

ACCESSING TOWNSVILLE GUIDE »

A PUBLIC ACCESS GUIDE TO THE CITY OF TOWNSVILLE

2009–2010



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 second edition of the Accessing Townsville Guide and its companion, Accessing Townsville Map, has been developed to assist people to access the various shops, restaurants, attractions and services that Townsville has to offer. It also helps to identify appropriate and accessible accommodation. 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. I trust that both residents and visitors will find this directory useful in navigating our city.



CR LES TYRELL AOM
MAYOR, CITY OF TOWNSVILLE

ACKNOWLEDGEMENTS

The Accessing Townsville Guide and Map is an ongoing project and have been created under the guidance of the Townsville City Council Disability Advisory Committee.

As a collaborative effort, special thanks are extended to:

- » Townsville City Council Disability Advisory Committee.
- » Robyn Walker, Occupational Therapist for completing additional audits added to this edition.
- » Geospatial Services, Townsville City Council for the construction of the maps.
- » Community Development, Townsville City Council for managing and resourcing the project, and
- » The businesses that have elected to participate 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 directory.

INDEX

FOREWORD	1
ACKNOWLEDGEMENTS	2
DISCLAIMER	2
GLOSSARY	8
FREE ACCESSIBLE THINGS TO DO IN TOWNSVILLE	9
CONTACTS	10
HEALTH TIPS	14
PARKS	15
WEATHER	16
»» HEALTH AND GROOMING SERVICES	17
THE DOCTORS	18
NORTHTOWN MEDICAL	19
1300 SMILES DENTISTS	20
BERNIE LANIGAN OPTOMETRIST	21
BYGONE BARBER	22
»» PLACES OF WORSHIP	25
SUN CITY CHRISTIAN CHURCH	26
LIFE CHURCH TOWNSVILLE	27
ST JAMES ANGLICAN CATHEDRAL	28
SACRED HEART CATHEDRAL	29
MOUNT LOUISA HOUSE OF PRAISE	30
»» GETTING AROUND	33
MAGNETIC ISLAND CAR AND PASSENGER FERRY	34
MAGNETIC ISLAND CAR AND PASSENGER FERRY TERMINAL	35
NELLY BAY FERRY TERMINAL	36
SUNFERRIES	37
SUNFERRIES TERMINAL	38
QUEENSLAND RAIL TOWNSVILLE TRAIN STATION	39
TOWNSVILLE AIRPORT	40
TOWNSVILLE SUNBUS	41

» PUBLIC SERVICES	43
ACCOMM TOWNSVILLE	44
ANTI DISCRIMINATION COMMISSION QUEENSLAND	44
FLINDERS STREET LIBRARY	45
AITKENVALE LIBRARY	45
THURINGOWA CENTRAL LIBRARY	46
DEPARTMENT OF COMMUNITIES	47
NORTH QUEENSLAND DOMESTIC VIOLENCE RESOURCE SERVICE	48
TOWNSVILLE CITY COUNCIL ADMINISTRATION BUILDING	49
TOWNSVILLE CITY COUNCIL SERVICE CENTRE - KIRWAN	50
TOWNSVILLE COMMUNITY LEGAL SERVICE	51
UPPER ROSS POLICE CITIZENS YOUTH CLUB (PCYC)	52
RACQ	53
ROLLINGSTONE RURAL TRANSACTION CENTRE	54
ROLLINGSTONE COMMUNITY CENTRE	55
» ATTRACTIONS	57
BILLABONG SANCTUARY	58
BIRCH CARROLL AND COYLE CINEMAS	59
THE TOWNSVILLE CIVIC THEATRE	60
MURRAY BASKETBALL STADIUM	61
MUSEUM OF TROPICAL QUEENSLAND	62
PERC TUCKER REGIONAL GALLERY	63
REEF HQ AQUARIUM	64
TOWNSVILLE ENTERTAINMENT & CONVENTION CENTRE	65
TOWNSVILLE MARITIME MUSEUM	66
CASTLE HILL LOOK OUT AND CARPARK	67
WARRINA CINEPLEX CINEMAS	68
RIVERWAY	68
READING CINEMAS AS PART OF THE CANNON PARK COMPLEX	70
» ENTERTAINMENT NIGHTLIFE RESTAURANTS	73
A TOUCH OF SALT RESTAURANT AND BAR	74
THE BANK NITECLUB	75
BENNY'S HOT WOK CAFÉ AND BAR	76
BOMBAY ROCK NIGHT CLUB	77
C BAR CAFÉ	78
CACTUS JACKS	79
CAPITOL REGENT RESTAURANT	80
CELCIUS RESTAURANT (MERCURE INN)	81

COWBOY'S LEAGUES CLUB	81
FOCACCIA'S FO'COFFEE CAFÉ	82
GREAT AUSTRALIAN ICE CREAMERY	83
HOGES ON THE MALL RESTAURANT	84
HUNGRY JACK'S RESTAURANT, ANNANDALE	84
HUNGRY JACK'S RESTAURANT, MUNDINGBURRA	85
MASALA INDIAN RESTAURANT	86
MICHEL'S RESTAURANT	87
EDEN CAFÉ, HYDE PARK (FORMERLY MOCHA MECCA)	88
EDEN CAFÉ, MUNDINGBURRA (FORMERLY MOCHA MECCA)	89
MOMOS RESTAURANT	90
MONSOON'S BAR AND GRILL	90
ODYSSEY ON THE STRAND CAFÉ	91
RHINO BAR	92
RIVERVIEW TAVERN	93
SEAVIEW HOTEL STEAKHOUSE	94
SIZZLER RESTAURANT	95
SUGARTRAIN RESTAURANT AND BAR	96
TABLE 51 RESTAURANT	97
TOWNSVILLE RSL	98
THURINGOWA RSL	98
CITY LIFE CAFÉ	100
THE VALE HOTEL CHAR GRILL STEAKHOUSE	101
WATERMARK BAR AND RESTAURANT	102
WHITEBLUE RESTAURANT	103
JAMIACA JOES	104
PICNIC BAY SURF LIFE SAVING CLUB	105
OCEAN PALMS RESTAURANT AND BAR	106
PALUMA RAINFOREST INN CAFÉ	107

»» SHOPPING **109**

ANNANDALE CENTRAL SHOPPING CENTRE	110
CASTLETOWN SHOPPING CENTRE	111
CENTRO TOWNSVILLE	113
CITY POINT SHOPPING CENTRE	115
CENTRO ON NATHAN	116
HERMIT PARK SHOPPING CENTRE	117
NORTH WARD SHOPPING VILLAGE	118
RISING SUN SHOPPING CENTRE	118
STOCKLAND SHOPPING CENTRE	120

URBAN QUARTER SHOPPING CENTRE	123
VINCENT SHOPPING CENTRE	124
GARBUTT SHOPPING CENTRE	125
THE AVENUES	126
PARKSIDE SHOPPING CENTRE	127
MOUNT VIEW PLAZA	129
CENTRO WOODLANDS	130
UPPER ROSS SHOPPING CENTRE	131
WILLOWS SHOPPING CENTRE	131
SUNLAND PLAZA	133
CANON PARK CENTRE	134

» ACCOMMODATION 135

BEST WESTERN MOTEL CLUDEN PARK MOTOR INN	136
COOLABAH MOTEL	137
BILLABONG LODGE MOTEL	138
CITY OASIS INN	139
IBIS HOTEL	140
JUPITERS HOTEL AND CASINO	142
MERCURE INN	143
OCEAN BREEZE BY THE STRAND HOLIDAY APARTMENTS	144
QCWA DENHAM STREET UNITS	146
QCWA KISSING POINT HOLIDAY APARTMENTS	147
QUEST HOLIDAY APARTMENTS	148
RAINTREE MOTEL	149
ROWES BAY CARAVAN PARK	150
SEAGULLS RESORT	151
STRAND PARK HOTEL	152
WALKABOUT PALMS CARAVAN PARK	153
OCEAN PALMS RESORT	154
PALUMA RAINFOREST INN MOTEL	155

» MAGNETIC ISLAND 159

GETTING AROUND 159

FERRY SERVICES AND TERMINALS	160
MAGNETIC ISLAND TAXIS	160
MAGNETIC ISLAND BUS SERVICE	160
TROPICANA GUIDED ADVENTURE COMPANY	161

ATTRACTIONS	163
BUNGALOW BAY KOALA VILLAGE	164
ACCOMMODATION	167
ISLAND LEISURE RESORT	168
SHAMBALA COTTAGE	170
» MAPS	173
TOWNSVILLE LISTING »	176
TOWNSVILLE CBD MAP »	178
TOWNSVILLE CBD LISTING »	179
THE STRAND MAP AND LISTING »	180
THURINGOWA CENTRAL MAP AND LISTING »	181

GLOSSARY

›	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	This is a measure of force. Doors should require a force of <19.5N to open them, according to Australian Standards
Accessible with Assistance	This denotes places with reasonable access that do not meet all relevant standards

FREE ACCESSIBLE THINGS TO DO IN TOWNSVILLE

- » Catch a sunset from the Castle Hill Lookout.
- » Take a roll or a stroll along The Strand beachfront.
- » Enjoy the exhibitions at the Perc Tucker Regional Gallery or Pinnacles Gallery.
- » Learn all about palms, wandering through the Palmetum.
- » Go fishing off the Pier on The Strand.
- » Visit the Cotters Market on Sundays in Flinders Mall.
- » Play water games at The Strand Water Playground.
- » Swim in The Strand Rock Pool or at our other public pools.
- » Cook your dinner on the free barbeques on The Strand.
- » Listen & learn about our history from the verbal information at the War Memorial in Anzac Park.
- » See beautiful birds and enjoy lots of shady trees in Queens Gardens.
- » Surf the internet at the Flinders St, Aitkenvale or Thuringowa Central CityLibraries. You could also read, listen or see stories, maps, history, languages, poetry and magazines.
- » Watch the bird life on the Town Common whilst nestled in the special hide.
- » Take a roll or a stroll along the Ross River on the Ross River Bike Path.
- » Go boating and fishing with Leisure Accessible. Phone 07 4773 4238.
- » Enjoy a concert at the Townsville Civic Theatre or Riverway Arts Centre.
- » Enjoy one of the many activities at the Riverway Parklands precinct.
- » Have a picnic and do some bird watching in the cool mountain atmosphere of Paluma.

CONTACTS

Community Information

Community Information Centre Townsville Inc
Level 1, Northtown, 280 Flinders Mall, Townsville
07 4771 4230
www.townsville.qld.gov.au/cic

Emergencies

Fire	000
Ambulance	000
Police	000
Emergency Mobile	112
Power Failure – Ergon Energy	13 22 96
Gas Emergencies – Elgas	1800 819 783
Gas Emergencies – Origin	1800 808 526
Cyclone Warning	1300 659 212
RACQ – 24 Hour Roadside Assistance	13 11 11
RACQ – TTY	1800 623 101

After Hours Services

» The Doctors 7am – 11pm daily	07 4781 1111
» Townsville Hospital	07 4796 1111

Hospitals

The Townsville Hospital

100 Angus Smith Dr, Douglas

07 4796 1111

Mater Hospital Pimlico

21-37 Fulham Rd, Pimlico

07 4727 4444

Mater Women's and Children's Hospital Hyde Park

9-13 Bayswater Rd, Hyde Park

07 4722 8822

Community Health and Information Services

The following organisations offer information regarding health and welfare services available in the city.

Community Information Centre (Townsville & District) Inc

Phone » 4771 4230

Email » cic@townsville.qld.gov.au

Web » www.townsville.qld.gov.au/cic

Commonwealth Respite and Carelink Centre

Phone » 1800 052 222 or TTY » 1800 555 677

Email » carelink.townsville@bluecare.org.au

Web » www.commcarelink.health.gov.au

Disability Information Service

Phone » 1800 177 120

TTY » 1800 010 222 (toll-free within Australia; calls from mobile phones charged at applicable rates)

Email » disabilityinfo@disability.qld.gov.au

Web » www.disability.qld.gov.au

Assistive Equipment Hire and Sales

ADL Health

» Unit 1/3, Virgil St, Hyde Park. Phone » 07 4772 0066

HIRE EQUIPMENT NOT AVAILABLE

Amcal Chemists

» 36 Thuringowa Dr, Thuringowa Central. Phone » 07 4773 4224

» 290 Ross River Rd, Aitkenvale. Phone » 07 4725 5244

Amcal Home Health Care Sales and Hire

» Phone » 07 4723 1864

Cancer Fund Queensland

» 24 Warburton St, North Ward. Phone » 07 4721 1644

FOR CANCER PATIENTS ONLY

Choice Pharmacy

» 210 Charters Towers Rd, Hermit Park. Phone » 07 4779 4666

Condor Healthcare

» Includes continence aids and underpads.

» 8A/36 Kings Rd, Hyde Park. Phone » 07 4772 4311

Cootharinga Society of North Queensland

» 20 Keane St, Currajong. Phone » 07 4759 2000

Independent Living Solutions

» 8 Keane St, Currajong. Phone » 07 4728 1200

Making Life Easy, Hospital Campus

» Shop 1, Medilink Retail Centre, Douglas. Phone » 07 4779 5400

Master Lifts Townsville

» 1 McLeod St, Currajong. Phone » 0412 671 795

Mobility Modifications Services

» 31 Hamill St, Garbutt. Phone » 07 4779 7878

Sun Medical Equipment Centre

» 66 Pilkington St, Garbutt. Phone » 07 4725 3072

Townsville Chemex

» Shop 5/28 French St, Pimlico. Phone » 07 4725 4922

Transport

Taxis

Includes wheelchair taxis.

Townsville Taxis

Phone » 13 10 08

Magnetic Island Taxis

Phone » 13 10 08

Buses

Some buses are accessible for wheelchairs. To find out which routes apply, contact Townsville Sun Bus. Phone » 07 4725 8482.

RACQ Wheelchair Breakdown Service

Phone » 13 11 11

For more information:

Community Information Centre Phone » 07 4771 4230 or

Commonwealth Respite and Carelink Centre Phone » 1800 052 222.

HEALTH TIPS

1. The Townsville sun can be extremely harsh. Take care to park your wheelchair and wheelchair cushion in the shade otherwise your equipment will get too hot and you could get burnt.
2. Remember your hat and your sunscreen. Also take care that your feet are protected against sunburn and hot metal.
3. Make sure that you drink enough water.
4. While the outside environment may be warm to hot, many buildings in the tropics are air conditioned and may be very cold.
5. Beware of sea stingers (poisonous jellyfish). The season extends from November to May. During this time, it is important to swim in netted sea areas or swimming pools. If swimming outside the netted enclosures, it is advisable to wear a stinger suit. If stung, seek medical help immediately.

PARKS

The following parks have toilets with some accessible features:

PARK	ADDRESS
Anzac Park	14 The Strand, North Ward
Bicentennial Park	26 Sooning St, Hermit Park
Charles St Park	426 Fulham Rd, Healtley (cnr Charles St, Ftizroy St & Fulham Rd)
Cranbrook Park	20-40 Bergin Rd, Cranbrook (cnr Nathan & Irving Sts)
Mt Louisa	488 Bayswater Rd, Mt Louisa (Partridge St)
Rossiter Park	3-43 Kimball St, Aitkenvale
Robertson Park (Three Mile Creek)	Cape Pallarenda Rd, Pallarenda
Rock Pool	54 Howitt St, North Ward
Strand Park (Picnic Bay Life Savers)	80 The Strand, North Ward
Strand Water Park	80 The Strand, North Ward
Alma Bay	65-79 Armand Way, Alma Bay
Horseshoe Bay	Pacific Dr, Horseshoe Bay
Lion Park	109-121 Sooning St, Nelly Bay
Nelly Bay	Kelly St, Nelly Bay
Picnic Bay	21-27 Picnic St, Picnic Bay
Ross Dam Park	Riverway Dr, Kelso
Pioneer Park (fully accessible)	Riverway Dr, Kirwan
Dan Gleeson Memorial Gardens	Thuringowa Dr, Kirwan
Aplins Weir Rotary Park (fully accessible)	Burt St, Mundingburra

Climate

The Townsville area has a tropical climate but, due to its geographical location, rainfall is not as high as elsewhere in the tropics.

The winter months are dominated by SE trade winds and mostly fine weather. Further north the coastline runs north/south and the trade winds are lifted to produce rainfall right through the year. However, Townsville lies on a section of coastline that turns east/west, so the lifting effect is not present. As a result, our winter months are dominated by blue skies, warm days and cool nights - although every now and then we can experience a few days of showery weather.

The summer months are hot and humid with “build-up” thunderstorms starting in late October or November. Bursts of monsoon rains from late December through until early April deliver our highest rainfalls, and this is also the season that tropical cyclones can threaten the region.

The average annual rainfall is 1,143mm on an average 91 rain days, most of which falls in the six month “wet season” from November to April. Due to the “hit or miss” nature of tropical lows and thunderstorms, there is considerable variation from year to year.

Townsville experiences an average daily maximum temperature of 28.8°C and an average daily minimum temperature of 19.7°C. December is the warmest month of the year, with daily maximum temperatures averaging 31.4°C and daily minimum temperatures averaging 24.0°C. July is the coolest month with daily maximum temperatures averaging 25.0°C and daily minimum temperatures averaging 13.5°C.

»» HEALTH AND GROOMING SERVICES

THE DOCTORS

Address » Cnr Stokes St and Sturt St, Townsville City

Phone » 07 4781 1111

Opening Hours: 7am-11pm seven days a week

Parking

- » There are no designated accessible car parks for the building. The Doctors Medical Centre is next to the Stokes St set down area for buses and taxis.

Entrance

- » Access to the medical centre is through double leaf automatic opening glass doors, with level landings either side.

Interior

- » The floor surface is low pile carpet, timber and linoleum.
- » The reception counter is high at 1150mm.
- » The examination room doors have a clear opening of 810mm, and are usually handled by the medical practitioners.
- » There is sufficient room to manoeuvre within the examination rooms.
- » All examination couches are fixed height. An electric height-adjustable couch is available.

Toilet

- » There is one unisex designated accessible toilet with baby care facilities.
- » The doorway has a clear opening of 810mm and requires light force (10N) to push open. The handle height is 930mm.
- » The toilet seat height is 460mm.
- » There are grab rails mounted at a height of 790mm-800mm on the rear and side.
- » There is ample space for a right-side transfer onto the toilet. The space for a front transfer may be restricted by the baby change table.
- » The hand basin is well positioned and has a clear opening underneath of 650mm and lever taps.
- » The light switch is 990mm high.

Other

- » Bulk billing is available for Centrelink and DVA cardholders and children under 16 years of age.
- » A manual wheelchair is available for loan at no extra cost.

NORTHTOWN MEDICAL

Address » Ground Floor, Northtown, 280 Flinders Mall, Townsville

Phone » 07 4720 8100

Email » admin@northtownmedical.com.au

Hours of opening: Monday to Friday, 7am–9pm; Saturday, 7am–3pm & Sunday, 8am–3pm.

Parking

- » There are two designated accessible car parks in the basement car park of the Northtown complex. Width is > 3300mm and gradient is < 1:40. The paintwork is overlapping and there is no safe route marked to the lifts approximately 15m away. Parking fees apply.
- » The two lifts are not to current Australian Standards; however they could be managed by many seated users.

Entrance

- » Access to the medical centre is through a swing glass door which has a clear opening of 800mm and requires light force (<19.5N) to push.
- » The handle height is a little high at 1140mm.

Interior

- » The floor surface is tiled, with comfortable lounges and entertainment screens.
- » The reception counter is high at 1250mm; however there is a side opening and staff are happy to converse with people here.
- » The examination rooms have a clear opening of 800mm, and are usually handled by the medical practitioners.
- » There is sufficient room to manoeuvre within the examination rooms.
- » Examination couches are fixed-height. There is an electric height adjustable couch.

Toilet

- » There is one unisex designated accessible toilet.
- » The doorway has a clear opening of 830mm. The door swings outward and requires strong force (60N) to pull open. The height of the lever handle is 1000mm.
- » The toilet seat height is 470mm.
- » There are grab rails mounted at a height of 790mm-800mm on the rear and side.
- » There is ample space for a right-side and front transfer onto the toilet.
- » The hand basin is well positioned and has a clear opening underneath of 650mm and lever taps.
- » The light switch height is 1000mm.
- » There is Braille signage outside the toilet.

Other

- » Bulk billing available.
- » Psychologists on site.
- » Pathology on site.
- » Nurse on site.

1300 SMILES DENTISTS

Address » Level 1 Northtown, 280 Flinders Mall, Townsville

Phone » 1300 764 537

Parking

- » There are two designated accessible car parks in the basement car park of the Northtown complex. The width is >3300mm and gradient is < 1:40. The paintwork is overlapping and there is no safe route marked to the lifts approximately 15m away. Parking fees apply.
- » The two lifts are not to current Australian Standards; however they could be managed by many seated users.

Entrance

- » The dental clinic is on the first floor, accessed via lift or escalator. Access to the dental clinic is through a large glass door that requires a strong push force of (60N) to open. The door has a clear opening of 900mm and a level threshold. The D-shaped handle is mounted high at 1250mm. Reception staff can see the door and will be happy to assist if needed.

Interior

- » The reception counter is high at 1170mm.
- » There is ample circulation space in the waiting area.
- » The floor surface is low pile carpet and linoleum.
- » The treatment rooms have a clear opening of 810mm. There is sufficient room to manoeuvre within the examination rooms.
- » All examination chairs are electrically-operated, height-adjustable and have removable armrests. They lower to a height of 500mm. The seat width is 480mm.

Toilet

- » There are no toilets at Townsville Family Dental. The designated unisex toilet on the same level in the Northtown complex is an accessible, pleasant facility.

