- » It is necessary to transfer into a seat and wheelchairs are secured to the roof of the jeep.
- » There are two available tours, with one designated as accessible (Eco tours) and the other partly accessible (Adventure Tour). Bookings must be made to ensure staff can prepare in order to provide a positive and enjoyable experience.



FOR MORE INFORMATION



1300 878 001



enquiries@townsville.qld.gov.au



www.townsville.qld.gov.au