

ATIC Accessibility

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



This report prepared for:

Business name:	Floating Images Hot Air Balloon Flights
Address:	Junction Road
Town:	Karalee
Date:	2024-04

ATIC Accessibility

The following pages provides travellers with information on the businesses facilities and amenities which aims to support the traveller to make an informed decision on whether the business is suitable for their individual needs.

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Business Overview

The business has the following products/services available

- Soft Adventure Hot Air Ballooning Experience – Boutique/ small numbers

Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- Limited mobility
- Food allergies or intolerances
- Cognitive or people on the Autism Spectrum
- Currently the balloon basket & vehicles are not accessible for people using wheelchairs and other mobility aids.

Floating Images' Chief Pilot - Graeme Day has over 30+ years of commercial balloon flights experience. Over this time, Graeme has flown passengers with varying abilities and disabilities including guests who are vision impaired, low vision, blind, hearing impaired, deaf, have cognitive health or intellectual disabilities, limited mobility and other physical and health related restrictions. We endeavour to provide that extra attention to those who require it within our capabilities and adapt to different customers' needs. Floating Images staff are here to assist you with your ballooning experience.

In return we please ask that all potential passengers advise us at the time of booking or thereabouts of your own, family, friends or clients potential specific needs, so that we can best determine how to offer you a memorable ballooning experience. It is unfair on our pilot, crew and other passengers on the morning, to arrive in the early morning on flight day and find out that passengers have specific needs that we are completely unaware or unprepared for.

The Ballooning Experience

Hot air ballooning is an outdoor aviation soft adventure activity where we use parks or rural properties that can be uneven ground or overgrown for take-off and landing. We suggest that our passengers come dressed as if you were taking a bushwalk with appropriate clothing and sturdy enclosed footwear.

While the flight is gentle, landings can be bumpy and the basket may occasionally lay on its side with passengers lying horizontal for a short time. Please ask if you have any concerns.

As we are a boutique ballooning operator, sharing all aspects of the ballooning experience with our passengers, including the inflation and deflation of the balloon, passenger participation is encouraged if able and willing.

The packing up tasks at the end of the flight are optional and we would appreciate passenger assistance in this hands-on experience. However, they do involve some lifting and participation is entirely voluntary. Passengers with health conditions or impairments are invited to stand back and take pictures of the fun.

Due to the environment in which our soft adventure ballooning experience is undertaken; all in-flight program vehicle transfers from the meeting point to the launch site, as well as the return from the landing site to the meeting point or after-flight restaurant breakfast (if required) are undertaken in a 4WD Troop Carrier or 4WD Passenger vehicle. Passengers will be required to climb into and out of either vehicle.

Ballooning Requirements

Everyone potentially is able to go ballooning, although limitations do apply.

It is a Civil Aviation Safety Authority (CASA) and company requirement that Passengers flying with the Operator must be able to embark and disembark a balloon basket for safety reasons. All passengers must be able climb INTO and OUT of the basket unaided, so that in the event of an emergency Passengers are also able to climb out of the basket unaided. The side of the basket is approx. 1.2 metres high with two footholds for passengers to use like a step ladder when climbing into and out of the basket. There is no easy access door or gate on the basket.

Floating Images' staff will be in attendance to supervise Passengers climbing into the basket but technically are not permitted to actively assist Passengers into the basket.



As the flight is for approximately 1 hour, all passengers must be able to stand unaided for the duration of the flight. (i.e.: no additional aids such as seats, walkers, sticks or crutches are permitted in the basket). There are no seats within the basket. Passengers may lean on the basket or against the basket walls (approx. 1.2m high) during the flight. If in doubt, a support person (carer, family member, friend or relative) must accompany the passengers with specific needs, health conditions or impairments.

Floating Images may refuse to fly any Passenger which it considers, in its sole discretion, will be unable to safely stand unaided for the duration of a Flight. The Pilot in command will make the final decision on whether a passenger is able to climb into the basket unaided and therefore travel on the balloon flight. In the event that the Pilot refuses to allow a passenger to board on this basis, the Passenger will be given a partial refund through their booking agent or by Floating Images if they booked directly with the Operator.

All passengers participating in the balloon flight do so at their own risk and the company accepts no liability for any damage or injury caused. Floating Images recommends that if you have a pre-existing health condition or impairment, specific need or recovering from recent surgery, that you seek medical advice and consult with your doctor; that may be affected by the physical nature of hot air ballooning before making a booking and participating in a balloon flight. Please be advised all passengers will be asked to sign a health statement and waiver at our meeting point prior to the flight.



Due to the nature of ballooning, the environment and operational restrictions, there are no wheelchair facilities available for the duration of the ballooning experience. Floating Images does not have modified wheelchair facilities in our balloon basket and vehicles. Our vehicles are 4WDs to allow access onto rural properties to retrieve the balloon equipment and passengers. Passengers will be required to climb into and out of both the balloon basket as well as the transfer vehicle.

Please advise the booking office & Chief Pilot if any passenger has any specific needs or health conditions or impairments prior to undertaking the flight.