BERNIE LANIGAN OPTOMETRIST

Address » Ground Floor, Northtown, 280 Flinders Mall, Townsville

Phone » 07 4772 1970

Parking

- » There are two designated accessible spaces in the basement car park of the Northtown complex. The width is >3300mm and gradient is < 1:40. The paintwork is overlapping and there is no safe route marked to the lifts approximately 15m away. Parking fees apply.
- » The two lifts are not to current Australian Standards; however they could be managed by many seated users.

Entrance

- » The optometrist is on the ground floor with access from the basement car park or the shopping mall. Access to the clinic is through a large glass door that requires strong push force (55N) to open. The D-shaped handle is mounted high at 1240mm.
- » The door is within easy view of the receptionist who will be happy to assist as needed. It has a clear opening of >800mm and a level threshold.
- » There is a secondary entrance that has a direct path to the examination room.

Interior

- » The reception counter is 760mm high and many people choose to sit for transactions
- » The floor is tiled.
- » Optical glass wear is on display racks at a height of 1000mm–2000mm and staff are happy to assist with reaching requested items.
- » The hallway to the examination room is 860mm wide. The doorway has a clear opening of 830mm. Space is restricted inside the examination room; however staff are willing to relocate furniture if required.

Toilet

- » There are no toilets at Bernie Lanigan Optometrists. The designated unisex toilet on the same level in the Northtown complex is an accessible, heavily-used facility.

BYGONE BARBER

Address » Shop 18 Metway Arcade, 390 Flinders Mall, Townsville

Phone » 07 0439 460 700

Entrance

- » The barber shop is accessed via a wide smooth ramp up into the arcade (gradient 1:15). Unfortunately there are no landings at the doorway, creating a 70mm lip at the threshold.
- » Access to the shop is through a wide opening, measuring 1030mm.

Interior

- » The floor surfaces are vinyl, which is padded for sound absorption.
- » The barber chairs are historical items. There is space to remain in a wheelchair if preferred.
- » The reception counter is at 930mm and set at the rear of the shop.
- » There is sufficient circulation space.
- » Displays are wall-mounted.

Toilet

- » There are no toilets at the Bygone Barber Shop. The nearest facility is within the Urban Quarter Shopping Centre, Cnr Odgen and Stanley St's, Townsville.

Other

- » The proprietor has a range of memorabilia, collectables and stories of local history to share.

»» PLACES OF WORSHIP

The following are a small selection of the churches in the region. For more information about locations of Townsville churches, contact the Community Information Centre, Townsville Inc, on 07 4771 4230.

SUN CITY CHRISTIAN CHURCH

Address >> 98-102 Eyre St, North Ward

Phone >> 07 4721 5716

Web>> www.suncity.org.au

Service Times: Sundays 10am & 6pm

Parking

- >> There is a large level concrete car park with ample space for parking, although no designated accessible car parks are marked.

Entrances

- >> The church is accessed through heavy (70N) large double glass doors (clearance = 1400mm), attended by two ushers who are available to assist all churchgoers. The landing gradient is a little steep at 1:21.

Interior

- >> There is a low pile carpet, 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 (35N) to push. Ushers are available to hold doors open.

Toilet

- >> The designated accessible toilet is approximately 150m from the church hall through internal doors.
- >> The door has a clear opening of 820mm and requires light force (<19.5N) to push open. The handle height is 1000mm, knob style.
- >> The toilet seat height is 470mm.
- >> Grab rails are positioned at the side and rear at a height of 790mm.
- >> There is ample space to turn around and a left-side and front transfer onto the toilet.
- >> The basin clearance is 650mm and has a lever tap.
- >> The light switch is 920mm high.

LIFE CHURCH TOWNSVILLE

Address » 153-157 Dalrymple Rd, Garbutt

Phone » 07 4775 4722

Web » www.lifechurchtownsville.org.au

Service times: Sundays 10am & 6pm

Parking

- » There is one designated accessible car park at the side of the bookstore entrance within 15m of the church entrance. The sign is on the wall, with no paintwork on the pavers. The width is 3400mm and the gradient is 1:42.

Entrance

- » The main entrance has a clear opening of 980mm, 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 (length = 450mm, gradient 1:5), which is somewhat hazardous.
- » There is ample space to manoeuvre in the church hall, which has particularly wide aisles.

Toilet

- » There is a designated accessible toilet, which is a clean, pleasant and modern facility.
- » The doorway clearance width is >800mm. The door swings with light force (<20N).
- » The toilet seat height is 460mm.
- » Grab rails are positioned at a height of 790mm on the rear and side.
- » There is room to turn around. The shower seat in the down position slightly restricts a left-side transfer onto the toilet. (920mm available). There is ample room for a front transfer onto the toilet.

- » The basin is well positioned with a clear opening underneath of 650mm. A single lever tap is fixed to the hand basin.
- » The light switch is mounted at a height of 980mm.

ST JAMES ANGLICAN CATHEDRAL

Anglican Church of Australia

Address » 36 Cleveland Tce, Townsville

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

Web » <http://anglicannq.wordpress.com>

Service Times: Sundays 7am & 9am, Tuesdays & Wednesdays 5.30pm, Thursday 7.30am and Friday 9am.

Parking

- » There are no designated parking spaces. People with mobility restrictions 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 at best) and a rough bitumen surface.

Entrance

- » The steps at the front entrance make the main entrance inaccessible to seated users.
- » From the staff car park at the rear there is 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.
- » The side entrance has a rough threshold and a wide clear opening.

Interior

- » The floor surfaces are 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 are no designated accessible toilets.

SACRED HEART CATHEDRAL

Catholic Church

Address » 270 Stanley St, Townsville

Phone » 07 4726 3200

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 spaces in two locations in the car park. The width ranges from 3100mm to 3300mm. 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 accessed through the car park, and surfaced with concrete. Traffic safety is questionable and the distance is approximately 40m from the designated accessible 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.

Toilet

- » There is a designated accessible toilet and bathroom within the administration building which is not open to the general public.

MOUNT LOUISA HOUSE OF PRAISE

Uniting Church of Australia

Address » 485-489 Bayswater Rd, Mt Louisa

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

Web » www.houseofpraise.ucaweb.com.au

Service Times: 9am Sunday

A “buddy system” is in place for all people with disabilities. All church leaders and church workers are registered with Blue Cards. Fortnightly “Crossroads” group meets on a Friday night.

Parking

- » There are two designated accessible spaces in the car park, width >4000mm and gradient <1:40. Access to the main entrance is on a concrete surface, but cuts across the path of traffic, with no crossings marked.
- » A set down area is positioned immediately at the entrance for private vehicles, taxis and buses.

Entrance

- » The main entrance has a wide, clear opening and level threshold, and the doors are kept open during service times. Level landings are present both sides. At the secondary entrance to the fellowship area, aluminium tracking is an obstacle at the threshold.

Interior

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

Toilet

- » The designated accessible toilet is accessed by leaving the main entrance and negotiating a steep concrete ramp (1:5 gradient) with no curbs.
- » The doorway clear opening is very narrow at 760mm.
- » The toilet seat height is 470mm. The toilet seat is positioned very close to the rear wall (710mm).
- » The grab rails are positioned very high >840mm.

- » Space for a front transfer is restricted (1070mm available). There is ample room for a side transfer onto the toilet.
- » The flushing mechanism is by pulling a cord, the bottom of which is very high at 1270mm. The toilet paper dispenser is mounted high at 840mm.
- » The hand basin is positioned near the toilet (470mm between toilet and basin).The basin is positioned high with clearance underneath of 690mm. There are Capstan taps.
- » The light switch is mounted high at 1290mm.

»» GETTING AROUND

MAGNETIC ISLAND CAR AND PASSENGER FERRY

Phone » 07 4772 5422

Web » www.magneticislandferry.com.au

Service Times

» 7-9 services each way to and from Magnetic Island, seven days per week.

Parking

» Staff direct a planned parking sequence. Bookings are recommended in order to secure a position close to accessible shade and scenic views, or the toilet. At peak times, vehicles can be positioned extremely close together. Pylons can obstruct door opening. Engines must be turned off during passage (no air conditioning).

Entrance

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

Interior

» The dining room/service area is accessed via a steep staircase.

Toilet

- » Assistance is recommended. The designated accessible toilet is situated on the level deck with the vehicles and has a door clearance of 760mm.
- » Grab rails are at a height of 785mm. There is adequate space for a right-side transfer onto the toilet (1000mm) but not a front transfer (670mm).
- » The toilet seat height is 410mm and the distance from the rear wall is only 740mm.
- » The washbasin has a clearance height of 700mm, and there are no lever taps.

MAGNETIC ISLAND CAR AND PASSENGER FERRY TERMINAL

Address » Ross St, South Townsville

Phone » 07 4772 5422

Web » www.fantaseacruisingmagnetic.com.au

Parking

» There is one designated open air car park which is 2700mm wide. It is next to a designated clearance area.

Entrance

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

Interior

» The Customer Service counter is 1050mm high. The lounge area is open plan.

Toilet/bathroom

» The toilet is situated at rear near car park via a concrete undercover pathway.

» Door clearance is 760mm.

» The toilet is accessible for a right side or front transfer.

» Hand towel is at a height of 1500mm.

NELLY BAY FERRY TERMINAL

Address » Nelly Bay, Magnetic Island

Phone » 07 4771 3855

Parking and Set Down

- » There are three designated car parks approximately 2900mm wide. There is an uncovered path of travel of 40m including a pedestrian crossing to entrance. There is heavy traffic in the area.
- » Buses and taxis set down immediately outside the entrance, which is partially undercover.

Entrance

Terminal to Ferry

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

Interior

- » The information counter is 1200mm high.
- » The circulation space is generous around fixed-bench seats.
- » Kiosk facilities available.

Toilet

- » A unisex designated toilet contains a flip-down baby change table at a height suited to seated use. The toilet meets Australian Standards 2001 except for the force to open the door (60N). The space available allows for a side or front transfer.

SUNFERRIES

Phone » 07 4771 3855 & 1800 447 333

Email » info@sunferries.com.au

Web » www.sunferries.com.au

Service Times

- » There are 15+ services each way, with extra late-night services on Friday and Saturday nights.

Entrance to the Ferry

- » At 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 lower deck.

On the Ferry

- » There is a kiosk/bar on the lower deck level.
- » The aisle width is reasonable. There is extra space at the front of the vessel.
- » There are limited outdoor seating options on the lower deck level.
- » Access to upper deck is by stairs.

Toilet

- » There are no accessible toilets available on Sunferries.

SUNFERRIES TERMINAL

Address » Sir Leslie Thiess Dr, Breakwater, Townsville

Phone » 07 4726 0800

Email » info@sunferries.com.au

Web » www.sunferries.com.au

Parking and Set Down

- » There are two designated car parks, each 4m wide. Fees apply. There is a safe open air path of travel which is 50m to the entrance.
- » Buses and taxis set down immediately outside the entrance, which is partially undercover.

Entrances

- » Double automatic doors are accessible. 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 (1:8 gradient).

Interior

- » The Customer Service counter has two designated accessible queues. Counter clearance is 820mm and 620mm deep.
- » There is an internet lounge accessible.
- » The information counter is 1100mm high.
- » A café is available.

Toilet

- » Assistance is recommended. The toilets are designated cubicles within the male and female toilets. They are in constant use.
- » The door clearance at the facility entrance is only 760mm. The air lock doors are heavy (50N force), one push one pull. The cubicle door opening is 870mm. Distance from the doorway to the basin is 920mm.
- » There are no grab rails.
- » The space next to the toilet is 920mm for a right-side transfer.
- » The toilet paper dispenser is mounted at a height of 1040mm.

QUEENSLAND RAIL TOWNSVILLE TRAIN STATION

Address » 502 Flinders St, Townsville

Phone » 07 4772 8288

Transport

- » The train station can be accessed by taxi, bus, train, and private transport.

Parking

- » There are four designated accessible car parks. There is a pedestrian crossing and a continuous accessible path of travel to the entrance.

Entrance

- » The train station is accessed by a walkway with a ramp with a gentle gradient.
- » There are no doorways; the entrance is open air.

Interior

- » The counter heights are 790mm.
- » A taxi intercom is mounted 25mm above counter.
- » The floor surface is carpet and tiles.

Toilet

- » The door requires very light force (10N) to open, and closes slowly.
- » The toilet seat height is 450mm, and 875mm out from wall.
- » The grab rails are 795mm high.
- » There is adequate space for a front and side transfer onto the toilet.
- » The wash basin clearance is 680mm. The basin has flick master taps.
- » An emergency button is at a height of 990mm.

Platform

- » There are tactile indicators along length of platform with safety message.
- » It is undercover.
- » It has a gentle gradient.
- » All passengers must stay behind the line.

TOWNSVILLE AIRPORT

Address » Stinton Rd, Garbutt

Phone » 07 4727 3211

Web » www.townsvilleairport.com.au

Transport

» The airport can be accessed by taxi, plane and private transport.

Parking

» There is one accessible car park in the drop-off/pick-up lane but the driver must remain with the vehicle. A time limit of 20 minutes applies to this accessible car park.

» There are four designated accessible spaces in the short-term car park. There is a continuous concrete/bitumen path of travel to the entrance of the terminal. Crossings are marked, however vigilance is needed crossing thoroughfares.

» Fees apply for parking.

Entrance

» The front automatic doorways have wide clear openings.

Interior

» Doors in the area for public use are 920mm. The floor surface is low pile carpet/tiles/lino that is free of any lips.

» The dining room/service area have level access with freestanding furniture and a table clearance height of 745mm.

» The booking service counters range in height from 900mm to 1200mm.

» There is a lift to the departure gates. All controls are at a height of 950mm-1100mm. The emergency telephone is mounted high, at 1435mm. The escalators and stairs have tactile indicators.

Toilet/Bathroom

» There are designated accessible toilets.

» The door requires a moderate force (40N) to push.

» The toilet seat height is 480mm high and 850mm out from rear wall.

» There is adequate space for a front and side transfer onto the toilet.

- » The wash basin has a clearance height of 670mm and is equipped with lever taps.
- » Light switches are mounted 990mm high.

TOWNSVILLE SUNBUS

Phone » 07 4725 8482

Web » www.sunbus.com.au

Sunbuses can be accessed at various locations around the city, with some buses accessible for wheelchairs. Contact Townsville Sunbus directly for information regarding routes that use accessible buses.

»» PUBLIC SERVICES

ACCOMM TOWNSVILLE

Address » 25 Sturt St, Townsville

Phone » 07 4772 5555

Web » www.accomtownsville.com.au

Accomm Townsville specializes in full corporate letting of apartments in Townsville.

Entrance

» There is a slight lip at the threshold of 25mm.

Interior

» The office doorway requires strong push force (55N) to open.

ANTI DISCRIMINATION COMMISSION QUEENSLAND

Address » Level 2 St James Pl, 155 Denham St, Townsville

Phone » 1300 130 670 or 1300 130 680 TTY

Web » www.adcq.qld.gov.au

Parking

» There are two designated accessible car parks.

Entrance

» There is a moderate slope at a gradient of 1:10 from the car park to the walkway into the building.

» The walkway generally has a width of 1100mm, however at a down pipe it is only 910mm wide.

» There is an automatic opening door to the building.

Interior

» The office doorways are narrow with a clear opening of 770mm.

Toilet

» There is a designated accessible toilet.

» Although a shower is present, the controls are at a height of 1700mm.

» There are no grab rails and no folding seat.

FLINDERS STREET LIBRARY

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

Phone » 07 4727 9666

Web » www.townsville.qld.gov.au/recreation/library/index

Parking

- » There are two designated accessible spaces in the basement car park of the Northtown complex. The width is 3300mm and the gradient is < 1:40. The paintwork is overlapping and there is no safe route marked to the lifts approximately 15m away. Parking fees apply.
- » The two lifts are not to current Australian Standards; however they could be managed by many seated users.

Interior

- » The automatic doors have ample clearance.
- » The floor surface is low pile carpet.
- » There is ample circulation space.
- » There is clearance under the computer desks.

Toilet

- » On level one of Northtown the toilets are next to the Flinders St Library. There is one designated accessible unisex toilet containing grab rails. There is adequate space for a front and side transfer onto the toilet. There is another accessible toilet on the ground floor.

AITKENVALE LIBRARY

Address » Cnr Ross River Rd & Petunia St, Aitkenvale

Phone » 07 4727 8310

Web » www.townsville.qld.gov.au/recreation/library/index

Parking

- » There are three designated accessible car parks. There is a set-down area with a kerb ramp and a continuous path of travel to the entrance.

Entrance

- » The establishment is accessed by a walkway or ramp with a gradient of 1:14, not exceeding five metres. It can also be accessed by stairs, which have handrails and a rise of 110mm on each step.
- » Doors are automatic and have an opening of >1m.

Interior

- » The floor surface is level, low pile carpet.
- » The counter has a lowered section.

Toilet

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

THURINGOWA CENTRAL LIBRARY

Address » 86 Thuringowa Dr, Townsville

Phone » 07 4727 9000

Web » www.townsville.qld.gov.au/recreation/library/index

Parking

- » There are five designated accessible spaces, with only one being wide enough for use by people using larger mobility aides.
- » There are small walkways in between the parks that could also be used as extra space; however these often have a build-up of water.

Entrance

- » The path of travel to the entrance of the building is made of pavers and is slightly uneven; some ground near the café does not have a hard surface.
- » The ramp to the entrance is 983mm wide and has a landing approximately 7m along, with a gradient of 1:14.
- » The grab rails for the ramp are at a height of 936mm.
- » The library has automatic doors. There is a mat at the door and an aluminium door runner that rises approximately 5cm. There is also a slope to the entrance.

Interior

- » In general the flooring within the library is made up of slip-resistant tiles and carpet.
- » The return book chute is positioned high at 1193mm.

Toilet

- » There is one designated accessible toilet near the café that has a door that opens out and requires 50N of force to open.
- » The door has a wide clearance of 906mm.
- » The door has a staggered closing mechanism.
- » There are side and rear grab rails that are positioned high at 836mm.
- » There is adequate circulation space within the toilet that allows for a front and left-sided transfer.
- » The basin has a clearance height of 695mm but is limited as there is a bin positioned next to it.
- » Within the bathroom is a soap dispenser (1137mm high), a hand paper dispenser (1137mm high), and a coat hook (1346mm high).

DEPARTMENT OF COMMUNITIES

Address » Suncorp Building, 61 Sturt St, Townsville

Phone » 07 4799 5533

Web » www.communities.qld.gov.au

Parking

- » There is no designated accessible parking for the building. CBD parking is available, please refer to the map.

Entrance

- » There is a moderate gradient sloping at 1:10 near the Walker St entrance. There is a slight lip at the threshold of 25mm.
- » There are automatic doors.

Interior

- » The office doorways on level two and mezzanine are narrow, at 770mm wide.
- » The doorways on level seven are accessible with a clear opening of 860mm.

- » The doorways on level 10 are 820mm wide.
- » The conference room has a two-part door with a clear width of 1170mm.

Toilet

- » There is a designated accessible staff toilet on the ground floor which visitors to the building can access by borrowing a key.
- » The door requires a strong push force (60N) to open, and closes quickly.

NORTH QUEENSLAND DOMESTIC VIOLENCE RESOURCE SERVICE

Address » Level 4, Northtown, 280 Flinders Mall, Townsville

Phone » 07 4721 2888

Web » www.nqdvrs.org.au

Parking

- » CBD parking is available nearby, please refer to the map.
- » The basement car park at Northtown has two designated car parks, however the paintwork is unclear and there is no safe pedestrian route marked to the lifts.

Entrance

- » There are two lifts, however space is restricted and the height of the controls is 1010mm to 1260mm.

Interior

- » The reception counter is fully accessible. A security buzzer needs to be pressed to gain the attention of staff.

Toilet

- » There is a designated accessible toilet on the same floor as the NQDVRS.
- » There is an airlock and both doors have a clear opening of 870mm. These doors may be difficult to manoeuvre without assistance.
- » The toilet seat height is low at 430mm. It is also very close to the wall at 620mm.

- » A grab rail at a height of 800mm is mounted on the side wall, however there is no rear grab rail.
- » There is ample space for a front and side transfer onto the toilet.
- » The toilet flush controls are a little high at 1120mm.
- » The hand basin is in a separate room. It is mounted high with a clearance of 690mm and has a single lever tap.
- » The light switches are mounted high at 1330mm in each chamber.

TOWNSVILLE CITY COUNCIL ADMINISTRATION BUILDING

Address » 103 Walker St, Townsville

Phone » 07 4727 9000

Web » www.townsville.qld.gov.au

Parking

- » There is one designated car park.

Entrance

- » There is a ramp at the rear entrance, with small landings.

Interior

- » The building is multi-storey.
- » The counters on each floor are high (in excess of 1000mm).
- » Most doors are narrow, with a clearance of 770mm, and a strong force is required to move the doors.

Toilets

- » There is a designated accessible toilet on the ground floor.

TOWNSVILLE CITY COUNCIL SERVICE CENTRE - KIRWAN

Address » 86 Thuringowa Dr, Kirwan

Phone » 07 4727 9000

Web » www.townsville.qld.gov.au

Parking

- » There are five designated accessible car parks, with only one being wide enough to be used by people with larger mobility aides.
- » There are small walkways in between the parks that could also be used as extra space; however these often build up with water.

Entrance

- » The path of travel to the entrance of the building is made of pavers and is slightly uneven; some ground near the café does not have a hard surface.
- » The ramp to the entrance is 983mm wide and has a landing approximately 7m along, with a gradient of 1:14.
- » The grab rails for the ramp are at a height of 936mm.
- » The doors to the entrance open and close automatically.

Interior

- » In general the flooring within the building is either tiled or carpeted.
- » The customer service counter is high at 1047mm; the counter to the café is also slightly high at 886mm.
- » The tables are low at 685mm.
- » The library has automatic doors. There is a mat at the door and an aluminium door runner that rises approximately 5cm. There is also a slope to the entrance. In general the flooring within the library is slip resistant tiles and carpet. The return book chute is positioned high at 1193mm.

