



**Making Tourism Accessible for Visitors who are Blind or have Low Vision**

**CASE STUDY 2 - Murrumba Downs Tavern**



**Murrumba Downs Tavern** is one of the newer hospitality venues to be established on Brisbane's north side. Located on the Corner of Dohles Rocks and Ogg Roads, Murrumba Downs, the facility is proudly independently owned and operated by a family group.

The Tavern engaged with the following self-assessment audits:

- Whole of Venue Self-Assessment Audit Checklist
- Hospitality Venue Self-Assessment Audit Checklist

Tavern staff engaging with the audit checklists advised that they found the checklists to be very comprehensive.

The following are examples of areas where Tavern staff found:

- a. No adjustments are required (as the destination already attends to this area)
  - Ramps
  - Stairs
  - Entrance / approach.
- b. Adjustments are pending (as the destination has already planned for such)
  - Menu print
  - Directional signage
  - Emergency exit – electronically
- c. Potential minor adjustments are needed
  - Customer service needs
- d. Adjustments should be undertaken in the medium term, however these do not require renovations
  - Entrances
- e. Adjustments are required in the longer term / during future renovation or redevelopment
  - Tactile Ground Surface Indicators (TGSIs)
- f. Adjustments are ongoing in their nature
  - Staff training
  - Menu print
  - Advertising printing

Provided are five examples / images of the Tavern's facilities where staff believes each area **is** where it should be in terms of accessibility for blind and low vision visitors.



Photo of function entrance – tactile ground surface



Photo of large handles and door



Photo of Braille toilet signage



Photo of large area in which it is easy to move

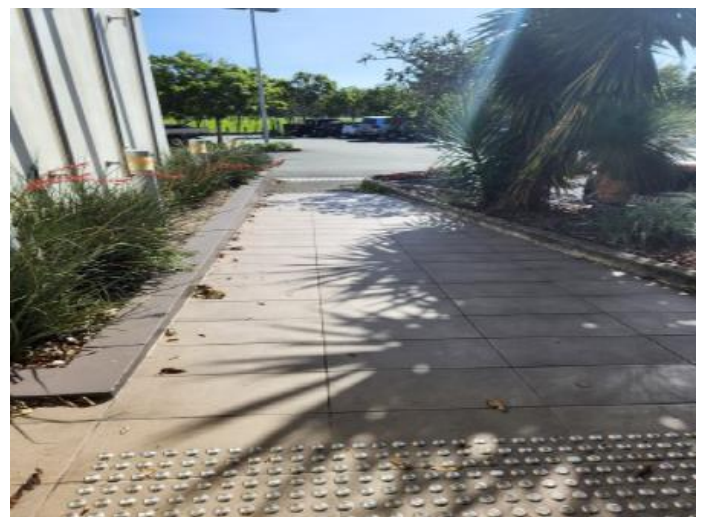


Photo of curbs / ramps entrance

The examples provided below demonstrate five areas of the Tavern's facilities where staff believe each area **is not** where it should be in terms of accessibility for blind and low vision visitors and required improvement.



Photo of lack of menu accessibility



Photo of limited braille signage



Photo of EFTPOS not / possibly not friendly for a sighted impaired user



Photo of entrance – no braille signage, no station for assistance



Photo of Bar – requires better signage

After consideration of the self-assessment audit findings, management is considering the following “next steps” that the business will look to undertake to make the destination more accessible and inclusive for visitors who are blind or have low vision.

1. Menu in braille and large print
2. Update the website
3. Venue signage in braille
4. Better staff awareness training

Murrumba Downs Tavern suggests that provision of the following resources will assist them in their quest to make tourism more accessible for visitors who are blind or have low vision.

- Definitely assistance to produce large print / braille “twin vision” restaurant menus

Tavern management know that Braille House can assist with the production of resources, and have reached out to Braille House for assistance.

The Murrumba Downs Tavern is also appreciative of the Human Guide Training which Braille House consultants are providing to Tavern staff.

Through the undertaking of the self-assessment audits, the Tavern’s leadership team has articulated the following key learnings.

*Key Learning 1:* Awareness of making simple changes to enhance someone’s way of living. Making a disability an ability through better understanding and simple changes

*Key Learning 2:* Some changes do not need to be big but will have a HUGE impact, for example braille / large print menus.

*Key Learning 3:* We can always improve and there are valuable resources that we should be better utilising.

The key benefits which the Murrumba Downs Tavern team believe arose from engaging with the self - Assessment Audits include:

- ✓ Inclusion and diversity
- ✓ Opening of market
- ✓ Staff education opportunity

***THANKS to the Murrumba Downs Tavern team for this participation, feedback and valuable insights,***

***and***

***CONGRATULATIONS on your commitment to cater for accessibility and inclusion***

***for guests who are blind or have low vision.***