In order to participate fully in the ballooning experience, please let us know prior to your booking or actual flight date, if you have any access or support requirements, to ensure that we can consider any reasonable adjustments.

Inquiries & Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Web portal – website www.floatingimages.com.au & online chat service
- Our website supports Userway widget for contrast, text size, line height, image hide, animation pause, and dyslexia friendly options
- Our forms have high contrast boxes and submit boxes
- Staff have undergone disability awareness and training

Emergency Management

- Emergency and evacuation procedures are explained during pre-flight safety briefing
- Passengers with special needs, when advised prior to their flight date are noted on the passenger booking for flight operational purposes and in accordance to CASA requirements

Communications

- An accessibility guide is available on the website

<https://www.floatingimages.com.au/plan-your-trip/accessibility-with-floating-images/>

- Our business offers the following alternative communication methods & options: telephone (including National Relay Service); email, online chat, SMS text, Floating Images Messenger chat, and face to face in office pre-flight inquiries if need be.
- Plain English
- Website has Userway widget applied
- There is easy to read signage and information (e.g. operational, stay clear zones and emergency information)
- Service animals are unable to go ballooning!

GENERAL

Pre-arrival, arrival and reception

The business has the following in place to support guests during pre-arrival, arrival and reception

- If customers need to come to the office prior to booking their flight, they may do so by prior arrangement. Contact the office via phone, email or website online chat.
- All passengers will meet at the Ipswich Visitor Information Centre Carpark, 45 minutes prior to sunrise on any nominated flight morning. Flight meeting Details are outlined in the Flight Reservations Correspondence emailed to customers as well as on our website.
- Information and maps are available in written form and are provided with every flight reservation correspondence emailed as well as on our website.



<https://www.floatingimages.com.au/plan-your-trip/meeting-point/>

As every flight is different and usually takes place in the Ipswich, Scenic Rim & Somerset countryside, and being dependent on the wind speed & direction on the morning, flight path maps are not available.

- Advertising material, web sites and social media contain information relating to phone numbers available for non-voice communication: Text SMS, Messenger, Google Business and email
- At the meeting point - a key for all passengers to access public & accessible toilets that are usually locked will be available on the flight morning.
- As we are a boutique ballooning outdoor soft adventure experience, with only one flight per day and a maximum of 10 passengers per flight & pre-booked - we do not have queues.
- On flight morning: the Chief Pilot and Ground Support Crew will be at the Meeting Point to greet you and check you in 10 minutes prior to the nominated start time.

All guests with special needs, accessibility & inclusion concerns as well as limited mobility are advised to contact Floating Images office prior to booking and/ or undertaking their ballooning experience to ensure we can assist and adapt to requirements within operational and legislative requirements.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information). Please refer to website <https://www.floatingimages.com.au/> or flight reservations correspondence.

Car Park and Access amenities

The business has the following Car Park and Access amenities at the Ipswich Visitor Information Centre Meeting Point.

- A drop off zone
- Designated disabled parking bays
- General visitor parking bays
- The ballooning rig and passenger transfer vehicles used for our ballooning experience will collect all passengers from the Visitor Information Centre Carpark.

Passengers leave their vehicles in the VIC carpark and then join the ballooning experience.

Passengers' in-flight transfers are in Floating Images vehicles – 4WD Troop carrier & 4WD SUV. They are not wheelchair accessible.

Due to ballooning being an outdoor soft adventure activity, we do not have a permanent venue for our ballooning experience. Our soft adventure ballooning experiences takes place out in fields & parks, where each one varies from day to day and flight to flight pending the launch & landing sites of the day.

Ramps and access is only available at the meeting point and at the after-flight restaurant breakfast venue.

Hot air ballooning is an outdoor aviation soft adventure activity where we use parks or rural properties that can be uneven ground or overgrown for take-off and landing . Each flight location varies from day to day and flight to flight pending the launch & landing sites of the day. There are no guaranteed paths or walkways throughout the ballooning experience.

Public Toilets & Change facilities

Public Toilet facilities have the following amenities are in place

- There is an accessible toilet for public use
- The door is 887 mm wide for the Ipswich Visitor Information Centre and 900 mm for Fourth Child Restaurant
- There is 900 mm width beside the toilet for the Ipswich Visitor Information Centre and 1450 mm for Fourth Child Restaurant
- There are handrails fitted in both the Ipswich Visitor Information Centre and Fourth Child Restaurant
- The height of the toilet seat is 460 mm for both the Ipswich Visitor Information Centre and Fourth Child Restaurant.
- There are no registered Adult Change Facilities, ceiling or portable hoists available at neither Ipswich Visitor Information Centre nor Fourth Child Restaurant.
- Baby/ Child Change Facilities are available

Accessible toilets are only available at the meeting point - Ipswich Visitor Information Centre & the after-flight restaurant Fourth Child Restaurant.

Due to the soft outdoor adventure nature of ballooning, there are no toilets available for the duration of the ballooning experience in the field, balloon basket, vehicles or at the numerous take off and landing sites.