Toilets

- » There is one designated accessible toilet near the café that has a door that opens out and requires 50N of force to open.
- » The door has a wide clearance of 906mm.
- » The door has a staggered closing mechanism.

- » There are side and rear grab rails that are positioned high at 836mm.
- » There is adequate circulation space within the toilet that allows for a front and left-sided transfer.
- » The basin has a clearance height of 695mm but is limited as there is a bin positioned next to it.
- » Within the bathroom is a soap dispenser (1137mm high), a hand paper dispenser (1137mm high), and a coat hook (1346mm high).

TOWNSVILLE COMMUNITY LEGAL SERVICE

Address » Unit 2/181 Sturt St, Townsville

Phone » 07 4721 5511

Web » www.townsvillecls@nitrousnet.com.au

Parking

- » CBD parking is available nearby.
- » There is one accessible space at the base of the ramp on a busy corner.

Entrance

- » A ramp from the street is 15m long and has a gradient of 1:14 with only one landing at the top.
- » The entrance door is 832mm wide but heavy. A buzzer is on the outside of the door to alert staff if help is needed.

Interior

- » The reception counter is 1000mm high. There is room next to the counter for staff to talk to individuals in wheelchairs.
- » Office doors are wider than 800mm.
- » Office furniture has enough space for a wheelchair to move around it or can easily be moved to make access easier.

Toilet

- » There is a designated accessible toilet that is fully accessible in the office.
- » The door is 824mm wide and requires light force to open it.
- » The toilet has ample room for a front or left-side transfer.
- » The basin is well positioned with lever taps.

UPPER ROSS POLICE CITIZENS YOUTH CLUB (PCYC)

Address » 43 Allambie Ln, Rasmussen

Phone » 07 4789 2145

Web » www.urpcyc.com

Parking

- » There are two designated accessible car parks that are both of adequate widths. They are signed and have a crossing in between them that allows users to cross the car park safely.

Entrance

- » There are double doors entering into the PCYC that have a door clearance of 844mm, one door is always left open. The handle height is 794mm on both doors.

Interior

- » In general the flooring within the PCYC is wooden floorboards.
- » The counter height at the main desk is 1088mm.
- » Tables and chairs are wooden and have four legs; the tables are of adequate clearance.
- » There is a pool table and a basketball court, a stage (with no ramp) and a gym (no ramp, only stairs).

Toilet

- » There is a toilet located in adjacent to the Pulse Hall.
- » The toilet has a narrow door clearance of 787mm and a high door handle height of 1185mm; the door is light at 15N.
- » There is adequate circulation space that allows for a front and right-sided transfer.
- » There are rear (794mm high) and side (799mm high) grab rails.
- » The light switch is 996mm high.
- » There is a mirror, soap dispenser (933mm high) and a hand paper dispenser (896mm high).
- » There is a toilet located adjacent to the Sports Hall.
- » The door clearance has a clearance of 768mm; the door is heavy at 45N as well as a fast closing.

- » There is adequate circulation space within the toilet that allows for a front and right-sided transfer.
- » There are rear (796mm high) and side (789mm high) grab rails.
- » The basin has lever taps, the light switch is 1005mm high and there is a mirror, soap dispenser (950mm high) and a hand dryer (959mm high) within the toilet.

RACQ

Address » 202 Ross River Rd, Aitkenvale

Phone » 07 775 3999

Phone » Breakdown Services (24 hours) 13 1111 or 1800 62 3101

Web » www.racq.com.au

Parking

- » There is one designated accessible space. It is slightly narrow and the closest kerb ramp is 5m around a busy corner.
- » The other kerb ramp is in the middle of the car park.

Entrance

- » The entrance to the main office is 814mm wide; the door handle is slightly high at 1187mm, the door is heavy and but closes by itself. Heavy force required to open (50N).
- » The back door to the building has a clearance of 837mm; the handle is slightly high at 1172mm. Heavy force required to open (70-80N).
- » The front door to the building has a clearance of 805mm; the handle is slightly high at 1182mm. Heavy force required to open (70-80N).

Toilet

- » There are no toilets available to the public.

ROLLINGSTONE RURAL TRANSACTION CENTRE

Address » 1 Community Cres, Rollingstone

Phone » 07 47 707855

Parking

- » There is one designated accessible park which is 30m from the entrance.

Entrance

- » There is a concrete path to the entrance which is 1139mm; there are handrails which are 992mm high.
- » There is a door clearance of 949mm; the door handle (aluminium) is high at 1311mm.
- » The door has light force and can be opened one-handed.

Interior

- » The floor surface is linoleum. There are no obstructions.

Services

- » Family support.
- » Centrelink.
- » Medicare.
- » There is computer access for tourists, schools etc. with free internet access. The computer is on a bench that is 804mm high. It has an overhang of 171mm (limited leg space).

Toilet

- » There is one designated accessible toilet.
- » The door clearance is 820mm; the handle height is 1033mm.
- » The toilet seat height is 487mm.
- » The toilet is 968mm from the side wall and 809mm from the rear wall.
- » There are rear (791mm high) and side (797mm high) grab rails positioned within the toilet.
- » There is adequate circulation space in front of the toilet.
- » The basin is slightly low at 614mm; there is a cold lever tap, paper towel and soap also provided.
- » The light switch is large and is positioned at a height of 1007mm.

- » There is a braille sign on the door, and a flip over sign that says either; 'vacant' or 'in use'.

ROLLINGSTONE COMMUNITY CENTRE

Address » 1 Community Cres, Rollingstone

Phone » 07 47 70 7855

Parking

- » There is one designated accessible park which is 38m from the entrance.

Entrance

- » There is a concrete path which is 1477mm wide; it leads to a ramp that goes to the door. The ramp is 1210mm wide and has a gradient of 1:12. There are handrails that are 992mm high.
- » The door clearance is adequate.

Interior

- » The floor surface is linoleum. No obstructions noted.
- » The counter height is 949mm, but it is not usually used.
- » Tea and coffee can be served.

Services

- » Line dancing.
- » Tae Kwon Do.
- » Tai Chi.
- » Indoor bowls.
- » Church services.
- » Mystic Sands ball.
- » Cancer fundraising.
- » Fishing clubs.
- » Other occasional events.

Toilet/Bathroom

- » There is one designated accessible toilet.

- » It has a narrow door clearance of 764mm. The door force is 20N but at half way goes to 30N. The door has a slow close. The door knob requires two-handed entry.
- » The toilet seat height is 464mm, and 846mm from the rear wall.
- » There is a horizontal grab rail under the taps which is 786mm high and a vertical grab rail that is 1500mm from the bottom and 1873mm at the top.
- » There is adequate space for a front transfer. A right-side transfer may be obstructed by the shower chair.
- » Paper and flush heights are adequate.
- » The basin is slightly low at a height of 620mm.
- » Taps, soap and paper towels are within a wheelchair users reach.
- » There is a shower within the same cubicle as the toilet.
- » The tap controls are positioned at 1117mm high; there is a hand held hose.
- » There is a shower seat that has supporting legs; it is slightly high at 489mm.
- » Lights are controlled by a master switch.

»» ATTRACTIONS

BILLABONG SANCTUARY

Address » Bruce Hwy, Nome

Phone » 07 4778 8344

Email » rangers@billabongsanctuary.com.au

Web » www.billabongsanctuary.com.au

Parking

- » There are no designated accessible car parks, although parking is available at the front of the facility.

Entrance

- » Billabong Sanctuary is accessed by a long steep ramp.
- » The front doorway has a clear opening > 800mm and has a level landing. Doors are normally kept open.
- » Concessions are available for pensioners/carers/students.

Interior

- » The path surface is compacted decomposed granite (deco). It is often uneven and sometimes contains cracks and protruding roots.
- » Tourism information is available at reception.
- » Any change in level is serviced by a ramp.
- » Take-away food is available at the main entrance.

Toilet

- » There are designated accessible female toilets containing grab rails.
- » There is adequate space for a right- side transfer onto the toilet.
- » Male toilets are not wheelchair accessible.

Other

- » Billabong Sanctuary has an on-site wheelchair for use, and also a high chair for small children.

BIRCH CARROLL AND COYLE CINEMAS

Address » Cnr Sturt St & Blackwood St, Townsville

Phone » 07 4771 4101

Web » www.greaterunion.com.au

Parking

» Central Business District parking is available. There is a set down area for buses, taxis and private vehicles.

Entrance

- » The movie theatre is accessed by a 4m long ramp with a gentle gradient. It is also accessed by stairs.
- » There are two double leaf glass doors, each with a clear opening of 1740mm and a level landing. Doors are normally kept closed. A very strong force (80N) is required to push the doors.
- » Concessions are available for pensioners/carers/students.

Interior

- » The floor surface is low pile carpet.
- » Any change in level is serviced by either a lift or a ramp. The lift has internal dimensions of 1250 x 1400mm. Theatre number one is accessed by a ramp with a gradient of 1:8 and at a length of 1500mm. Other theatres are accessed by lift.
- » There is removable seating available for two wheelchairs in each theatre. Cinema 1 contains a bench for wheelchair users at a height of 920mm.
- » The counter/reception desk has a lowered section at a height of 940mm.

Toilet

- » There is one designated accessible unisex toilet containing grab rails at a height of 800mm.
- » Light force (20N) is required to push the door.
- » The toilet pan is fixed very low on the wall at 380mm, and close to the rear wall at 700mm.
- » There is adequate space for a front and side transfer onto the toilet.
- » The basin is mounted high at 765mm.

THE TOWNSVILLE CIVIC THEATRE

Address » 41 Boundary St, South Townsville

Phone » 07 4727 9013

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

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

Parking

- » There are four designated car parks for disabled users, two to the left of the theatre and two to the right.
- » There is a set-down area with a kerb ramp and a continuous path of travel to the entrance.

Entrance

- » The entrance has ample clearance. 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.
- » From the ground floor there is a 10m long ramp with a gentle gradient (1:20) with handrails. To access this ramp, a narrow door clearance of 730mm is necessary.

Interior

- » The floor surface is low-pile carpet.
- » Any change in level is serviced by either a ramp or stairs.
- » There is ample circulation space in the foyer. The service counters are high at about 1200mm.
- » The doors are heavy and narrow (710mm), however they are usually operated by the staff.
- » There are two designated 1850mm wide wheelchair spaces on both sides of the auditorium, with seating space for a companion.

Toilet

- » There are designated accessible male and female toilets.
- » Door clearance is narrow, and requires a strong push force. Space is restricted, permitting a front transfer only.
- » The position of the grab rails and basin are not ideally positioned for access.

MURRAY BASKETBALL STADIUM

Address » Murray Lyons Dr, Annandale

Phone » 07 4778 3400

Web » www.townsville.qld.gov.au

Parking

- » There are two designated accessible car spaces. There is a continuous accessible path of travel to the entrance.

Entrance

- » The Murray Sporting Complex is accessed by a ramp with a gradient of 1:40 and at a length of 4.3m, and another ramp with a gradient of 1:14 and a length of 6.3m. Stairs also access the front of the building.
- » The front doorway has an opening width of 950mm. Doors are normally kept open.

Interior

- » The floor surface is a combination of wooden and cement.
- » Any change in level is serviced by a ramp.
- » There is seating available at the side of the grandstands.

Toilet

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

MUSEUM OF TROPICAL QUEENSLAND

Address » 70 - 102 Flinders St, Townsville

Phone » 07 4726 0600

Web » www.mtq.qld.gov.au

Parking

- » Two designated accessible car parks are within 200m of the front entrance.
- » There is a set-down area with a kerb ramp. The nearest accessible parking is located around the corner from the museum.

Entrance

- » The establishment is accessed by a walkway with a gradient of 1:20.
- » The doorway has an opening of 1620mm and is level. The doors are automatic.
- » Concessions are available for pensioners and students, while carers are admitted for free.
- » Residents of the Townsville City, Burdekin Shire and Charters Towers Regional Councils are admitted free.

Interior

- » The floor surface is low pile carpet and linoleum. There are floor surface tactile indicators at the entry and exit points of galleries.
- » The dining service area has level access with freestanding furniture (clearance height 680mm).
- » The reception desk has a lowered section.
- » There is tourism information available at reception.
- » Any change in level is serviced by either a lift or ramps. The lift has internal dimensions of 1540 x 1450mm. The controls are found at a height of between 900–1160mm.
- » All internal ramps have a gradient between 1:20–1:14 with level rest areas every 7.4 metres. The ramps are 1.9 metres wide with kerb rails and handrails.

Toilet

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

PERC TUCKER REGIONAL GALLERY

Address » Cnr Flinders Mall & Denham St, Townsville

Phone » 07 4727 9011

Email » enquiries@townsville.qld.gov.au

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

Perc Tucker Regional Gallery has a diverse program of local, national and international exhibitions. Floor talks, lectures, educational programs and performances of music, theatre and dance are also on offer. Admission is free.

Parking

» There are several CBD parking spaces available, including some designated for people with a disability.

Entrance

» The establishment is accessed by a ramp that is 5.25m long with a gradient of 1:14. There is a second ramp that is 1.48m long with a slope of 1:8.

» The doorway is level and automatic, with an opening of > 1.5m.

Interior

» The floor surface is low pile carpet.

» There is a reception desk with staff on hand to answer questions.

» Any change in level is serviced by an accessible lift.

Toilet/bathroom

» There is a designated accessible toilet on the ground floor with space for a front transfer.

REEF HQ AQUARIUM

Address » 2 - 68 Flinders St, Townsville

Phone » 07 4750 0800

Email » info@reefhq.org.au

Web » www.reefhq.org.au

Parking

- » There is CBD parking available with designated accessible car parks within 400m of the front entrance. There is a set-down area with a kerb ramp and a continuous path of travel to the entrance.

Entrance

- » The establishment is accessed by a walkway.
- » The entrance has a wide, clear opening and a level threshold.
- » The entrance is through a turnstile, however a gate can be opened to improve access.
- » The counter is high.
- » The paving to the front entrance has a gentle gradient and is clear of obstructions.
- » There is tourism information available at reception.
- » Concessions are available for pensioners, carers & students.

Interior

- » The floor surface consists of low pile carpet, wooden floorboards and linoleum.
- » The café service area has level access with freestanding furniture.
- » A lift, staircase or ramps service any change in level.
- » The lift has internal dimensions of 1259 x 1600mm. The controls are situated between 1260–1500mm high.
- » All internal ramps have a gradient of 1:20 and don't exceed 5.3m in length.
- » Stairs are carpeted. Each step is 160mm high. The staircase has handrails on both left and right sides.

Toilet

- » The toilet is situated outside Reef HQ, in the main complex amenity block.
- » There are designated accessible cubicles in the male and female toilets. The entrances to these toilets are through airlocks.

- » Space for transfers is very restricted to the front and side.
- » The toilet pans are mounted very close to the rear wall at 600mm, and are low to the ground at 410mm.
- » The grab rails at the rear and side are high at 850mm.

TOWNSVILLE ENTERTAINMENT & CONVENTION CENTRE

Address » Entertainment Dr, Townsville

Phone » 07 4771 4000

Web » www.tecc.net.au

Parking

- » There are three designated spaces at the front of the centre for users with a disability, and 11 in Entertainment Dr, next to the centre. There is a set-down area with a kerb ramp and a continuous path of travel to the entrance (20m).

Entrance

- » The main entrance has double swing doors with a clearance of 1580mm which are normally kept open.
- » An access ramp is 8.8m long at a gradient between 1:14 and 1:20.
- » Concessions are available for pensioners/carers/students for some shows.

Interior

- » Doors in the public area are 1800mm wide.
- » The floor surface is low pile carpet and cement.
- » All stairs are non-slip with handrails at 910mm high and step rises of 175mm.
- » All changes in level are serviced by ramps.

Toilet

- » There are separate male and female accessible toilets.
- » The toilet seat height is 490mm high.

People who are unable to use stairs or are in wheelchairs are advised to check with the centre regarding the positioning of accessible seating arrangements for events at the centre prior to booking their ticket.

TOWNSVILLE MARITIME MUSEUM

Address » 42-68 Palmer St, South Townsville

Phone » 07 4721 5251

Email » tmhs@bigpond.com

Web » www.townsvillamaritimemuseum.org.au

Parking

- » There are two designated accessible spaces in the museum car park.
- » There is a gate from the car park with a clear opening of 940mm that requires no force to open.

Entrance

- » The path of travel to the entrance ramp is about 200mm and awkward.
- » 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. The ramp is exposed to the weather.
- » Timber decking is situated in the outdoor areas on the marina side of the museum.

Interior

- » The reception is open to the street.
- » Floor surfaces include linoleum and tiles.
- » There is reasonable space to manoeuvre between displays, generally from about 850mm to 950mm.
- » The display cabinets are high at about 860mm.
- » The model building room has desks with ample clearance fixed to the walls at a height of 740mm.

Toilet

- » There are two toilet locations, one in the Seafarer's Gallery near reception, and one between the Bay Rock Lighthouse and the Boatshed.
- » Access is superior at the designated accessible toilet and shower combination near the boatshed. The best path of travel is along the decking on the marina side and down a ramp (gradient 1:15). Be

- careful on the ramp as the metal handrails heat up in the sun.
- » The door requires a moderate push force (45N) to open, and has a delayed close. The door has a clear opening of 800mm.
 - » There is space for a front and side transfer onto the toilet, although a free standing bin may be a minor obstruction.
 - » All fixtures and fittings are in accessible locations.
 - » There is a set of two toilets in an airlock 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 of 810mm and requires light force (20N) to open. There is space for a front and side transfer, although the toilet pan is mounted a little low.
 - » The basin is mounted a little high and has a single lever tap.

CASTLE HILL LOOK OUT AND CARPARK

Address » Castle Hill Rd, Townsville

Parking

- » There is one designated accessible space, located 30m from the lookout and 35m to the toilets.

Entrance

- » There are two ramps accessing the platform lookout. One ramp is 1.5m wide with a gradient of 1:18. There is a landing at 7m. There are curbs on both sides. There is also no weather protection over the ramp. The ramp is made of pebblecrete.
- » There is a second ramp that is 1.6m wide. There is a landing at 6.8m. There is a hand rail (993mm high) on one side and a garden bed on the other side. This ramp is also made of pebblecrete.
- » The path of entrance leading to the platform lookout is 1.7m wide and has a landing at 1.98m. There is some weather protection.

Services

- » There is a lookout platform that has good circulation space, however it offers limited weather protection. Binoculars are positioned at 1.5m high and are fixed to a metal base. The money slot is positioned at

1.05m high. Seats are 444mm high.

Toilets

- » There are no acknowledged designated accessible toilets.
- » There is one larger male and female toilet.
- » The door clearance of the toilet is 817mm. The door swings inwards.
- » The pan has adequate space in front of it. Pan height is low at 414mm. The toilet is close to the rear wall at 629mm.
- » There is a grab rail that is 794mm on the side, and 825mm from the front. There is no rear grab rail.
- » The toilet paper dispenser is high at 770mm.
- » The basin is separate from the toilet in an alcove that is 1007mm wide. It is positioned high at 689mm. Taps require 75N (strong force) to push and are auto stop.
- » There are no light controls because a sky light provides sufficient illumination.

WARRINA CINEPLEX CINEMAS

Address » 164 Dalrymple Rd, Gulliver

Phone » 07 4725 7295

At the time of audit, the Warrina Cineplex was undergoing major renovations. Please contact the cinema for details of progress.

RIVERWAY

Address » Village Bvd, Kirwan

Phone » 07 4727 9000

Email » tmhs@bigpond.com

Web » www.riverway.townsville.qld.gov.au/index

Parking

- » There are five designated accessible spaces that are unsigned. All are slightly narrow, varying between 3149mm and 3202mm wide.
- » The designated accessible spaces are 100m from the entrance.
- » The gradients of surfaces are adequate and traffic safety is fairly good.

Entrance

- » The path of travel to the entrance is made of bitumen/cement. There are no obstructions.
- » There is a ramp (1190mm wide and 30m long) that leads to the pool and a sand beach.

Interior

- » The C-Bar restaurant that has a door clearance of 888mm wide, and the gallery has a door clearance of 872mm (automatic doors).
- » In the C-Bar the counter height is high at 1021mm and the tables are low at a clearance of 695mm.

Toilet/Bathroom

- » There are two toilets downstairs near the swimming lagoon lockers towards the Eco Active Centre that are mirror images of each other.
- » The door has a clearance of 867mm. The doors are heavy at 55N. They have braille door signs.
- » There is a shower seat that is narrow at a length of 928mm.
- » The taps are positioned high at 989mm.
- » There is a hand held hose that is positioned at 1765mm.
- » The room has adequate circulation space of 2431mm x 2697mm, which allows for front and side transfers (different sides depending on the two toilets).
- » The paper dispenser is high at 978mm.
- » The basin is low at 629mm.
- » There is one toilet in the Riverway Arts Centre foyer.
- » The door clearance of 862mm and requires a force of 55N to open. The door is slow to close.
- » The toilet is quite low at 432mm.
- » There are side grab rails that are 819mm high.
- » There is limited space in front of the toilet (808mm).
- » The basin is low at 628mm; it has a mixer single tap.
- » There is a mirror, a soap dispenser (904mm high) and a paper dispenser (1023mm high).

READING CINEMAS AS PART OF THE **CANNON PARK COMPLEX**

Address » Harvey Range Rd, Kirwan

Phone » 07 4723 6666

Email » tmhs@bigpond.com

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

Parking

- » There are two designated accessible spaces 20m from the entrance of the cinemas, both are of adequate widths.
- » There is another designated accessible space outside Fasta Pasta that is slightly narrow (3191mm).
- » There are two designated accessible spaces outside Irish Finnigan's that are of adequate widths.
- » There is one designated accessible space outside Janome that is slightly narrow.
- » There is another designated accessible space outside the Fish & Chip shop that is also slightly narrow.

Entrance

- » The double doors to the entrance of the cinemas open and close automatically.

Interior

- » The height of the ticket counter is 908mm; the height of the food counter is 1065mm.
- » Wheelchair accessible seating is provided at the front of the cinema.

Toilet/Bathroom

- » There is one designated accessible toilet that has a narrow door clearance of 778mm.
- » The door opens inwards, can be opened one-handed but requires 70N of force.
- » The toilet seat height is 450mm.
- » There are side (785mm high) and rear (790mm high) grab rails.

- » The toilet has adequate circulation space allowing for a front and right-sided transfer.
- » The toilet paper dispenser is considerably high at 955mm.
- » The basin has a clearance of 660mm but there is some pipe under the basin. There are two lever taps.
- » There is a hand dryer (1058mm high), a mirror and soap (937mm high) within the toilet.

»» ENTERTAINMENT NIGHTLIFE RESTAURANTS

A TOUCH OF SALT RESTAURANT AND BAR

Address >> 86 Ogden St, Townsville

Phone >> 07 4724 4441

Parking

- >> There are designated accessible spaces available in Ogden St. There is a continuous accessible path of travel to the entrance.

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.
- >> The front doorway into the bar area has a clear opening width > 3m. There is a 70mm lip from the outdoor dining into the indoor dining; the aluminium tracking has carpet overlays to improve mobility. Doors are normally kept open.

Interior

- >> The floor surface is tiled.
- >> Indoor and outdoor dining is available.
- >> Tables have a clearance height of 665mm, and are spaced > 700mm apart.
- >> The bar facility provides stool seating. The bar has a lowered section at a height of 855mm.
- >> Table service is available.

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 895mm opening and down a moderately steep gradient of 1:11.
- >> The doorway to the designated accessible cubicle has a clear opening of 875mm, with a 15mm lip from the concrete to the tiled floor.
- >> Rear and side grab rails are mounted at a height of 800mm.
- >> There is ample room for a front and side transfer onto the toilet.
- >> The toilet paper is mounted high at over 1000mm, and a spare roll sits on the side grab rail.
- >> Corner basin clearance is 630mm with pipe work as obstacles. There is a single lever tap.

THE BANK NITECLUB

Address » 169-173 Flinders St East Townsville

Phone » 07 4771 6148

Parking

» CBD parking is available nearby.

Entrance

» The establishment is accessed by stairs at the front or through a side entry up a 2.5m ramp with a gradient of 1:8. There is a slotted grate (25mm slots) on the path to the side access.

» The doorway used for wheelchair access has 810mm clearance.

Interior

» Doors in the area for public use have 810mm clearance.

» The floor surface is low pile carpet.

» The bar height is 1170mm.

Toilet

» The door is hinged and swings outward.

» The handle height is 820 cm.

» The toilet seat height is 460 mm.

» There are grab rails at a height of 800 mm on the rear and side.

» There is ample space for front and side transfer.

» The basin is mounted a little high at 670 mm. There are lever taps.

BENNY'S HOT WOK CAFÉ AND BAR

Address » 21 Palmer St, South Townsville

Phone » 07 4724 3243

Parking

- » There are no designated accessible spaces, but parking is located at the rear of the premises. There is a continuous accessible path of travel to the entrance. The rear door is normally open with a clear opening of 760mm.

Entrance

- » The paving at the entrance has a manhole with a 15 mm lip. There is also a 65mm lip between the footpath and the restaurant.
- » The front doorway has a wide clear opening in excess of 800mm.

Interior

- » The floor surface is inset with a pebble design that can be awkward to negotiate.
- » There is adequate space to move in a straight line, (800mm at the narrowest point). The dining area has level access with freestanding tables and booths with a table clearance height of 700mm.
- » The bar has a height of 940mm–1100mm and bar stools are provided for seating.
- » The reception counter is high at 1130mm.

Toilet/bathroom

- » The designated accessible toilet is accessed from the external front/side of the restaurant.
- » The glass door has a D handle, is difficult to open, and closes heavily and quickly.
- » At the toilet there is a clear opening of 880mm, however the door closes quickly.
- » The toilet seat height is 480mm, situated 840mm out from the rear wall.
- » Grab rails are mounted on the rear and side at a height of 800mm.
- » There is ample space for a front and side transfer onto the toilet.
- » The washbasin has a single lever tap and has a clearance height of 660mm.
- » The lights switches are mounted very high at 1280mm.

BOMBAY ROCK NIGHT CLUB

Address » 719 Flinders St West, Townsville

Phone » 07 4724 2800

Parking

- » There are no designated accessible spaces; however plenty of parking is available at the night club. CBD parking is available nearby – please refer to the map.

Entrance

- » The path of travel is paved.
- » There is a clear opening of 1800mm.
- » The reception counter is high at 1100mm.
- » The bar height is 1000mm.

Interior

- » The building is multi-storey.
- » The lift floor space is 1100mm by 1520mm with the controls at a height of 1070mm.
- » There are four bars within Bombay Rock.
- » The Monsoons bar has a concrete floor surface and plenty of circulation space when the building is not crowded (2400mm clearance). The bar is high at 1140mm. Table clearance is 710mm. There is a step to the outdoor smoking deck.
- » The Garden Bar is accessed through a doorway 1150 mm wide. Table clearance is 700mm.
- » The Voodoo Lounge has a carpeted floor. It features cube seating.
- » The Lions Bar is accessed via a ramp with moderately steep gradient (1:12).

Toilet

- » There is a designated accessible toilet on the ground floor.
- » Moderate force (40N) is required to move the door, and it closes slowly. Handle height is 1000mm.
- » The toilet seat height is 460mm and the distance from the rear wall is 800mm.

- » Grab rails are positioned at 800mm on the rear and side.
- » There is ample space for a front (1400mm) and side (1270mm) transfer.
- » The basin is 1400mm distance from the toilet, with a clearance of 650mm from the floor. A single lever tap is fixed to the hand basin.

C BAR CAFÉ

Address » Gregory St Headland, The Strand, North Ward

Phone » 07 4724 0333

Parking

- » There are designated accessible spaces on The Strand. There is a set-down area with a kerb ramp and a continuous path of travel to the entrance.

Entrance

- » The front doorway has an opening of 1630mm and is level. Doors are normally open.

Interior

- » Doors in the area for public use are 820mm wide. The floor surface is level, and consists of wooden floorboards and tiles.
- » The dining area has level access with freestanding furniture.
- » The tables have a minimum clearance of 695mm and are adjustable.
- » There is a bar facility, which is 1130mm high. Seating other than stools is provided.
- » Table service is available.

Toilet/bathroom

- » There is one designated accessible unisex toilet containing grab rails.
- » The door has a clear opening of 815mm.
- » The toilet seat height is 445mm.
- » There is adequate space for a side transfer onto the toilet.

CACTUS JACKS

Address » 21 Palmer St, South Townsville

Phone » 07 4721 1478

Parking

- » There are no designated accessible spaces, but parking is located at the rear of the premises. There is a continuous accessible path of travel to the entrance.

Entrance

- » The restaurant is accessed by a walkway with a kerb ramp with a gradient of 1:8.
- » The front doorway has a clear opening width of 1320mm, and is free of any lip. Doors are normally kept closed.

Interior

- » Doors in the area for public use are 790mm. The floor surface is level tile, free of any lips.
- » 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, but a portable ramp (1295mm long and 157mm high) can be arranged. The bar has a height of 1135mm and bar stools are provided for seating.
- » Assistance is available if needed.

Toilet/bathroom

- » The designated accessible toilet is accessed from the external front/side of the restaurant.
- » The glass door is difficult to open and closes heavily and quickly.
- » At the toilet there is a clear opening of 880mm, however the door closes quickly.
- » The toilet seat height is 480mm and is situated 840mm out from the rear wall.
- » Rear and side grab rails are mounted at a height of 800mm.
- » There is ample space for a front and side transfer onto the toilet.
- » The washbasin has a clearance height of 660mm and has single lever taps which are in poor condition.
- » The light switches are mounted very high at 1280mm.

CAPITOL REGENT RESTAURANT

Address » 299 Ross River Rd, Aitkenvale

Phone » 07 4728 6288

Parking

- » There are no designated accessible car parks, but parking facilities are located at the side and rear of the building. There is a continuous accessible path of travel to the entrance.

Entrance

- » The restaurant is accessed by a walkway and a ramp with a gentle gradient of 1:20 and at a length of 8.5m.
- » The front doorway has a clear opening width of 770mm x2. Doors are normally kept closed.

Toilet/bathroom

- » The toilet door has a narrow opening clearance width of 750mm.
- » The toilet seat height is 470mm.
- » The grab rails are at a height of 810mm.
- » There is adequate space for a side transfer onto the toilet.
- » The washbasin is equipped with lever handled taps and is mounted low with a clearance height of 620mm.

Interior

- » The floor surface is a combination of tile and low pile carpet.
- » The dining room has level access with freestanding furniture. Tables have a clearance height of 675mm.
- » There are stools at the bar that are 1080mm high.
- » Table service is available.

CELCIUS RESTAURANT (MERCURE INN)

Address » Woolcock St, Hyde Park

Phone » 07 4725 2222

Parking

» There are two designated accessible spaces. There is a 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 at a length of 7.15m.
- » There is a dining and service area.
- » There is a wheelchair accessible route available, with freestanding tables at a clearance height of 680mm. The restaurant provides self serve facilities at a height of 880mm.
- » Tea and coffee facilities are at a height of 710mm.

Toilet

- » The toilet seat height is very low at 380mm.
- » The designated accessible toilets contain grab rails at a height of 810mm.
- » There is adequate space for a right-side transfer onto the toilet.

COWBOY'S LEAGUES CLUB

Address » 313 Flinders Mall, Townsville

Phone » 07 4724 5888

Parking

» In the member's car park there are five designated accessible spaces undercover at the back entrance. All spaces are narrow, with widths ranging from 2700mm to 3100mm.

Entrance

» The Leagues Club is accessed by a walkway.

- » The doorway from the car park entrance has a clear opening width of 1230mm. The doorway from the mall entrance has a clear opening width of 1390mm. Both doors are automatic.

Interior

- » The floor surface is low pile carpet with thick underlay.
- » The dining room/service area has level access and freestanding furniture, with tables at a clearance height of 660mm.
- » The bar is 1095mm high and provides stools for seating.

Toilet

- » The toilet is accessed by a door with a clear opening of 820mm.
- » The toilet seat height is 455mm.
- » The designated accessible toilet contains grab rails at a height of 810mm.
- » There is adequate space for a side transfer onto the toilet.

FOCACCIA'S FO'COFFEE CAFÉ

Address » James Cook University, Douglas

Phone » 07 4725 25171

Parking

- » There are no designated accessible spaces, but accessible parking at the front of the building is available. There is a kerb ramp and a continuous accessible path of travel to the entrance.

Entrance

- » The café is accessed by a walkway, which has a handrail and kerb rails.
- » The accessible doorway has a clear opening width of 1050mm and a lip of 20mm. Doors are normally kept closed.

Interior

- » The floor surface is level tile.
- » The dining room/service area has level access, freestanding furniture and an inadequate table clearance height of 600mm.

Toilet

- » There are no designated accessible toilets, but some are located within the university complex.

GREAT AUSTRALIAN ICE CREAMERY

Address » 35 Denham St, Townsville

Phone » 07 4771 4579

Parking

- » There are no designated spaces, but CBD parking is available. There is a kerb ramp and a continuous accessible path of travel to the entrance.

Entrance

- » The entrance is through a hinged door with a clear opening of 860mm, which requires moderate force (40N) to open.
- » There is a 40mm lip at the threshold.

Interior

- » Tables with a clearance height of 730mm are arranged along the wall opposite the display counter with open space in the middle of the room.
- » The refrigerated display cabinets have a serving section which is high at 940mm.

Toilets/Bathroom

- » There are no toilets at the restaurant. The designated unisex toilet on the ground level in the Northtown complex is an accessible, heavily-used facility.

HOGES ON THE MALL RESTAURANT

Address » Flinders Mall, Townsville

Phone » 07 4772 6244

Parking

- » There are no designated spaces, but CBD parking is available. There is a kerb ramp and a continuous accessible path of travel to the entrance.

Entrance

- » The footpath pavers are rough. Staff are happy to assist patrons when required.
- » The restaurant is accessed by a walkway with a gradient of 1:8 leading up to the door.
- » The front doorway is automatic and has a clear opening width (2m).

Interior

- » The floor surface is a combination of tile, low pile carpet and polished wood floors.
- » The dining room/service area has level access, freestanding furniture, and tables with a clearance height of 695mm.
- » The bar facility has stools for seating and is 1150mm high.
- » Table service is available.

Toilet

- » There are no toilets at the restaurant. The designated unisex toilet on the ground level in the Northtown complex is an accessible, heavily used facility.

HUNGRY JACK'S RESTAURANT, ANNANDALE

Address » Annandale Shopping Centre, McArthur Dr, Annandale

Phone » 07 4755 0111

Parking

- » There are two designated accessible spaces on either side of the entrance.

Entrance

- » There is a wide doorway clearance (920mm+). Doors open outwards and require strong force to move (60N).

Interior

- » Tables are fixed to the floor and are 740mm high. The serving counter is 940mm high with a large open space in front.

Toilet

- » There is a designated toilet which has baby change facilities.
- » The doorway has a clear opening of 800mm. The door opens inwards and requires moderate force to move (35N).
- » Grab rails are in position at 815mm height.
- » A single lever tap is fixed to the hand basin.

HUNGRY JACK'S RESTAURANT, MUNDINGBURRA

Address » 20 Ross River Rd, Mundingburra

Phone » 07 4725 3411

Parking

- » There is one designated accessible car park next to the entrance.
- » There are two short ramps (each 900mm length) leading from the car park to the floor level of the restaurant. Ramp gradient is steep (1:6). A ramp leads to the entrance door, (gradient 1:10).

Entrance

- » The external ramp does not have a landing at the doorway. There is a wide doorway clearance (920mm+). Doors open outwards and require moderate force to open (30N).

Interior

- » Tables are 740mm high. The serving counter is 940mm high.

Toilet

- » There is a designated toilet which has baby change facilities.
- » The door requires strong force to open (65N).
- » The toilet and basin are fairly close to each other (distance is 900mm).
- » A single lever tap is fixed to the hand basin.

MASALA INDIAN RESTAURANT

Address » 79 Palmer St, South Townsville

Phone » 07 4721 3388

Parking

- » There are no designated accessible spaces. It is possible to park in the designated spaces at the Maritime Museum across the road.
- » 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 width of 1140mm. Doors are normally kept closed.

Interior

- » Doors in area for public use are 870mm wide.
- » The floor surface is tile and free of lips.
- » The dining room/service area has freestanding furniture. Table clearance heights are 740mm.
- » There is a bar facility with bar stools for seating. The bar has a height of 1270mm.

Toilet

- » The door has an opening clearance width of 865mm.
- » The toilets contain grab rails at a height of 820mm.
- » There is adequate space for a side transfer onto the toilet.
- » The washbasin is equipped with lever handled taps and is mounted high (690mm).

MICHEL'S RESTAURANT

Address » 7 Palmer St, South Townsville

Phone » 07 4724 1460

Parking

- » There are no designated accessible spaces. Restaurant parking is available via McIlwraith St to the rear of the restaurant. The path of travel is concrete and in poor repair in places, with steep bumps and lips and some awkward turns.

Entrance

- » The restaurant is accessed by a walkway.
- » The front doorway has a clear opening width of 1140mm. Doors are normally kept open.

Interior

- » The doors in the area for public use are 870mm wide. The floor surface is tile and free of lips.
- » The dining room/service area has level access with freestanding furniture. Table clearance heights are 740mm.
- » There is a bar facility with bar stools for seating. The bar has a height of 1270mm.

Toilet

- » The toilets are accessed via a passageway that may contain obstacles.
- » The door has an opening clearance width of 870mm.
- » The toilet seat height is 440mm and is 900mm from rear wall.
- » The grab rails are at a height of 800mm.
- » There is adequate space for a front transfer onto the toilet. Side transfer access is restricted by the shower.
- » The washbasin is equipped with lever handled taps and is mounted high with a clearance of 720mm.

EDEN CAFÉ, HYDE PARK

(FORMERLY MOCHA MECCA)

**Address » Park Haven Medical Centre, 7 Bayswater Rd,
Hyde Park**

Phone » 07 4772 1777

Parking

- » There is one designated accessible space located in the underground car park. There is a continuous accessible path of travel to the entrance.

Entrance

- » The café is accessed by a walkway and ramp with a gradient (1:14 at a length of 2.5m). A lift is also used to access the café with internal dimensions of 1330 x 2100mm.
- » The front doorway has a clear opening width of 840mm. Doors are normally kept closed.

Interior

- » The doors in the area for public use have an opening clearance width of 1045mm. The floor surface is a combination of tile, linoleum, low pile carpet and wood.
- » The dining room has level access with freestanding furniture, and tables with clearance height of 700mm.
- » Table service is available.
- » Indoor and outdoor dining available.

Toilet

- » The designated accessible toilet is in the Mater Women's and Children's Hospital Hyde Park.

EDEN CAFÉ, MUNDINGBURRA

(FORMERLY MOCHA MECCA)

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

Phone » 07 4728 8566

Parking

- » There is one designated accessible space opposite the main entrance to Coles supermarket. A designated pedestrian crossing leads to the entrance.
- » There is one designated accessible space next to the secondary entrance to Coles supermarket.
- » The secondary entrance has a kerb ramp 1700mm long with a gradient of 1:10.
- » Along the front of the small shops is an undercover walkway with ramps in the middle and at both ends.

Entrance

- » The café is accessed by a walkway.
- » The front doorway has a clear opening width of >1m. Doors are normally kept closed.

Interior

- » The floor surface is a combination of tile and outdoor pavers.
- » The dining room has level access with freestanding furniture, and tables with a clearance height of 735mm.
- » The counter is 1160mm high.
- » Indoor and outdoor dining is available.
- » Table service is available.

Toilet

- » There is a designated accessible toilet combined with a parenting room. The passage to the toilets has a clear width of 1070mm, narrowed by switchboards.
- » The toilet door requires moderate force (30N) to open.
- » The room size is 2040mm x 1600mm.
- » There is adequate space for a side transfer onto the toilet.
- » A single lever tap is fixed to the hand basin.

MOMOS RESTAURANT

Address » Cnr Palmer St and Dean St, South Townsville

Phone » 07 4721 4900

Parking

» There are no designated accessible spaces. 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 width of 920mm. Doors are normally kept open.

Interior

- » The doors in the area for public use are 830mm wide. The floor surface is wooden floorboards and is free of any lips.
- » The dining room/service area has level access with freestanding furniture, and table clearance height of 750mm
- » A bar facility is available and has bar stools for seating. The bar is 1020mm high.

Toilet

- » The door has a narrow clearance width of 770mm.
- » The toilet seat height is 470mm.
- » The grab rails are at a height of 810mm.
- » There is adequate space for a side transfer onto the toilet.
- » The washbasin is equipped with lever-handled taps and has a low clearance height of 620mm.

MONSOON'S BAR AND GRILL

Address » 194 Flinders St, Townsville

Phone » 07 4772 0900

Parking

- » There are no designated accessible spaces. Parking is available in the CBD – please refer to the map. There is a kerb ramp and a continuous accessible path of travel to the entrance.

Entrance

» The front of the restaurant opens up with a level threshold.

Interior

» The floor is carpeted.

» There are no obstructions, and circulation space exceeds 1700mm.

» Full table service is available.

» The serving counter is high at 1220mm.

» Table clearance heights are 710mm.

Toilet

» The toilet seat height is 460mm and 840mm out from the rear wall.

» The designated accessible toilets contain rear and side grab rails at a height of 800mm.

» There is adequate space for a side transfer onto the toilet. Space for a front transfer is restricted at 900mm.

» The toilet paper dispenser is mounted high out of reach at 1120mm.

» The washbasin is equipped with Flickmaster taps and has a clearance height of 640mm.

ODYSSEY ON THE STRAND CAFÉ

Address » 120 The Strand, North Ward

Phone » 07 4724 1400

Parking

» There are no designated accessible spaces, although parking on the Strand is available.

Entrance

» The front doorway is open.

» There is a lip at the threshold.

Interior

» The floor surface is smooth.

» Space is adequate to reach the toilets and counter.

» The counter is high.

Toilet

» There is a designated accessible toilet within the female toilets.

- » There is space for a front and side transfer onto the toilet.
- » The toilet pan is well situated.
- » Rear and side grab rails are mounted at a height of about 800mm.

RHINO BAR

Address » 3 Palmer St, South Townsville

Phone » 07 4771 6322

Parking

- » There are no designated accessible spaces.
- » There is a set-down area with a kerb ramp and a continuous paved path of travel to the entrance, up a moderate incline of 1:13.

Entrance

- » The front doorway has a wide opening with the level landing accessible only when all the concertina doors are fully open.

Interior

- » The floor surface is smooth.
- » The bar counter is high (1205mm).
- » There is ample circulation space.
- » Table height is 710mm.
- » Counter service in beer garden, table service in restaurant.

Toilet

- » There is a unisex designated accessible toilet.
- » The door is heavy to push and closes quickly.
- » The toilet seat height is 480mm and 820mm out from rear wall.
- » Rear and side grab rails are mounted at a height of 795mm.
- » There is adequate space for a front and side transfer onto the toilet.
- » The hand basin is mounted with clearance of 650mm and is fitted with a lever tap.

RIVERVIEW TAVERN

Address » 247 Riverside Bvd, Douglas

Phone » 07 4775 5005

Parking

- » There are two designated spaces within 25m of the main entrance.
- » 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 2100mm wide, although obstacles take this down to 1300mm in places.
- » A secondary entrance is on the other side of the building. Moderate force (40N) is required to move the door. This entrance leads to the gaming room.
- » The main entrance has a wide opening.