TOUR OPERATORS

Tour/Transport Services

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

- Due to the environment we operate our ballooning experience - for all in-flight passenger transfers; passenger travel in 4WD Troop Carrier and/ or a 4WD SUV
- At this stage there are no modified vehicles that have wheelchair lifts, ramps or low floor access.
- The maximum wheelchair capacity available in the fleet is: None - at this stage
- All passengers must step up and into each 4WD transfer vehicle as climb up and into the balloon basket.



Basket-
steps-
scaled

Route Planning

- As every flight is different and usually takes place in the Ipswich, Scenic Rim & Somerset countryside, and being dependent on the wind speed & direction on the morning, flight path maps are not available.
- Launch and landing sites may vary for each and every flight day.
- Only the meeting Point and the After-Flight Restaurant venues are accessible
- For further information to plan your trip, please refer to our website <https://www.floatingimages.com.au/plan-your-trip/> or contact the office via phone, email or online chat.

Guides

- For each flight there will be the Chief Pilot who is on the ground as well as up in the air with all passengers, as well as 1 to 2 balloon Ground Support Staff.
- Use of clear/simple English
- Correct pronunciation for lip readers

ADVENTURE ACTIVITIES

Adventure activities

The adventure activities have the following facilities/amenities in place

- Our adventure activities cater for people with a disability.

Our website Accessibility and Inclusion link <https://www.floatingimages.com.au/plan-your-trip/accessibility-with-floating-images/> outlines our experience and how we can currently assist people with accessibility and inclusion needs.

Floating Images' Chief Pilot - Graeme Day has over 30+ years of commercial balloon flights experience. Over this time, Graeme has flown passengers with varying abilities and disabilities including guests who are vision impaired, low vision, blind, hearing impaired, deaf, have mental health or intellectual disabilities, limited mobility and other physical and health related restrictions. We endeavour to provide that extra attention to those who require it within our capabilities and adapt to different customers needs. Floating Images staff are there to assist passengers with their ballooning experience. Due to operational restrictions and CASA guidelines, we are currently unable to assist people with wheelchair needs. In return we please ask that all potential passengers advise us at the time of booking or thereabouts of your own, family, friends or clients potential specific needs, so that we can best determine how to offer you a memorable ballooning experience. It is unfair on our pilot, crew and other passengers on the morning, to arrive in the early morning on flight day and find out that passengers have specific needs that we are completely unaware or unprepared for.

- The equipment utilised to make the activities available are:

As the flight is for approximately 1 hour, all passengers must be able to stand unaided for the duration of the flight. (i.e.: no additional aids such as seats, walkers, sticks or crutches are permitted in the basket). If in doubt, a support person (carer, family member, friend or relative) must accompany the passengers with specific needs, health conditions or impairments.

- The following limitations apply to participation, including those activities that are not available to people with a disability:

Everyone potentially is able to go ballooning, although limitations do apply. It is a Civil Aviation Safety Authority (CASA) and company requirement that Passengers flying with the Operator must be able to embark and disembark a balloon basket for safety reasons. All passengers must be able climb INTO and OUT of the basket unaided, so that in the event of an emergency Passengers are also able to climb out of the basket unaided. The side of the basket is approx. 1.2 metres high with two footholds for passengers to use like a step ladder when climbing into and out of the basket. There is no easy access door or gate on the basket. Floating Images' staff will be in attendance to supervise Passengers climbing into the basket but technically are not permitted to actively assist Passengers into the basket. Due to the nature of ballooning, the environment and operational restrictions, there are no wheelchair facilities available for the duration of the ballooning experience.



Floating Images does not have modified wheelchair facilities in our balloon basket and vehicles. Our vehicles are 4WDs to allow access onto rural properties to retrieve the balloon equipment and passengers. Passengers will be required to climb into and out of both the balloon basket as well as the transfer vehicle.

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

Our website Accessibility & Inclusion link <https://www.floatingimages.com.au/plan-your-trip/accessibility-with-floating-images/> fully outlines our experience and how we can currently assist people with accessibility and inclusion needs.

We ask all customers & passengers who have accessible or inclusion concerns to contact us directly if you have concerns and so that we can also consider how we can assist and adapt for any individuals potential needs.

If you would like to speak to a staff member directly about accessibility & inclusion, contact

Contact name: Graeme or Ruth Day
Job title: Chief Pilot or Reservation Manager
Phone Number: 07 3294 8770
Email: contact@floatingimages.com.au

Report Disclaimer

Please note that this business report, provided as a result of the use of the diagnostic assessment, is for information purposes only.

Australian Tourism Industry Council (ATIC) cannot guarantee the accuracy of respondent's answers, or that they are fully representative of your business. Therefore, ATIC does not warrant or guarantee any particular outcome in respect of your businesses self-assessment.

This report is intended as guidance only for your business and should not be relied on for future marketing considerations. ATIC recommends that you seek your own independent advice as well as the results from the diagnostic.

Links to external web sites are inserted for convenience and do not constitute endorsement of material at those sites, or any associated organisation, product or service.

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