Interior

- » The floor surfaces are concrete or polished timber.
- » Inside and outside dining is available as well as a gaming room.
- » The dining tables to the bar and deck are 750mm high.
- » The door from the deck to the food service counter requires strong force (50N) to move.
- » Counter service for drinks is at a high bar (1110mm). The glass barmen are 1230mm high and also serve as the service counter.
- » The serving section in the gaming room is well positioned at a height of 860mm.

Toilet

- » There is a designated unisex accessible toilet combined with parenting room.
- » The doorway clearance width is 860mm. A light force (20N) is required to push the door inward, and the door closes slowly.
- » The hand dryer is mounted high at 990mm.
- » There is a Braille sign.

SEAVIEW HOTEL STEAKHOUSE

Address » 56 The Strand, North Ward

Phone » 07 4771 5005

Parking

- » There are no designated accessible car spaces, although parking on The Strand is available. There is plenty of parking at the rear with a ramp leading to the beer garden.
- » There is a set-down area with a kerb ramp and a continuous path of travel to the entrance (loose dirt and pavers).

Entrance

- » The front doorway has a wide opening.
- » There is a ramp with a gradient of 1:16 that is exposed to the weather.
- » A short steep ramp leads through the beer garden into the restaurant.

Interior

- » The floor surface is wooden.
- » The bar facility provides stools for seating. The bar is at a height of 1050mm.
- » Tables are high with clearance of 860mm.
- » Counter service in beer garden, table service in restaurant.

Toilet

- » There is a designated accessible toilet in the garden bar.
- » The toilet seat height is 475mm and 825mm out from rear wall.
- » Rear and side grab rails are mounted at a height of 800mm.
- » There is ample space for a front and side transfer onto the toilet.
- » The hand basin is mounted high with clearance of 705mm and is fitted with a lever tap.

SIZZLER RESTAURANT

Address » Cnr Woolcock St & Attlee St, Currajong

Phone » 07 4725 2711

Parking

- » There are two designated accessible spaces. 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 establishment is accessed by a walkway.
- » The front doorway has an opening of 820mm and has a 10mm lip. Doors are normally closed.

Interior

- » The floor surface is level and consists of tiles and low-pile carpet.
- » The dining area has level access with freestanding furniture.
- » Wall mounted menus are easy to read.
- » The buffet service area is 920mm high.
- » Table service is available for certain menu items.

Toilet

- » There are designated accessible male & female toilets containing grab rails.
- » There is adequate space for a side transfer onto the toilet.
- » The toilet height is 430mm.

SUGARTRAIN RESTAURANT AND BAR

Address » 12-14 Palmer St, South Townsville

Phone » 07 4753 2000

Parking

- » There are designated accessible spaces, available in the Ibis Hotel.
There are two designated accessible spaces within 40m of the side entrance. 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 tile.
- » There is indoor and outdoor dining.
- » Table height is 760mm with 830mm-950mm between tables.
- » There is a bar with stools and a lounge area with low chairs.
- » Table service is available.

Toilet

- » There is one designated accessible toilet through a doorway into the Ibis Hotel.
- » The doorway has a clear opening of 885mm and requires strong force (50N) to open. The closing mechanism is slow and steady.
- » The toilet seat height is 490mm and a distance of 800mm from the rear wall.
- » Rear and side grab rails are mounted at a height of 800mm.
- » There is ample room for a front and side transfer onto the toilet.
- » The basin clearance is 660mm with a single lever tap.
- » Lights are mounted at a height of 1025mm.
- » There is a Braille sign.

TABLE 51 RESTAURANT

Address » 51 Palmer St, South Townsville

Phone » 07 4721 0642

Parking

- » There is one designated accessible space under the Anchorage on Palmer St. To access, drive down driveway next to the restaurant. There is a kerb ramp and a continuous accessible path of travel to the entrance.

Entrance

- » The café is accessed by a walkway.
- » The front doorway has a clear opening width of 830mm and a lip of 10mm. Doors are normally kept open.

Interior

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

Toilet

- » The toilet is accessed by a door with a clearance width of 765mm.
- » The toilet seat height is 420mm.
- » The grab rails at a height of 800mm.
- » There is adequate space for a left-side transfer onto the toilet.
- » The washbasin is equipped with capstan taps and has a clearance height of 680mm.

TOWNSVILLE RSL

Address » 139 Charters Towers Rd, Hermit Park

Phone » 07 4759 9500

Parking

- » There are eight designated spaces for users with a disability. There is a set-down area with a kerb ramp and a continuous path of travel to the entrance.

Entrance

- » The establishment is accessed by a walkway. Doorways are level and have an opening of 1690mm. Doors are automatic.
- » The reception desk is always attended.

Interior

- » The floor surface is low pile carpet and tile.
- » The dining room/service area has level access with freestanding furniture.
- » Any change in level is serviced by either a lift or stairs.
- » The lift has internal dimensions of 1960 x 1430mm. It contains a handrail.
- » The staircase has handrails. Stairs are carpeted and each step is 165mm high.

Toilet

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

THURINGOWA RSL

Address » 13 Kelso Dr, Kelso

Phone » 07 4789 2329

Parking

- » There are two designated accessible spaces, that are made of gravel and do not have painted lines dividing them. The spaces are situated 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 and is 6m long.
- » There are double doors leading into the RSL, one is always open, however it only allows for a clearance of 780mm.

Interior

- » In general, the interior of the RSL is carpeted.
- » There is a bar and cash register (slightly low at 820mm).
- » Pedestal tables have five legs and are low at 691mm. In the function room the tables are pedestal and have four legs, chairs are plastic and are 671mm high.
- » In the outside area there are wooden picnic tables that vary in height. The chairs are fixed.
- » 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 which is 3044mm long and has a gradient of 1:15. It has a carpeted surface and a hand rail (height varies).
- » The function room is air conditioned.

Toilet/Bathroom

- » The facilities at the RSL include a shower and toilet within the same room. The doors swing both ways, do not lock and have a wide clearance of 938mm.
- » The toilet seat height is 433mm.
- » There is rear (793mm) and side (797mm) grab rails.
- » The room is large (2374mm x 2418mm).
- » The plastic shower chair provided is stored next to the toilet when not in use. This may obstruct right-sided transfers, but can be moved if necessary.
- » The basin has a clearance of 678mm.
- » The shower controls are high at 1355mm.
- » There are no light switches within the room.

- » The paper dispenser is slightly low at 632mm.
- » This room is also used occasionally for storage.

CITY LIFE CAFÉ

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

Phone » 07 4724 5155

Parking

- » There are two designated spaces in the basement car park under the shopping centre. Traffic safety is poor and a bike rack is an obstacle to the exit. The entry ramp has a grade of 1:12.

Entrance

- » From the basement car park there is a long switchback ramp 1470mm wide with landings every 9m (landing length = 1400mm). The ramp gradient is approximately 1:13. The ramp finishes at the rear entrance of the shopping centre. On the ramp there is heavy pedestrian traffic including shopping trolleys and baby strollers.
- » There are tactile indicators at the start and finish of the switchback ramp.
- » Both front and rear entrances have automatic opening doors.
- » Near the front entrance there is an interior ramp that has a landing at 11m and a gradient of 1:13.

Interior

- » The floor surface is vinyl.
- » There are few obstructions to moving around the café, with a clear opening of 900mm or more.
- » Tables have clearance of 715mm. Tables are recommended over the booths, window stools and island lounges.
- » Service counter is high (950mm).

Toilet

- » There is a designated accessible toilet combined with a parenting room. Ask café staff for a toilet key.
- » The doorway clearance width is approximately 800mm. A moderate force

(30N) is required to push the door inward. The lever door handle is low (780mm).

- » The toilet seat height is 470mm and 820mm from the rear wall.
- » Rear and side grab rails are positioned at a height of 790mm.
- » There is adequate space for a front (1550mm) and side (1600mm) transfer.
- » The basin is 1100mm from the toilet, with a clearance of 640mm from the floor. A single lever tap is fixed to the hand basin.
- » The light switch is at a height of 1020mm.

THE VALE HOTEL CHAR GRILL STEAKHOUSE

Address » 222 Ross River Rd, Aitkenvale

Phone » 07 4779 0100

Parking

- » There are two designated spaces for users with a disability opposite the beer garden. There is a set-down area with a continuous path of travel to the entrance from the car park situated at the rear of the premises.

Entrance

- » The establishment is accessed by a level walkway from the rear or by stairs (containing handrails) via The Vale Hotel.
- » The rear doorway has an opening of 790mm x 2 (double swing doors) and has a level threshold. Doors are normally closed.

Interior

- » The floor surface is low pile carpet and tiles.
- » The dining area is level with freestanding furniture.
- » The buffet service area is 900mm high.
- » Tables have a clearance height of 700mm.
- » Table service is available.

Toilet/bathroom

- » There is a designated accessible unisex toilet in the Vale Hotel's 'Loaded Dice' area.

- » The air lock doors are hinged and require moderate force (40N) to open.
- » The toilet seat height is 470mm and 800mm out from the rear wall.
- » Rear and side grab rails are mounted at a height of 800mm.
- » There is ample space for a side and front transfer.
- » The basin is mounted high with a clearance of 725mm. A single lever tap is fitted.

WATERMARK BAR AND RESTAURANT

Address » 63 The Strand, North Ward

Phone » 07 4724 4281

Parking

- » The underground car park is accessed from the rear via Mitchell St.
- » Of the two designated spaces, only one is compliant with Australian standards.
- » The spaces are about 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.
- » Indoor/outdoor dining is available.
- » Outdoor eating is recommended due to an internal step.
- » Table service is available. Phone ahead for a prime spot – staff are happy to help.
- » The serving counter is high at 1100mm.
- » The table clearance is 710mm.

Toilet/bathroom

- » The toilet door swings outward and has a handle height of about 1000mm.
- » The toilet seat height is 460mm high and 850mm out from the rear wall.
- » Rear and side grab rails are mounted at a height of 800mm.
- » There is ample space for a front and side transfer.
- » There is ample circulation space.
- » The basin clearance is adequate at 660mm and is fitted with a single lever tap.

WHITEBLUE RESTAURANT

Address » 13 Palmer St, South Townsville

Phone » 07 4724 4498

Parking

- » Parking is available at the rear of the restaurant.
- » There is a continuous concrete path of travel to the entrance.

Entrance

- » The restaurant is accessed by a walkway.

Interior

- » The floor surface is timber and free of lips.
- » The dining room/service area has level access with freestanding furniture.
- » There is more than 1600mm clearance to move between tables.
- » Table clearance heights are 730mm.
- » There is full table service.
- » The reception counter is high at 1400mm.
- » There is a bar facility with bar stools for seating. The bar is 1270mm high.

Toilet

- » The door that accesses the toilet opens with very light force.
- » The toilet seat height is 475mm and 830mm out from rear wall.
- » The designated accessible toilets contain grab rails at a height of 800mm.
- » There is adequate space for a front and side transfer onto the toilet.
- » The washbasin is equipped with lever handled taps and is mounted high with clearance height of 760mm.

JAMIACA JOES

Address » Gregory Street Headland, The Strand, North Ward

Phone » 07 4724 1234

Parking

- » There are designated spaces on The Strand for users with a disability. There is a set-down area with a kerb ramp and a continuous path of travel to the entrance.

Entrance

- » The establishment is accessed by a level walkway.
- » From the deck to the internal dining area the doorway has a clear opening of 1620mm. There is a 25mm bevelled lip at the doorway. Doors are normally open.

Interior

- » The floor surface is tiles and low-pile carpet.
- » The dining area has level access with freestanding furniture. Tables have a 665mm clearance height.
- » The counter/service area is 1140mm high. There is a bar facility that is also 1140mm high. Seating other than stools is available.
- » Table service is available.

Toilet/bathroom

- » There are designated accessible unisex toilets containing grab rails with adequate space for a side transfer on to the toilet.
- » The doorway has a clear opening of 820mm. Moderate force (48N) is required to move the door.
- » The toilet seat height is 460mm.
- » The toilet paper dispenser is mounted too high at 960mm above floor level.
- » The washbasin has a single lever tap.

PICNIC BAY SURF LIFE SAVING CLUB

Address » The Strand, North Ward

Phone » 07 4724 421

Web » www.pbslsc.com.au

Open to the public on Sunday and functions any other time.

Parking

» There are designated spaces along The Strand roadway.

Entrance

» There is a ramp leading to the entrance of the club that is 1985mm. There is a grab rail on one side that is 912mm. It has a gradient of 1:20.

Interior

» In general, the interior of the club is tiles or low pile carpet. There is a wooden deck outside.

» There are various seating options within the club, including plastic chairs and stools.

Toilet/bathroom

» The door clearance is 815mm and has a force of 30N.

» The room is 1953mm x 2914mm.

» There are rear and side grab rails 810mm high beside the toilet.

» The shower size is 1757mm x 1245mm and there are grab rails within it. The shower seat is 613mm long, 417mm wide and 470mm high.

» The basin is low at 628mm, there are flick taps. Light switches are high at 902mm.

» There is a soap dispenser (975mm high) and a hand paper dispenser (975mm high).

OCEAN PALMS RESTAURANT AND BAR

Address » 70 Livistonia Close, Bushland Beach

Phone » 07 4757 6700

Parking

- » There are two designated spaces outside the drive-through bottle shop. Both are quite wide (3615mm and 3540mm).

Entrance

- » The ramp to the entrance of the restaurant & pub is 5m long and has a gradient of 1:8.
- » All doors are wide and left open, some have small lips (door runners).
- » Closed doors require 19.5N of force to open.

Interior

- » The bar counter is high (1161mm). The food counter is high (925mm).
- » Circulation space in the restaurant and bar is adequate.
- » The table clearance is 721-732mm. The tables are pedestal and have four legs. The chairs also have four legs, a curved back and no arms.

Facilities

- » Gaming machines vary in heights, as do the arcade games.
- » There is an ATM.

Toilet

- » There is a 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 at 828mm; it opens inwards and closes quite quickly.
- » There are rear (809mm high) and side (809mm high) grab rails.
- » There is adequate circulation space which allows for a front or right-side transfer.
- » The basin is slightly low at 623mm. The taps are single lever.

PALUMA RAINFOREST INN CAFÉ

Address » 1 Mount Spec Rd, Paluma

Phone » 07 4770 8688

Fax » 07 4770 8655

Web » www.rainforestinnpaluma.com

Parking

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

Entrance

- » The ramp that accesses the entrance to 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. There is no weather protection.
- » The door to the café is heavy at 40N. It opens outwards and is self closing.
- » The door has a clearance of 968mm.

Interior

- » The floor surface inside the café is low pile carpet.
- » The cash register is 895mm high. There is also a wide opening next to the cash register.
- » There is a bar facility which is 1186mm high.
- » All tables have a minimum clearance of 668mm. There is space to manoeuvre comfortably between tables within the café. Tables and chairs are also moveable.
- » Tables are pedestal type with four sturdy legs.
- » There is also an outside eating area that has umbrellas, plastic tables (pedestal) and chairs.

Toilet/Bathroom

- » There is one designated accessible toilet.
- » The door clearance into the toilet is 839mm, door force is 20N.
- » The toilet seat height is 463mm and is situated 797mm from the rear wall.

- » There is rear (796mm) and side (798mm) grab rails.
- » There is room for a right-side transfer. However, there is a sanitary bin next to the toilet which may require to be moved to enable a transfer.
- » The washbasin has flick master taps and has a clearance height of 625mm.
- » The soap is 1085mm high; the hand dryer is 1035mm high. There is a Braille sign in the hallway (1190mm wide) as well as on the door of the toilet.

There is also an accessible accommodation unit on site.

Please see the Rainforest Inn Motel entry in the accommodation section for further details.

»» SHOPPING

ANNANDALE CENTRAL SHOPPING CENTRE

Address » Cnr McArthur Dr & University Rd, Annandale

Phone » 07 4728 5528

Parking

- » There are four designated spaces near the main entrance. A pedestrian crossing is marked for path of travel from the car parks to the main entrance.
- » There are three designated accessible spaces near the secondary entrance. There is a gentle gradient to the secondary entrance and no need to cross in the path of traffic. A designated pedestrian crossing leads to the paved entrance.
- » There is a set down area for private vehicles, taxis and buses.

Entrance

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

Shops

- » The supermarket has a designated wide aisle and EFTPOS facilities.

Toilet

- » There is a designated accessible toilet. The door is hinged and does not have a door closer fitted.
- » Room size is 1900mm x 2350mm.
- » Lever taps are fixed to the hand basin.
- » There is a movement activated hot air hand dryer mounted 1000mm above the floor.

CASTLETOWN SHOPPING CENTRE

Address » Cnr Woolcock St & Kings Rd, Hyde Park

Phone » Centre Management 07 4772 1699

Parking

- » At the Woolworth's end there are six designated spaces under the shopping centre that are 10m from the entrance. Traffic safety is reasonable and entry to the centre is via a travelator (a sign advises that wheelchairs should not use the travelator).
- » Near the Target end there are designated spaces under the shopping centre that are next to the entry door. Again, entry to the centre is via travelator with a sign advising that wheelchairs should not use the travelator.
- » Outside the Post Office there are six designated spaces. Three of these are next to the shopping centre and three are across the road with a pedestrian crossing.
- » There is a set down area for taxis available on the upper level that has low level traffic activity. There is also a designated taxi park, also on the upper level.

Entrance

- » There are five entrances to the centre.
- » The two entrances from the basement car park are via a travelator, which has a clearance width of 970mm and a moving handrail that is 980mm high. One travelator is located near Woolworths and the other is towards the Target end of the complex.
- » There are three entrances from the upper level car park that all have double doors that open and close automatically. The entrance near Westpac Bank connects to the basement car park via a long switch back ramp with a gradient of 1:14, with landings every 11m. There is no safe pedestrian route from this ramp to the designated parking spaces.

- » There is a rear entrance off Barryman St. that also has automatic double doors. This entrance does not connect with any designated accessible parking spaces.
- » The Post Office entrance is near accessible parking.

Shops

- » Woolworths shopping centre has a designated wide aisle with EFTPOS facilities.
- » Target has a wide aisle with EFTPOS facilities.
- » There are various coffee shops and eateries.
- » There are various specialty shops.

Interior

- » In general, the flooring within the shopping centre is smooth tiled.
- » Shops have open doorways, with varying levels of obstruction from displays.
- » Wheelchairs and power scooters may be booked in advance for customers use within the shopping centre.

Toilet

- » There is one designated accessible toilet near IGA that has a door clearance of 836mm and a heavy door that requires 60N force.
- » The toilet seat height is 437mm.
- » There is a side (814mm high) and rear (815mm high) grab rail.
- » The toilet paper dispenser is positioned high at 1128mm.
- » The basin is 647mm high and has mixer lever taps.
- » There is soap (1035mm high) and a hand dryer (771mm high).
- » There is another signed, designated accessible toilet near Centre Management. However, this was found to be inaccessible as it has a heavy door, very little circulation space, the toilet is very low (409mm), the rear grab rail is very low (617mm).

CENTRO TOWNSVILLE

Address » Cnr Ross River Rd & Nathan St, Aitkenvale

Phone » Centre Management 07 4779 9277

Parking

- » There are two open air designated spaces within 20m of the entrance near Kmart (Nathan St side). Traffic safety is fair. Entry to the shopping centre is via a short concrete kerb ramp.
- » There are four open air designated spaces at the rear of the shopping centre within 40m of the rear entrance. There is a marked pedestrian crossing near one of these spaces, however there is no safe route marked for the other three.
- » There are two open air designated spaces near the Commonwealth Bank (Nathan St side). These are narrow (3100mm). A marked pedestrian crossing is present with a path of travel approximately 27m to the entrance. It is necessary to mount a 170mm high kerb to access the pedestrian crossing.
- » A set down area for taxis is available at the entrance near the Commonwealth Bank (Nathan St side). There is a high level of traffic.

Entrance

- » There are three entrances.
- » The entry near Kmart has slip-resistant tiles and a very gentle slope to the doors, which open automatically. There is a slight bump at the threshold.
- » The rear entrance also has a gentle slope across bitumen to automatic doors.
- » The entrance near the Commonwealth Bank also has automatic opening doors.

Shops

- » Kmart variety store has a designated wide aisle with EFTPOS facilities.
- » Coles supermarket did not have a designated wide aisle at time of audit.
- » There is a Commonwealth Bank.
- » There are various coffee shops and eateries.

- » There are various speciality shops.

Interior

- » The floor surfaces are smooth tiles, with a highly-reflective glare.
- » Sitting benches and some displays are centrally located in the foyers.
- » Shops have open doorways with level thresholds and varying levels of obstruction from displays.

Toilet

- » There is a designated accessible toilet centrally located near the rear entrance of the Centro.
- » The doorway clearance width is 880mm. A button is mounted outside at a height of 980mm and inside the automatic sliding door. The door closes quickly, however it has a sensor to keep it open. Light force is needed to operate the button.
- » The toilet seat height is 480mm and the distance from the rear wall is 810mm.
- » Rear and side grab rails are positioned at 790mm high.
- » There is sufficient space for a front (1250mm) and side (980mm) transfer.
- » The toilet paper dispenser is mounted at 640mm.
- » The basin is at least 1100mm from the toilet, with a clearance of 650mm from the floor. A single lever tap is fixed to the hand basin.
- » There is Braille signage at the toilet entrance.

CITY POINT SHOPPING CENTRE

Address » Cnr Sturt St & Stokes St, Townsville

Parking

- » There are three designated spaces in the basement car park under the shopping centre within 5m of the lift.
- » Traffic safety is reasonable. Entry to the shopping centre is via fully accessible lift.
- » There are two open air designated spaces on the upper level, approximately 65m from entrance. Traffic safety is questionable.

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. There is partial weather protection. Human traffic on the ramp is moderate and includes shopping trolleys and baby strollers.
- » The entrance is wide open with smooth floor surfaces.

Shops

- » Woolworths supermarket has a designated wide aisle with EFTPOS facilities.
- » There is a Brumby's bakery.
- » There is a street level coffee shop.

Toilet

- » There is a designated accessible toilet near the lifts at the shopping level. A key is required from the customer service desk at Woolworths.
- » The doorway clearance width is 800mm. Heavy force (50N) is required to open the door inward.
- » The toilet seat height is 440mm.
- » Rear and side grab rails are positioned at a height of 790mm.
- » There is adequate space for a front (at least 1200mm) and side (at least 950mm) transfer.
- » The toilet paper dispenser is mounted at 580mm.

- » The basin has a clearance of 650mm from the floor. A single lever tap is fixed to the hand basin.
- » The lights switch is mounted at 1000mm.

CENTRO ON NATHAN

Address » Cnr Nathan St & Fulham Rd, Aitkenvale

Parking

- » There is one designated accessible space.
- » A ramp leads from the car park to the entrance. The ramp is short (1250mm), wide (1200mm) and steep (gradient 1:8). There are no kerbs or handrails.

Entrances

- » The shops have a mixture of automatic and wide-hinged doors.

Shops

- » Hairdresser.
- » Asian takeaway.

Toilet

- » There are no public toilets. Customers can borrow a key from the shopkeepers for the staff designated accessible toilet. This toilet has baby change facilities.
- » The door opens out and requires two hands to open using the key. A strong force is required (70N).
- » Fixtures and fittings and circulation space are generally accessible, apart from the soap dispenser, which is mounted high (1020mm). The hand basin has a lever tap.

HERMIT PARK SHOPPING CENTRE

Address » Cnr Charters Towers Rd & Ackers St, Hermit Park

Parking

- » There are four designated accessible spaces within 17m of the entrance. A designated pedestrian crossing leads to the entrance. Car parks are under shade cloth.

Entrance

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

Shops

- » newsagent.
- » butcher.
- » chemist.
- » bottleshop.
- » hairdressers.
- » bakery.
- » café.
- » discount shop.
- » Woolworths – has a designated wide aisle and EFTPOS facilities. A home delivery service is available on weekdays.

Interior

- » Shops have wide open entrances.

Toilet

- » There is a designated accessible toilet.
- » The door requires a light force (20N) and opens outward.
- » Room size is 1750mm x 2400mm.
- » There is a movement-activated hot air hand dryer mounted 1050mm above the floor. The soap dispenser is positioned at a height of 1140mm behind the basin.
- » The light switch is mounted in the passageway outside the toilet.

NORTH WARD SHOPPING VILLAGE

Address » Gregory St, North Ward

Parking

- » There are four designated accessible 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 doors.

Shops

- » BI-LO supermarket has a designated wide aisle and EFTPOS facilities. Purpose-designed trolleys that clip onto wheelchairs are available for customer use.
- » Amcal chemist has a wide open entrance. The serving counter is 950mm high.
- » Brumby's bread shop has an open entrance. The counter display is 1200mm.
- » There is a newsagent.

Interior

- » Floor surfaces are smooth tiles.

Toilet

- » There is a designated accessible toilet.
- » The doorway clearance width is 840mm.
- » A single lever tap is fixed to the hand basin.
- » The light switch is mounted in the passageway outside the toilet.

RISING SUN SHOPPING CENTRE

Address » Cnr Charters Towers Rd & Bowen Rd, Rosslea

Parking

- » There is one designated accessible space opposite the main entrance to Coles supermarket. A designated pedestrian crossing leads to the entrance.

- » There is one designated accessible space next to the secondary entrance to Coles supermarket.
- » Traffic safety in general is very poor at the Rising Sun Shopping Centre. The signage directing traffic is confusing and the spaces are tightly packed. Traffic congestion is common.

Entrance

- » The main entrance has a ramp with a gentle gradient (1:22), a clear width of 1760mm and handrails and kerbs on both sides.
- » The secondary entrance has a kerb ramp 1700mm long with a gradient of 1:10.
- » Both entrances to Coles have automatic opening doors.
- » Along the front of the small shops is an undercover walkway with ramps at both ends and in the middle.

Shops

- » Coles supermarket has a designated wide aisle and EFTPOS facilities.
- » Various specialty shops have hinged doors that swing both ways. Some doors are wedged open; others require moderate force (up to 40N) to open. Circulation space inside is ample. Serving counters are high; however staff are willing to come out from behind the counter to serve.

Toilet

- » There is a designated accessible toilet combined with a parenting room. The passage to the toilets has a clear width of 1070mm, narrowed by switchboards.
- » The toilet door requires moderate force (30N to open).
- » Room size is 2040mm x 1600mm. A single lever tap is fixed to the hand basin.

STOCKLAND SHOPPING CENTRE

Address » Cnr Ross River Rd & Nathan St, Aitkenvale

Phone » Centre Management 07 4779 6033

Parking

- » There are six designated accessible spaces in the undercover car park on the Alfred St side of the shopping centre, within 50m of a pedestrian crossing that leads to the entrance. There is no marked safe pedestrian route to the beginning of the crossing. Traffic safety is poor, lighting is low and traffic is high. Three of the spaces are 3200mm or greater, and the other three are between 2700mm and 2900mm.
- » There are six designated accessible spaces on the upper level car park, approximately 40m from the entrance. Five of these have a width of 3200mm or more and three are undercover. All are on level concrete. Whilst there is no designated path to the entrance, traffic level is low. It is necessary to negotiate a small rise from park level to the entrance, which has a gradient of 1:7. This car park is accessed by driving up a car ramp. Entry to the shopping centre is via a travelator.
- » The entrance near the Nathan St side of the centre and IGA supermarket has four accessible designated spaces with widths ranging 3200mm to 3800mm within 35m of the entrance. There are no marked pedestrian routes, however traffic level is low compared to the Alfred St parks. There is a set down area for private vehicles near this entrance.
- » The entrance on the Ross River Road side of the shopping centre near Woolworths supermarket has two designated accessible spaces with widths of approximately 3000mm. The path of travel up onto the footpath is paved with small concrete tiles. Traffic safety is reasonable, particularly if entering through the entrance near the main commuter area. There is a busy set down area for taxis and buses on this side of the shopping centre.

Entrance

- » There are six entrances, and five of these are accessible. The entrance that leads directly onto the footpath that runs along Alfred St has no landing (gradient 1:16) and is considered too far from parking and set down areas to be recommended.
- » The entrance at the undercover car park on the Alfred St side of the shopping centre has a very gentle slope and automatic doors with wide clearance.
- » The entrance at the upper level car park has automatic doors. From the car park there is a travelator with a clear width of 1200mm and a moving handrail. The travelator gradient is steep at 1:6 in places. On the travelator, human traffic is moderate, and includes shopping trolleys and baby strollers.
- » There are two entrances on the Ross River Rd side of the shopping centre with automatic opening doors. The entrance near the commuter area has a level threshold, mats at the Woolworths entrance cause a slight bump.
- » The entrance on the Nathan St side of the shopping centre has an interior landing but no landing outside the entrance (gradient 1:26). There are automatic opening doors with wide clearance.

Shops

- » Woolworths supermarket and Big W store have a designated wide aisle with EFTPOS facilities.
- » Coffee shops/eateries.
- » Numerous specialty shops.

Interior

- » Floor surfaces are smooth reflective tiles.
- » Shops have open doorways or automatic opening doors, with varying level of obstruction from displays.
- » Wheelchairs and power scooters may be booked for customer use within the shopping centre.
- » A customer service desk is situated near Rebel Sports toward the Anne

St side of the centre. Friendly staff will provide centre maps and answer questions. Enquire about the discounts available for people over 55 years age.

Toilet

- » There is a designated accessible toilet near OPSM.
- » Access is through long winding corridor of reasonable width with a gentle gradient in places.
- » The doorway threshold has a bump of 30mm. There is an automatic outward opening door with button controls mounted at height of 1015mm near door. The door is slow to open and close.
- » Toilet seat height is 480mm and distance from the rear wall is 830mm.
- » Grab rails are positioned at 810mm rear and side.
- » There is adequate space for a front (1200mm or more) and left side (950mm) transfer, although the sanitary waste unit may be an obstruction on the side.
- » The toilet paper dispenser is mounted at 690mm.
- » The basin is 1100mm or more distance from the toilet, with a clearance of 650mm from the floor. A single lever tap is fixed to the hand basin.
- » Braille signage is in place.
- » There is a second designated toilet centrally located near the parent's room and the stairs leading up to Centre Management.
- » The automatic opening door to the toilet swings out into this busy thoroughfare and care is needed when entering and exiting the toilet. Control (button) height is 1020mm). Door clearance is only 770mm.
- » Toilet seat is 820mm from wall.
- » Grab rails are positioned at 800mm rear and side.
- » There is space for a front (1650mm) and side (1250mm) transfer although waste bins may pose obstructions to side.
- » The toilet paper dispenser is mounted high at 1050mm.
- » The basin is 1100mm or more distance from the toilet, with a clearance of 645mm from the floor. A single lever tap is fixed to the

hand basin.

- » Braille signage is in place.
- » The designated cubicles in the toilets situated behind McDonald's are not recommended as meeting criteria for accessibility.

URBAN QUARTER SHOPPING CENTRE

Address » Cnr Sturt St & Ogden St, Townsville

Parking

- » There are two designated accessible car parks in the basement car park under the shopping centre. Traffic safety is poor and a bike rack is an obstacle to the exit. The entry ramp has a grade of 1:12.

Entrance

- » From the basement car park there is a long switchback ramp 1470mm clear width with landings every 9m (landing length = 1400mm). The ramp gradient is approximately 1:13. The ramp finishes at the rear entrance of the shopping centre. On the ramp there is heavy human traffic including shopping trolleys and baby strollers.
- » There are tactile indicators at the start and finish of the switchback ramp.
- » Both front and rear entrances have automatic opening doors.

Shops

- » Coles supermarket.
- » City Life Café.
- » Various specialty shops.

Interior

- » Floor surfaces are smooth tiles in the foyer and the supermarket, and carpet in the specialty shops.
- » Near the front entrance there is an interior ramp that has a landing at 11m and a gradient of 1:13.

Toilet

- » There is a designated accessible toilet combined with parenting room.

- A toilet key has to be obtained from any retailer.
- » The doorway clearance width is approximately 800mm. A moderate force (30N) is required to push the door inward. Lever door handle is low (790mm).
 - » Toilet seat height is 470mm and distance from the rear wall is 820mm.
 - » Grab rails are positioned at 790mm rear and side.
 - » There is adequate space for a front (1550mm) and side (1600mm) transfer.
 - » The basin is 1100mm distance from the toilet, with a clearance of 640mm from the floor. A single lever tap is fixed to the hand basin.
 - » The light switch is mounted at height of 1020mm.

VINCENT SHOPPING CENTRE

Address » Cnr Nathan St & Fulham Rd, Vincent

Parking

- » There are five designated accessible spaces to one side of the entrance within approximately 40m of the entrance. There is no need to cross a traffic flow.

Entrance

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

Shops

- » Woolworths supermarket has a designated wide aisle and EFTPOS facilities.
- » Chemist - wide open entrance.
- » Post Office - wide open entrance.
- » House and Garden - wide open entrance.
- » Bottle shop - wide open entrance.
- » Café - wide open entrance.
- » Brumby's bread shop. Open entrance, high display counter.
- » Gift shop - 20mm lip at threshold, displays are obstructions.

Toilet

- » There is a designated accessible toilet.
- » The door opens automatically with pressing a button. There is a delayed closing sequence on the door. The doorway clearance width is

- 870mm. Pressing a button on the inside locks and unlocks the door.
- » A movement activated hot air hand dryer is mounted on the wall.

GARBUTT SHOPPING CENTRE

Address » Cnr Ingham Rd & Hugh St, Garbutt

Parking

- » There are four designated accessible spaces. Two are outside IGA, measuring 3360mm wide and 3121 wide. These designated accessible spaces are 30-40m from IGA.
- » The other 2 designated accessible spaces located near Cellarbrations, one measures 2974mm wide and the other space measures 3019 mm wide. The spaces are 10-20m from Cellarbrations.
- » There is a set down area outside of the car park.

Shops

- » IGA.
- » Chemist.
- » Post Office.
- » Sandwhich Express.
- » Mackay Permanent.
- » Newsagent.
- » Cellarbrations.
- » TAB.
- » Civic Video.

Entrance

- » The path is made of painted bitumen. There are no obstructions.
- » IGA has an automatic door.
- » The post office has a push in door, with a mat at the entrance.
- » The newsagents also have a push in door that requires light force, and has a mat at the door.
- » ATM's are positioned outside of the IGA entrance, the Westpac ATM is 1037mm high; the NAB ATM is 1342mm high; ANZ ATM is 1322mm high; Mackay permanent is 1373mm high.
- » The post office box slip is 1449mm high and would require side on

access only.

Toilets

- » The door to the designated accessible toilet opens inwards and is self closing. The door can be opened one handed but its force is heavy at 50N. The door can be locked by a press button function.
- » The toilet seat height is 445mm and is 826mm from the rear wall.
- » There are grab rails at the rear (811mm high) and on the left hand side (806mm high).
- » The toilet has adequate space in front and beside it (can right side transfer).
- » The toilet paper dispenser is low at 557mm.
- » The basin is slightly high at 659mm.
- » Environmental controls include; flick mixer taps and a hand dryer.
- » The Braille sign is positioned 1285mm high. .

THE AVENUES

Address » Cnr Kern Brothers Dr & Burnda St, Kirwan

Parking

- » There are two designated accessible spaces and two pram spaces.
- » One space is slightly narrow at 3.129m.
- » There is a slight pedestrian safety problem.
- » There is also a set down area that is close to designated 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, it is 1505mm long.
- » There is another ramp leading to Cellarbrations, it is 1958mm wide and has a gradient of 1:7.
- » Both ramps are exposed to weather.
- » Some shops have automatic opening doors, others are held open.

Interior

- » In general the flooring inside the centre is smooth to move over.
- » Counter heights and circulation space varies from shop to shop.

Shops

- » Hair dressers.
- » Café.
- » Woolworths.
- » Cellarbrations.
- » Brumbies.
- » Newsagents.

Toilet

- » There is one designated accessible toilet that is located 15m from the entrance to the centre; there is a Braille sign on the door.
- » Door clearance is wide at 891mm, the door opens inwards and can be opened one handed.
- » There is adequate circulation space for a right side transfer.
- » The toilet has grab rails both rear and side, both are 810mm high.
- » The paper dispenser is positioned high at 862mm.
- » The basin is high at 678mm; there are flick master mixer taps.
- » The mirror, soap, hand dryer and sanitary bin are all close to the sink for easy access.

PARKSIDE SHOPPING CENTRE

Address » Cnr Bamford Ln & Charles St, Kirwan

Parking

- » There are four designated accessible spaces; they are all very narrow with the widest being 2642mm wide.
- » The spaces are 40m from the parks to the main entrance and 10m to the hairdressers.
- » There are two taxi spaces and one five minute time limited space.

Entrance

- » The path of travel to the entrance of the centre is adequate.

- » Entrance to some of the shops is by automatic opening and closing doors.

Interior

- » There are two ATM's- the Defcredit ATM is 1365mm high and the Commonwealth Bank is 1251mm high.
- » There is a public phone that has a coin slot positioned at 1395mm high.
- » There is a parenting room that has a press button access, inside there is a toilet.

Shops

- » Brumbies.
- » Post Office.
- » Café.
- » Barber.
- » GE Money.
- » Cellarbrations.
- » Hairdressers.
- » Florist.
- » Newsagents.
- » Woolworths - has a designated accessible wide aisle.
- » Butchers - has high counters.

Toilet

- » There is one designated accessible toilet that has a wide door clearance of 891mm. The door is very heavy at 40N and opens outwards but can be opened one handed. There is a lever lock on the door.
- » The toilet seat height is 443mm.
- » There are no rear grab rails either and the side grab rail is high at 880mm.
- » There is adequate circulation space for a right side transfer.
- » The taps at the basin are lever mixer taps.
- » There is a mirror, soap, paper and a hand dryer positioned within the toilet.

MOUNT VIEW PLAZA

Address » Cnr Bamford Ln & Mill Dr, Kirwan

Parking

- » There are three designated accessible spaces on Mill Dr side of the Plaza.
- » One space is slightly narrow at 3132mm wide.
- » The parks are situated 10m from the entrance to the centre.
- » There are no other set down areas.

Entrance

- » The path of travel to the entrance of the centre is made of bitumen/cement.
- » The main entrance door is automatic opening and closing.

Interior

- » In general the flooring within the centre is tiled (non-slip).
- » There is an ATM that is 1292mm high (it is positioned between 2 arcade games).

Shops

- » BWS.
- » Hairdressers.
- » Asian Supermarket.
- » Pharmacy.
- » Newsagents.
- » Bakery.
- » IGA.
- » Takeaway/café.

Toilet

- » There is one designated accessible toilet.
- » The door to the toilet is heavy at 48N; it has a slow close.
- » The toilet seat height is 453mm.
- » There are rear and side grab rails.
- » There is adequate circulation space and allows for a front or right side transfer (sanitary bin may be an obstruction, but can be moved).
- » Taps at the basin are lever type.

- » There is a mirror, a sharps bin (1315mm high), soap (1060mm high) and hand dryer (1000mm high) within the toilet.
- » There is a Braille sign on the door.

CENTRO WOODLANDS

Address » Palm Dr, Deeragun

A variety of shops including medical, dental, banking, Post Office, real estate and food supplies are present.

Parking

- » There are four designated accessible spaces outside Woolworths.
- » There are two other designated accessible spaces, one is outside the toilets and one is outside Eagle Boys Pizza.

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.
- » Woolworths has automatic double width doors.

Toilet

- » There are designated accessible toilets in the section of the Centre near the doctors surgery.
- » Door clearance is adequate at 870mm. The door has a lever handle and only requires light force. The door opens inwards and can be opened one handed.
- » The toilet seat height is 420mm.
- » There is rear (795mm high) and side (805mm high) grab rails.
- » There is adequate circulation space within the toilet.
- » There is soap and a hand dryer (1177mm high).

UPPER ROSS SHOPPING CENTRE

Address » 1125 Riverway Dr, Rasmussen

A variety of shops including medical, dental, banking, Post Office, real estate and food supplies are present.

Parking

- » There are two designated accessible spaces 20m from the IGA entrance.
- » There is a painted area from the designated accessible spaces to the curb but as it is not marked it is used for returned trolleys.
- » There are no other set down areas.

Entrance

- » The path of travel to the entrance is made of bitumen/cement.
- » The doors to the centre are double doors and open and close automatically.

Toilet

- » There are no public access toilets.

WILLOWS SHOPPING CENTRE

**Address » Cnr of Thuringowa Dr & Hervey Range Rd,
Thuringowa Central**

Phone » Centre Management 07 4799 9100

Parking

- » There are several different accessible parking areas within the Willows Shopping Centre car park. All spaces are greater than 3720mm wide.
- » There are four designated accessible spaces situated 30m from the western entrance to the shopping centre.
- » There is another four designated accessible spaces that are near the round-a-bout 30m from the southern entrance to the shopping centre.
- » There is another four designated accessible spaces close to the southern entrance of the shopping centre.

- » There is another four designated accessible spaces that are close to the eastern entrance of the shopping centre. They are 25m from the entrance.
- » Close to all the designated accessible car parks are several mothers with pram 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, lengths of the ramps vary.

Interior

- » Coles, Target and Woolworths all have signed wide aisles.
- » In the eatery, tables have a clearance height of 714mm and are bolted down by a single leg; the tables are positioned 1011mm from each other. Chairs are made of aluminium and timber and are light to move.

Toilet

- » There is one designated accessible toilet which has a door clearance of 836mm wide.
- » The door is heavy and requires 40-45N of force to open, it closes quite quickly.
- » There are two side grab rails on one side of the toilet, one is slightly low at 758mm and one is high at 1058mm.
- » There is a swing down grab rail on the other side of the toilet which is 769mm high.
- » There is no rear grab rail.
- » The basin is low at 616mm, it has a single tap.
- » There is a mirror, soap (989mm high) and hand dryer (896mm high).
- » The mother room has a toilet, change tables, a curtained area and a microwave.

SUNLAND PLAZA

Address » Hervey Range Rd, Thuringowa Central

Parking

- » There is one designated accessible space that is situated 20-30m from the entrance to the plaza.
- » This space has a kerb ramp which has a gradient of 1:7 and is three car parks wide and 1m long.

Shops

- » Mackay Permanent.
- » Brumbies.
- » Newsagents.
- » Red Cross.
- » Hairdressers.
- » Children Clothes shop.
- » BWS.
- » Overflow.
- » Video Ezy.
- » Tropical Donuts.
- » Lenards - has a high counter.
- » IGA - not signed but has a wide aisle next to the express aisle.
- » Parents room.
- » ATM.
- » Games machine.

Toilets

- » There is one designated accessible toilet that has a narrow door clearance of 783mm. The door is heavy at 30N.
- » The toilet paper dispenser is positioned 449mm away from the toilet which may cause some difficulty to reach.
- » The basin is high at 680mm; there is one lever cold tap.
- » There is soap holder positioned at 1120mm high and a hand dryer positioned at 1066mm high.

CANON PARK CENTRE

Address » Hervey Range Rd, Kirwan

Parking

- » There are two designated accessible car parks 20m from the entrance of the cinemas, one is 3920mm wide and the other is 3900 wide.
- » There is designated accessible space outside Fasta Pasta that is 3191mm wide, including the walkway space.
- » There are two designated accessible spaces outside Irish Finnigan's, one is 320mm wide and the other is 3200 mm wide.
- » There is one designated accessible space outside Janome that is 3190mm wide.
- » There is another designated accessible car park outside the Harolds Seafood that is 3195mm wide.

Businesses

Businesses within the Cannon Park Complex include:

- » Reading Cinemas.
- » Cactus Jacks.
- » Benny's Hot Wok.
- » Eagle Boys.
- » Fasta Pasta.
- » Janome.
- » Yummy Noodles.
- » Harolds Seafood.
- » Cold Rock.
- » Hogs Breath.
- » Giardini's Italian takeaway.
- » Deli Café.
- » Irish Finnigan's.

»» ACCOMMODATION

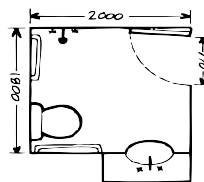
BEST WESTERN MOTEL CLUDEN PARK MOTOR INN

Address » 147-149 Stuart Dr, Wulguru

Phone » 07 4778 4555 Fax » 07 4778 2154

Email » cludenparkmotorinn@bigpond.com

Web » www.cludenpark.bestwestern.com.au



Parking

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

Reception

- » The motel reception desk is accessed by a walkway with steps of 170mm and 100mm.
- » The front doorway has a clear opening of 810mm. Doors are normally kept closed.
- » There is tourist information available at reception desk, which is attended.

Guest Rooms

- » The designated accessible room has a narrow clear door opening width of 770mm. There is a steep (1:3) ramp 300mm long at the landing. The floor surface is level.
- » There is adequate space to manoeuvre a wheelchair and bedside transfer space is adequate.
- » Environmental controls (light switch, fan & air conditioner) are at a height of 1020 - 1300mm.

Toilet/Bathroom

- » The bathroom door has a narrow clear opening width of 775mm.
- » The toilet height is very low at 390mm.
- » Grab rails at a height of 830mm.
- » There is adequate space for a right side transfer onto the toilet.
- » The shower has wheel-in access.
- » An outdoor chair can be provided for showering.

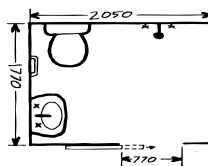
COOLABAH MOTEL

Address » 75 Bowen Rd Rosslea

Phone » 07 4779 2084

Email » rest@coolabahtownsville.com

Web » coolabahtownsville.com



Parking

» There is no designated accessible parking. Off street parking is available.

Reception

» The Reception desk is surrounded by 100mm steps.

Guest Rooms

- » There is one designated accessible room, room 60.
- » The designated accessible motel room is accessed via the car park on the left side of the building.
- » The doorway has a clear opening of 770mm.
- » There is space to access the queen size and single beds. Bed height is 585mm.
- » There is space to open the wardrobe door however the clothes hanging rail is very high.
- » Writing desk/bench is low at 620mm.
- » The light switch is mounted high at 1300mm.

Toilet/Bathroom

- » There is en suite toilet/bathroom within the motel room.
- » The bathroom door slides and has a clear opening of 720mm. The opening can increase to 800mm if the door is removed.
- » The pan was very low at height of 400mm.
- » The toilet can be approached from a right side transfer.
- » The shower was considered accessible by the auditor.
- » Light switches were mounted very high at 1400mm.

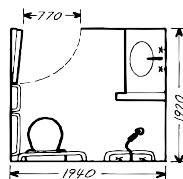
BILLABONG LODGE MOTEL

Address » 96 Bowen Rd, 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; however a space is reserved for the designated accessible room.

Reception

- » There is a step to the reception desk.

Guest Rooms

- » There is one designated accessible room, room 29.
- » A gentle slope in the footpath leads to the designated accessible room.
- » The doorway has a clear opening of 770mm.
- » There is access around the bed.
- » The kitchen was considered accessible by the auditor.

Toilet/Bathroom

- » There is an en suite toilet/bathroom.
- » There is a doorway with a clear opening of 770mm.
- » The designated accessible toilet/bathroom contains grabrails and has a narrow door width of 770mm.
- » Toilet height is low at 400mm.
- » There is adequate space for a side transfer onto the toilet.
- » The circulation space is limited.
- » The toilet roll holder is situated 170mm forward of pan edge.
- » The shower was considered accessible by the auditor.
- » The shower has wheel-in access with grab rails mounted very high at 900mm.
- » There is no leg clearance at the hand basin which has a height of 630mm.

CITY OASIS INN

Address » 143 Wills St, Townsville

Phone » 07 4771 6048 Fax » 07 4721 5076

Email » reservations@cityoasis.com.au

Web » www.cityoasis.com.au

Parking

- » There is designated accessible parking near to the designated accessible room. There is a 45mm lip in the path of travel.

Reception

- » There are steps to reach the reception desk. Staff can easily see out and will attend to client needs.
- » The outer door to the building has a clear opening of 770mm.

Interior

- » The restaurant can be accessed from a door near the designated accessible room and from the street.

Guest Rooms

- » There is one designated accessible room, room 124.
- » The doorway has a clear opening of 770mm.
- » There is circulation space around the queen size bed.
- » Wardrobe handle height and switches for the lights and fans are well situated.

Toilet/Bathroom

- » There is an en suite toilet/bathroom.
- » There is clearance for a left side transfer to the toilet.
- » The shower is easily accessed and has grab rails in place.
- » Basin can be accessed from a side approach and does not have leg clearance. Height is 810mm.

IBIS HOTEL

Address » 12-14 Palmer St, South Townsville

Phone » 07 4753 2000 Fax » 07 4753 2006

Email » h5935@accor.com

Web » www.ibishotels.com.au/Ibis-Townsville

Parking

- » There are two designated accessible car parks within 20m of the side entrance. 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.

Reception

- » Double leaf automatic glass doors to reception desk.
- » The reception counter is high at 1150mm, however there is free access on both sides of the counter and staff have a willing attitude.
- » Low pile carpet.
- » There are two fully accessible lifts > 1000mm x 2000mm in size. There is a clear opening of 900mm. Button controls are 1100mm or less, and the threshold is even. Door close speed is slow and steady. Emergency button is at height of 900mm; however the speaker is 1400mm. There is a grab rail mounted on one wall.

Interior

- » The building is multi-storey with an accessible lift to all floors.
- » The Sugar Train Restaurant and Bar is located on the ground floor.

Guest Rooms

- » There are five designated accessible rooms, rooms 002, 003 and 004 on the ground level and rooms 118 and 128 on the first floor.
- » Two have king size beds that can be divided into two single beds. Three have queen size beds.
- » Room 004 was audited. The room was accessed via a passageway about 1400mm wide, about 35m from reception. A glass door required light force (25N) to open, the door closed quickly. Clear opening 850mm. Staff will attend to keeping the door open when needed.

- » Room 004 doorway has a clear opening of 880mm with level threshold. A moderate force (35N) is required to open the door, which pauses twice as it closes. Handle height is about 1000mm.
- » A fixed desk at height of 850mm with deep clearance is on one wall.
- » Clothes hanging rail is within reach.
- » The mattress is supportive, and slightly high at 610mm and mobile on castors.
- » There is space to manoeuvre, 870mm at the narrowest point between the foot of the bed and the wall.
- » Tea/coffee facilities are accessible; however the mini fridge is very low to the ground.
- » Environmental controls (light switch, fan & air conditioner) are within reach for a seated user at 1000mm - 1020mm, and also within reach of the bed. The telephone is not within reach of the bed as it is on the desk at the side wall.

Toilet/Bathroom

- » There is an en suite bathroom within the room.
- » Doorway to the en suite bathroom has a clear opening of 865mm and requires light (10N) force to open, and has a very slow closing mechanism and may need to be pulled shut. Room size is approx. 3m x 3m.
- » The toilet pan is mounted at 485mm height at a distance of 820mm from the rear wall.
- » Grab rails rear and side at 790mm.
- » There is ample space for front and side transfers.
- » A wheel-in shower has grab rails at 790mm height and hand held hose and taps at 1045mm.
- » There is a wall mounted shower seat 970mm x 400mm mounted at 485mm height.
- » The hand basin has clearance at 605mm height, and pipe work is an obstacle. Single lever tap.

JUPITERS HOTEL AND CASINO

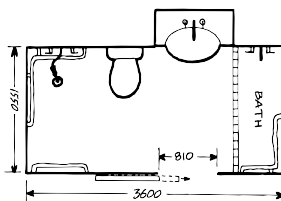
Address » Sir Leslie Thiess Dr, Townsville

Phone » 07 4722 2333

Fax » 07 4772 4741

Email » JTV-info@jupiterstownsville.com.au

Web » www.jupiterstownsville.com.au



Parking

» Valet parking for a fee.

Reception

- » There is a ramp to the front entrance desk.
- » Automatic opening doors have wide clearance.
- » There is a ramp down to lobby and customer service desk.
- » The hotel reception is accessed by a walkway with several ramps.
Ramps range from 1:20 - 1:14 and fit within Australian standards, however the distance to travel is considerable.
- » Non-slip stairs with rails are the main entry method. Lifts can also be used to access the rear of the hotel, with internal dimensions of 2040 x 1720mm.

Interior

- » The building is multi-storey.
- » Floor surface is level.
- » There is a directory of information desk, which is attended.

Guest Rooms

- » There is one designated accessible room, room 1016.
- » The doorway has a clear opening of 840mm.
- » There is adequate space to manoeuvre a wheelchair and bedside transfer onto two double beds.
- » Key card slot is within reach for a seated user (height of 1050mm).
- » Tea/coffee bench is high at 1060mm.

Toilet/Bathroom

- » There is an en suite toilet/bathroom.
- » The toilet seat is low at 430mm high.

- » The designated accessible toilet/bathroom contains grab rails mounted high at a height of 860mm.
- » There is adequate space for right or left side transfers onto the toilet.
- » The shower has wheel-in access and level taps.
- » The shower is considered accessible.
- » An outdoor chair can be provided for showering.
- » Hand basin clearance is limited (630mm).
- » Basin has lever taps.

MERCURE INN

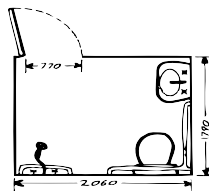
Address » The Lakes, Woolcock St, Hyde Park

Telephone » 07 4725 2222

Fax » 07 4725 1384

Email » H1753-RE01@accor.com.au

Web » www.mercure.com.au/1753/detail/default.aspx



Parking

- » There are two designated accessible car parks. There is a set-down area with a kerb ramp and a continuous accessible path of travel to the entrance.

Reception

- » 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 have limited accessibility.
- » There is a swimming pool in the complex.

Interior

- » The reception building is single storey.

Guest Rooms

- » There is one designated accessible room, room 110.
- » The doorway has a clear opening of 770mm and has a level threshold.
- » There is space to access the queen size bed.
- » There is space to open the wardrobe; however the clothes hanger rails are very high to reach.
- » The kitchen sink and bench can only be accessed by a side on

approach.

» There are two desk areas which have clearance underneath.

Toilet/Bathroom

» There is en suite toilet/bathroom.

» There is a clear door opening of 775mm.

» The toilet pan was measured to be very low.

» The toilet can be accessed with a right side transfer and was otherwise considered accessible.

» The shower was considered accessible by the auditor.

» The clearance under the hand basin is limited at 640mm.

OCEAN BREEZE BY THE STRAND HOLIDAY APARTMENTS

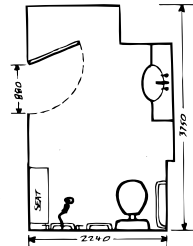
Address » 81 Mitchell St, North Ward

Phone » 07 4729 8100

Fax » 07 4780 4848

Email » enquiries@oceanbreezebythestrland.com.au

Web » www.oceanbreezebythestrland.com.au



Parking

» There is designated accessible parking in the basement car park. The lift has Braille and visual display.

Reception

» The holiday apartments are accessible by stairs and a lift. The lift has internal dimensions of 1940 x 1400mm. The buttons in the lift are accessible for a seated user at 950 - 1280mm and buttons also have Braille. Stairs to the entrance are non-slip.

» The front doorway has an opening of 850mm and has a level landing. Doors are normally closed.

Interior

» The building is multi-storey.

» The lift door has Braille and visual display.

- » At reception level there is a designated accessible toilet. The doorway opening has a clear width of 870mm. The door is heavy to open. Toilet can be accessed through a left hand transfer, but has a contoured seat. The toilet roll holder is a long way to reach from the pan (470mm).

Guest Rooms

- » There is one designated accessible room, room 8 ground floor.
- » There is access via locked gate from the designated accessible room to the swimming pool and the street. Minor obstructions to path of travel were present at time of audit.
- » The doorway has a clear opening of 870mm.
- » The kitchen sink can only be accessed by a sideways approach.
- » Ample circulation space within room.
- » Level threshold to outdoor balcony.
- » Queen size bed 520mm height.
- » Wardrobe close to bed and therefore hard to access.

Toilet/Bathroom

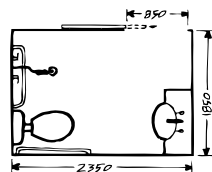
- » There is an en suite toilet/bathroom.
- » The toilet is in the bathroom.
- » The doorway has a clear opening of 870mm.
- » The toilet can be accessed from a right side transfer.
- » The toilet seat is contoured.
- » The toilet roll holder is 165mm forward of pan edge.
- » The shower was considered to have excellent accessibility by the auditor.
- » The hand basin clearance is very limited.

QCWA DENHAM STREET UNITS

Address » 134 Denham St, Townsville

Phone » 07 4724 4200

Web » www.qcwa.org.au/denham.htm



Parking

- » There are no designated accessible car parks, but adequate parking is available adjacent to units. There is a continuous accessible path of travel to the entrance.

Reception

- » There is a paved footpath approaching the QCWA walkway. Gradient is steep at 1:8.
- » The walkway along the Walker St frontage graduates between 1:20 and 1:48, and has a clear width of 1500mm.
- » The front single swing doorway has a clear opening width of 780mm with a 20mm lip. The front doors are heavy (60N) to open and are normally kept closed.

Interior

- » QCWA is a two-storey building.
- » Doors in area for public use are 780mm wide and have knob handles.
- » Floor surface is low pile carpet.
- » A lift is used to access the upstairs facilities and the designated room. The lift has internal dimensions of 1380 x 1500mm. Tactile indicators are found above controls at a height of 1070 - 1170mm.
- » A carpeted staircase with a central handrail (height 890mm) is also used to access the second floor.

Guest Rooms

- » There is one designated accessible room, which has a single swing door with a clear opening of 770mm and requires moderate force (30N) to open.
- » There is adequate space for manoeuvring a wheelchair and bedside transfer space is ample.
- » Environmental controls (light switch, fan & air conditioner) are within reach for a seated user at a height of 900 - 1100mm.

- » Tea/coffee and refrigerator facilities are accessible.
- » The kitchenette bench is 890mm high.

Toilet/Bathroom

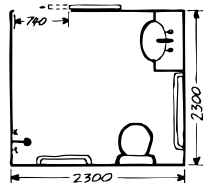
- » The toilet/bathroom contains grab rails and is accessed by a single sliding door with a clearance width of 850mm. There is adequate space for a left side transfer onto the toilet.
- » The floor space is 2350mm x1860mm.
- » Toilet Height is 480mm.
- » The shower has wheel-in access with grab rails at a height of 820mm.
- » Basin and shower have accessible lever handled taps and all utilities are within reach of a seated user.

QCWA KISSING POINT HOLIDAY APARTMENTS

Address » 116 The Strand, North Ward

Phone » 07 4771 4718

Web » www.qcwa.org.au/kissing.htm



Parking

- » There are no designated accessible car parks 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.

Reception

- » The reception desk is accessed by a walkway with a ramp (gradient of 1:8) at a length of 800mm and another ramp of 1:8 at a length of 1500mm.
- » The front reception doorway has a clear opening width of 810mm. Doors are normally kept open.

Guest Rooms

- » There are three designated accessible rooms. Two of the rooms have a ramp from the car park to the room with a gradient of 1:14 and at a length of 1850mm. The other adapted room has no wheel-in access from car park to the room.
- » The front door has a clear opening of 760mm.

- » There is sufficient space to manoeuvre a wheelchair and bedside transfer space is adequate.
- » Environmental controls (light switch, fan & air conditioner) are at a height of 1020mm - 1470mm.
- » Tea/coffee and refrigerator facilities are accessible.

Toilet/Bathroom

- » Toilet Height is 400mm.
- » The door has a clear opening width of 740mm.
- » The toilet/bathroom contains grab rails.
- » There is adequate space for a right side transfer onto the toilet.
- » The shower has wheel-in access.
- » An outdoor chair can be provided for showering.
- » Basin and shower have accessible lever handled taps and all utilities are within reach of a seated person.

QUEST HOLIDAY APARTMENTS

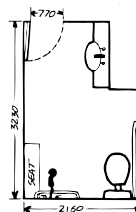
Address » 30 - 34 Palmer St, South Townsville

Phone » 07 4772 6477

Fax » 07 4772 6766

Email » questtownsville@questapartments.com.au

Web » www.questtownsville.com.au



Parking

- » There are three designated accessible car parks in the secure off-street car park.

Reception

- » Reception area has automatic door entry.
- » The swimming pool has automatic door entry.

Interior

- » The building is multi-storey.
- » The lift was considered accessible by the auditor. Visual displays only.

Guest Rooms

- » There are three designated accessible rooms, rooms 111, 211 and 206.

- » There is space each side of the queen size bed which has a height of 565mm.
- » Bedroom drawers accessible.
- » Spacious lounge room with sofa bed.
- » Laundry in unit has an accessible washer/dryer combination.
- » The kitchen benches can only be approached side on.
- » Light switches and power points well situated throughout.
- » Threshold at door leading to balcony is high at 40mm.

Toilet/Bathroom

- » There is an en suite toilet/bathroom.
- » The bathroom is has adequate manoeuvring space.
- » The toilet can be accessed via left side transfer.
- » The toilet roll holder is 145mm forward of the pan.
- » There is limited clearance under the basin which can only be accessed side on.

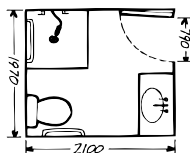
RAINTREE MOTEL

Address » 12 Bowen Rd, Rosslea

Phone » 07 4775 3066

Email » enquiries@raintreemotel.com.au

Web » www.raintreemotel.com.au



Parking

- » There are no designated accessible car parks. Level parking can be located directly outside rooms suitable for a rear set down.

Reception

- » The motel is accessed by a moderately steep ramp (gradient 1:8). There is a 60mm lip at front of ramp. The entrance path is decorated with pot-plants, which may cause an obstruction for some users.
- » Front and rear doorways have openings 770mm and have level landings. All doors are normally open during business hours.

Interior

- » Doors in area for public use are 770mm.
- » Floor surface is level tiles, with a lip into the restaurant.

- » Dining room/restaurant has level access with freestanding furniture and table height is low at 670mm. A bar facility is available.
- » The reception desk has tourist information and is attended.

Guest Rooms

- » There is one designated accessible room with a door clearance width of 790mm.
- » The floor surface is level.
- » There is ample space to manoeuvre for a wheelchair and bedside transfer space is sufficient.
- » Environmental controls are within reach for a seated user (lights 1090mm high).
- » Tea/coffee and refrigerator facilities are accessible.

Toilet/Bathroom

- » The door has a narrow clear opening of 770mm.
- » There is one designated accessible toilet/bathroom containing grab rails in the guestroom.
- » Toilet height is low at 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.
- » The shower and vanity basin have lever taps.

ROWES BAY CARAVAN PARK

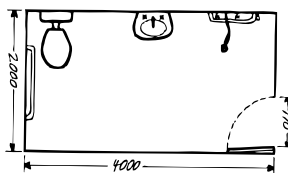
Address » Heatleys Pde, Rowes Bay

Phone » 07 4771 3576

Fax » 07 4724 2017

Email » info@rowesbaycp.com.au

Web » www.rowesbaycp.com.au



Parking

- » There are no designated accessible car parks but parking is available on site.

Reception

- » The reception desk is accessed by a walkway.

- » The front doorway has a clear opening width of 780mm. Doors are normally kept open.

Interior

- » There is a tourist information desk, which is attended.

Toilet/Bathroom

- » Ramp of 1:8 at 1300mm in length is located at the door of the bathroom facilities. There is a 60mm lip at the base of the ramp.
- » Toilet Height is 430mm.
- » The door has a clear opening of 770mm.
- » The designated accessible toilet/bathroom contains grab rails.
- » There is ample space for a front and side transfer onto the toilet.
- » The shower has wheel-in access.
- » An outdoor chair can be provided for showering.

SEAGULLS RESORT

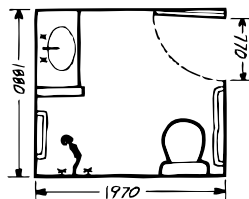
Address » 74 The Esplanade, Rowes Bay

Phone » 07 4721 3111

Fax » 07 4721 3133

Email » resort@seagulls.com.au

Web » www.seagulls.com.au



Parking

- » There is no designated accessible parking; however parking is reserved for the designated accessible rooms.

On Site Facilities

- » Path of travel to the pool, restaurant and conference areas was considered accessible by the auditor.

Guest Rooms

- » There are two designated accessible rooms, room 109 and 110.
- » The doorway has a narrow clear opening of 770mm.
- » There is space to access the queen size and single beds. Bed height is 540mm.
- » The kitchen sink and bench can only be accessed side on.
- » The wardrobe can be opened however the clothes hanger rail is very high.

Toilet/Bathroom

- » There is an en suite toilet/bathroom.
- » The door has a narrow clear opening of 770mm.
- » Toilet height is low at 400mm.
- » There is a grab rail mounted on the wall to the side of the toilet.
- » There is adequate space for a front transfer onto the toilet.
- » There are glass doors to the shower cubicle with a narrow clear opening of 770mm.
- » An outdoor chair can be provided for showering.
- » The basin is part of the vanity unit and has no leg clearance.
- » Light switch is mounted high at 1310mm.

STRAND PARK HOTEL

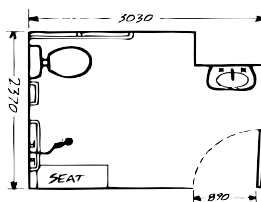
Address » 59-60 The Strand, Townsville

Phone » 07 4750 7888

Fax » 07 4750 7899

Email » enquiry@strandparkhotel.com.au

Web » www.strandparkhotel.com.au



Parking

- » There are two designated accessible car parks in the underground car park.

Reception

- » There is a lift to all floors from the basement car park. The lift was considered accessible by the auditor.
- » Double leaf glass doors to the reception area require moderate force to open. Reception staff can see easily and would be able to come to assist clients.
- » Path of travel to swimming pool and restaurant was considered appropriate by the auditor.

Interior

- » The building is multi-storey with an accessible lift to all floors.

Guest Rooms

- » There are two designated accessible rooms, rooms 2 and 3 on the ground floor.

- » The doorways have a clear opening of 850mm with level threshold.
- » Room 2 has a master bedroom. Bed height is 575mm.
- » Room 3 has a master bedroom and a second bedroom with two king single beds. The lounge has a pull-out queen size sofa bed.
- » The kitchen bench and sink were considered useable by the auditor.

Toilet/Bathroom

- » There is an en suite toilet/bathroom.
- » The toilet is suited to a right transfer.
- » The toilet roll holder is 180mm in front of the pan.
- » The showers were considered appropriate by the auditor.
- » Hand basin clearance is limited at 660mm but could be approached sideways.

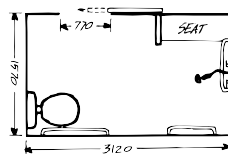
WALKABOUT PALMS CARAVAN PARK

Address » 6 University Dr, Cluden

Phone » 07 4778 2480

Email » sales@walkaboutpalms.com.au

Web » www.walkaboutpalms.com.au



Parking

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

Reception

- » There is a tourist information desk, which is attended.

Guest Rooms

- » There are two designated accessible cabins which are accessed by a ramp with a gradient of 1:14 and a length of 6.13m.
- » The front door has a very narrow clear opening width of 720 mm and has a lip of 40mm. Doors are normally kept closed.
- » The floor surface is level. There is adequate space to manoeuvre and bedside transfer space is adequate.
- » Environmental controls (light switch, fan, air conditioner) are within reach for a seated user (1000 - 1320 mm high).

- » Dining room has level access with freestanding furniture, tables at a clearance height of 700mm.
- » Tea/coffee and refrigerator facilities are accessible.

Toilet/Bathroom

- » The toilet height is low at 420mm.
- » The designated accessible toilet/bathroom contains grab rails at a height of 800 - 810mm.
- » There is adequate space for a side transfer onto the toilet.
- » The shower has wheel-in access.
- » Wall mounted shower seat is provided.
- » Washbasin and shower are equipped with lever-handled taps and all utilities are accessible.

OCEAN PALMS RESORT

Address » 70 Livistonia Dr, Bushland Beach

Phone » 07 4757 6700

Email » oceoffice@hedz.com.au

Web » www.oceanpalms.com.au

Parking

- » There is one designated accessible car park that is 3234mm wide, it increases in gradient (1:10) towards the front of the park.
- » The park is next to a garden bed (on the left) which may cause some obstruction.

Entrance

- » The entrance of the room (number 19) is 10m from the car park, it has weather protection.
- » The door clearance is adequate at 873mm; there is a small lip into the door.
- » The door is light at only 6N, it also closes itself.
- » The handle height is adequate but 2 hands are required when using the key.
- » The room is 250m from the restaurant/bar; the path of travel is 603mm wide.

Interior

- » There is adequate circulation space within the bedroom.
- » There is a double and a single bed in the room.
- » Environmental controls are all positioned adequately.

Toilet/Bathroom

- » The door clearance to the en suite is 876mm wide.
- » The door has a round knob and can be opened one handed, very little force is required to open and close it.
- » There is adequate circulation space within the en suite.
- » The shower dimensions are 1011mm x 1196mm, with a shower curtain separating it from the rest of the en suite.
- » The grab rail doubles in use for the toilet (it is 810mm high).
- » The shower seat is slightly high at 500mm.
- » The shower controls are positioned at 1068mm high; there is a plastic hand held hose.
- » Environmental control positioning are all adequate.
- » The grab rail on the side of the toilet is 793mm high and 807mm high at the rear.
- » The flush mechanism is slightly low at 992mm.
- » The basin is high at 669mm.

PALUMA RAINFOREST INN MOTEL

Address » 1 Mt Spec Rd, Paluma

Phone » 07 47708688

Fax » 07 47708655

Email » rainforestinn@bigpond.com

Web » www.rainforestinnpaluma.com

Parking

- » There is one designated accessible car park that is located 34m from the unit. The designated park is narrow but has a walkway next to it that can be used for extra moving space.

Reception

- » The ramp that accesses the reception 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. There is no weather protection.
- » The door to the reception area is heavy at 40N. It opens outwards and is self closing.
- » The door has a clearance of 968mm.

Interior

- » The floor surface inside the reception area is low pile carpet.
- » The reception desk is 895mm in height, there is also a wide opening next to it.

Guest Rooms

- » There is one designated accessible motel room (unit 4). It is the last unit in the block and is situated on ground level.
- » There is no weather protection along the walkway and to the door entrance of the room.
- » The ramp (907mm long) to the entrance of the designated room has a gradient of 1:10.
- » There are mats inside and outside of the front door which can be removed.
- » Doors to the room are double leaf sliding doors; they have a clearance of 1362mm.
- » Door force is light, it requires manual close.
- » There is one queen bed and 2 single beds as well as a lounge within the room.
- » Circulation within the room is adequate and allows for bed side transfers onto the bed.
- » There is an air-conditioner, a fridge, a wardrobe and a table (674mm high) within the room.

Toilet/Bathroom

- » The room has an ensuite.
- » The door outwards; the door clearance is 847mm.
- » The door can be opened one handed and requires manual close.
- » The door lever is 989mm high.
- » There is adequate circulation space within the bathroom.
- » The toilet is 835mm from the rear wall.

- » There is 1260mm from the toilet to wall (including shower area) allowing for a right side transfer.
- » Sanitary bin next to the toilet can be moved if a shower commode is used over the toilet.
- » The shower dimensions are 1134mm x 975mm. There is aluminium stripping marking out this area. There is a shower curtain and a grab rail (doubles as a rear rail for the toilet) that is 798mm high.
- » There is a hand held hose; taps are mixer lever and are positioned at 1079mm.
- » The shower seat folds down from the wall and has sturdy legs, it is positioned at a height of 480mm; it is 390mm from the wall and 956mm in length.
- » Paper dispenser and flush are of adequate heights.
- » The basin is of adequate height and clearance.
- » The light controls are 1005mm high; power points are 1136mm high.

»» MAGNETIC ISLAND GETTING AROUND

FERRY SERVICES AND TERMINALS

» Refer to entries under GETTING AROUND on page 31.

MAGNETIC ISLAND TAXIS

Includes wheelchair taxis.

Phone » 13 10 08.

MAGNETIC ISLAND BUS SERVICE

Address » 44 Mandalay Avenue, Nelly Bay, Magnetic Island

Phone » 07 4778 5130

Web » www.magneticislandbuservice.com.au

The Magnetic Island Bus Service runs fully-guided tours around the island, as well as operating a standard bus service. It has 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. Concessions are available.

Timetables are available by telephoning the bus company or visiting its website.

TROPICANA GUIDED ADVENTURE COMPANY

Address >> Horseshoe Bay, Magnetic Island

Phone >> 07 4758 1800

Web>> www.tropicanatours.com.au

Tropicana Tours operates on Magnetic Island. 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 tours, 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 wheelchair users. Tropicana Tours won the North Queensland 2006 Tourist Award.

»» MAGNETIC ISLAND ATTRACTIONS

BUNGALOW BAY KOALA VILLAGE

Address » 40 Horseshoe Bay Rd, Horseshoe Bay

Phone » 07 4778 5577

Fax » 07 4778 5781

Email » info@bungalowbay.com.au

Web » www.bungalowbay.com.au

Parking

» There is a bitumen car park, with no lines marked for any car parks.

Entrance

» The bar/restaurant is accessed by a walkway and a ramp with a gradient of 1:18 and a length of 6m.

Activities

» Koala Sanctuary Guided tours, some catered where rangers provide interactive experiences with native wildlife. 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 of 800mm. There is ample room around the animal enclosures, and the tours involve bringing the animals out to the visitors.

» Bird feeding.

» Movies, trivia nights.

Dining area “Swenson’s Restaurant”

» Floor surface is timber.

» Undercover dining available with freestanding furniture, clearance under tables is 660mm.

» Bar facility is available.

Toilet/bathroom

» There is a unisex designated accessible toilet in an adjacent building.

» The doorway clearance is 830mm. The door requires light force (25N) to open. D handle height is 1070mm.

» Toilet height is 460mm.

» Grab rails side and rear are positioned at 790mm height.

- » There is adequate space for a left side transfer onto the toilet and also a front transfer. The toilet paper dispenser is high at 790mm.
- » The basin is well positioned, has a lever tap and has a clearance of 630mm.

»» MAGNETIC ISLAND ACCOMMODATION

ISLAND LEISURE RESORT

Address » 4 Kelly St, Nelly Bay Magnetic Island

Phone » 07 4778 5000

Fax » 07 4778 5042

Email » info@islandleisure.com.au

Web » www.islandleisure.com.au

Parking

- » There are no designated accessible car parks. Off street parking is level and paved.

Reception

- » Reception is not accessible due to the 230mm step, however it would be easy to attract attention at the times reception is attended. The counter height is 1200mm.
- » A paved pathway with a gentle gradient leads to the waters edge of the swimming pool. Width is 800mm.

Guest Rooms

- » There is one designated accessible room, Room 10.
- » A narrow concrete path leads to the room, at times gradient is 1:15.
- » A portable wooden ramp can be available by request to management. This will assist to negotiate the step up into the guest room (90mm).
- » There is a single swing door to the room. Clear opening width is narrow at 760mm. The door handle is a knob style at 990mm height.
- » The floor surface is level tiles. There is ample manoeuvring space (>1200mm) for wheelchairs.
- » Beds are one double bed with a mattress height of 520mm plus one double bunk.
- » Environmental controls (light switch, fan, and air conditioner) are not within reach from the bed.

Toilet/Bathroom

- » There is an en suite bathroom.
- » The door has a narrow clear opening width of only 760mm. The door requires light force (< 19.5N) to open.

- » Door knob handle height is 980mm.
- » The room is 2280mm x 2340mm.
- » Toilet height is very low at 410mm, and the toilet pan is situated close to the wall (only 720mm).
- » There is one grab rail at rear of toilet.
- » There is adequate space for a left side transfer onto the toilet.
- » The toilet paper dispenser is high at 830mm.
- » The shower has wheel-in access and clearance of 880mm and grab rails.
- » An outdoor chair is available for showering free of charge.
- » Basin has no clearance as it is set into the vanity unit. There are capstan taps.
- » Light switch is very high at 1340mm.

Kitchen

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

SHAMBALA COTTAGE

Address » 11 Barton St, Nelly Bay

Phone » 0448 160 580

Email » shambala.retreat@hotmail.com.au

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

Parking

- » There is a carport in the driveway of Shambala Cottage. The surface is loose dolomite. Space either side of the vehicle is limited. The ground slopes away fairly steeply toward the cottage.

Reception

- » The side entrance is accessed across a few meters of dolomite to the concrete landing at the base of a concrete ramp, gradient 1:14, width = 1170mm.
- » The aluminium sliding front doorway has a clear opening width of 840mm. The concrete has been sloped up to the tracking, and a steel plate forms an internal slope down to the floor.

Interior

- » Floor surface is tiles.
- » There is an open plan lounge and dining area, and a kitchen with a breakfast bar.

Exterior

- » An undercover sitting area is accessed via the rear door.
- » Narrow paved paths lead through the tropical gardens. At present, this is how to access the undercover common area and in ground swimming pool.

Guest Rooms

- » There are two bedrooms.
- » The master bedroom has bi-fold doors that require light push to swing into the bedroom, leaving a wide clear opening of 920mm.
- » Door handle height is 1000mm, and knob style.
- » There is slightly restricted manoeuvring space beside the bed (830mm) that could be increased to 1240mm with change in furniture layout. There are no wardrobes.

- » Bed is stable with a mattress height of 600mm, and a bed lamp within reach of the bed.
- » In the second bedroom beds are bunk bed-style.
- » The wardrobe has an upper and lower rail.
- » Air conditioner works by a remote control.

Toilet/Bathroom

- » The toilet and shower are within the bathroom/laundry.
- » The bathroom door slides and has a clear opening width of 870mm.
- » The door requires light force (< 19.5N) to open. Inset handle and lock height is 1040mm.
- » The room is 2030mm x 2600mm.
- » Toilet height is 460mm.
- » There are grab rails on both sides of the toilet at height of 790mm. There is no rear grab rail.
- » The washing machine restricts access for a left side transfer onto the toilet (only 750mm available). There is ample room for a front transfer onto the toilet as long as the shower curtain is drawn back.
- » The shower has wheel-in access with a horizontal grab rail at a height of 850mm and capstan taps. A second handrail is mounted at a height for standing users.
- » There is a wall mounted shower seat at height of 480mm (length is 960mm, width is 350mm), which requires skilled manipulation to flip down supporting legs.
- » Basin clearance is limited by pipe work, and it would be necessary to access from a side on position. Basin is mounted high with a clearance of 720mm with a lever tap.

»» MAPS





TOWNSVILLE LISTING >>

TOWNSVILLE (MAP PREVIOUS PAGES)	RATING	TOILETS	PARKING	GRID REF
>> ATTRACTIONS				
85 Bungalow Bay Koala Village			–	C2
86 Castle Hill Lookout		–		B9
87 Townsville Civic Theatre				C9
88 Townsville Entertainment & Convention Centre				B10
89 Townsville Museum				D7
>> EATING, ENTERTAINMENT & NIGHTLIFE				
90 Bombay Rock Night Club			–	C9
91 Broadway Cafe				C8
92 Capitol Regent Restaurant			–	F6
93 Carvery Centro				F5
94 Castletown Carvery				C8
95 Celcius Restaurant (Mecure Inn)				C7
96 Coffee Club Cafe				C8
97 Eden Cafe (Hyde Park)				D8
98 Eden Cafe (Mundingburra)				E8
99 Focaccias's Fo' Coffee Cafe		–	–	H5
100 Geckos Cafe and Bar			–	C2
101 Hungry Jack's Restaurant Annandale				G8
102 Hungry Jack's Restaurant Mundingburra				E8
103 Jupiter's Hotel and Casino			–	B10
104 Ocean Palms Hotel				A4
105 Paluma Rainforest Inn Cafe				A2
106 Riverview Tavern				G4
107 Sizzler Restaurant				C7
108 The School House Cafe				G6
109 The Vale Hotel Chargrilled Steakhouse				F6
110 Townsville Returned Servicemen's League Club				D8

TOWNSVILLE (MAP PREVIOUS PAGES)	RATING	TOILETS	PARKING	GRID REF
>> SHOPPING				
128 Annandale Central Shopping Centre				G8
129 Castletown Shoppingworld				C8
130 Centro K-Mart Shopping Centre				F5
131 Centro On Nathan Shopping Centre				E6
132 Centro Woodlands Shopping Centre				A5
133 Garbutt Shopping Centre				C7
134 Hermit Park Shopping Centre				D8
135 Mountview Plaza				E4
136 Parkside Plaza Shopping Centre		–		F4
137 Rising Sun Shopping Centre				E8
138 Stockland Shopping Centre				F6
139 The Avenues Plaza Shopping Centre				F3
140 Vincent Shopping Centre				E6
141 Woolcock Supa Stores (Toyworld, Sportscene, Salvation Army and Sam's Warehouse)		–		C7
>> ACCOMMODATION				
73 Best Western Cluden Park Motor Inn			–	G9
74 Billabong Lodge Motel			–	F8
75 Coolabah Motel			–	F8
76 Island Leisure Resort			–	F1
77 Mercure Inn				C7
78 Ocean Palms Resort and Hotel				A4
79 Paluma Rainforest Inn Motel				A2
80 Raintree Motel			–	E8
81 Rows Bay Caravan Park			–	A8
82 Seagulls Resort			–	A8
83 Shambhala Retreat			–	F1
84 Walkabout Palms Caravan Park			–	H9

TOWNSVILLE (MAP PREVIOUS PAGES)		RATING	TOILETS	PARKING	GRID REF
>> HEALTH AND GROOMING					
45	1300 Smiles				E5
46	Bernie Lanigan Optometrists				D5
47	Bygone Barber Shop		–	–	D5
48	Northtown Medical Centre				D5
49	The Doctors Medical Centre			–	D4
>> PLACES OF WORSHIP					
122	Life Church Townsville				C6
123	Mount Louisa House of Praise				C4
124	Sun City Christian Church			–	A9
>> SERVICES					
125	Aitkenvale Library				E6
126	Beach Wheelchair		–	–	C2
127	RACQ		–		F7
>> FACILITIES AND AMENITIES					
111	Long Tan Swimming Pool				E5
112	Rollingstone Community Centre		–		A3
113	Rollingstone Rural Transaction Centre				A3
>> GETTING AROUND					
114	Magnetic Island Bus Service		–	–	E1
115	Magnetic Island Car and Passenger Ferry Terminal				B10
116	Magnetic Island Car and Passenger Ferry/Barge				B10
117	Nelly Bay Ferry Terminal				F2
118	Queensland Rail Townsville Train Station				C9
119	Sunferries Terminal				B10
120	Townsville Airport				B6
121	Tropicana Guided Adventure Company		–	–	G1

TOWNSVILLE CBD MAP >>

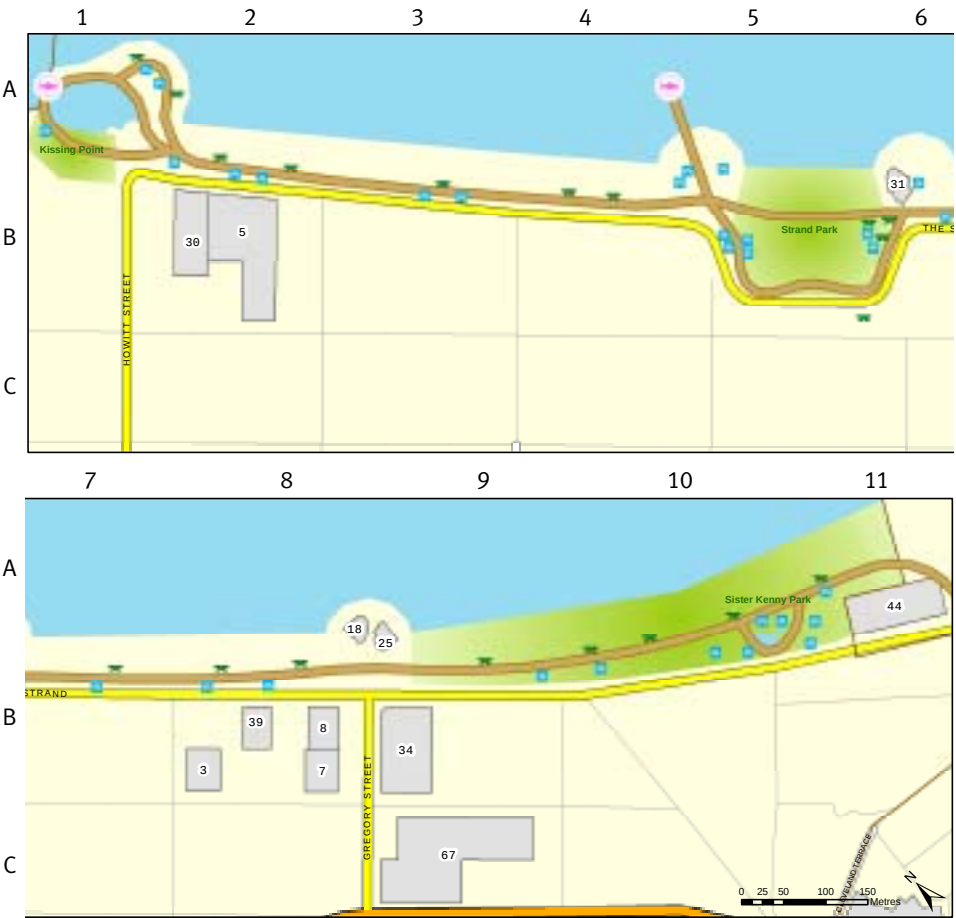


TOWNSVILLE CBD LISTING >>

	TOWNSVILLE CBD	RATING	TOILETS	PARKING	GRID REF
>> ATTRACTIONS					
9	Aboriginal and Torres Strait Islander Cultural Centre			–	C8
10	Museum of Tropical Queensland			–	C8
11	Perc Tucker Regional Gallery			–	D5
12	Reef HQ			–	C9
13	Townsville Maritime Museum				E9
>> EATING, ENTERTAINMENT & NIGHTLIFE					
14	A Touch of Salt Restaurant			–	F5
15	Benny's Hot Wok Café & Bar			–	F7
16	Birch Carroll & Coyle Cinema			–	G2
17	Brumby's Bakery (City Point)				D3
19	Cactus Jacks			–	F7
21	City Life Café				G4
22	Cowboys Leagues Club			–	D4
23	Great Australian Ice Creamery		–	–	C5
24	Hoges on the Mall Restaurant			–	D5
26	Masala Indian Restaurant - South Townsville			–	E9
27	Michel's Restaurant			–	F7
28	MoMo's Restaurant			–	F6
29	Monsoon's Bar & Grill			–	D6
33	Rhino Bar			–	F6
35	Sugartrain Restaurant and Bar			–	E7
37	Table 51 Restaurant			–	E9
38	The Bank Night Club			–	C6
40	White Blue Greek Restaurant & Lounge Bar				F7
>> SHOPPING					
63	Angus Smith Sportspower		–	–	F4
65	City Point Shopping Centre				D3
66	Complete Photographers		–	–	D5
68	Plant Essentials		–	–	D5
70	Townsville Gold Shop		–	–	E5
71	Urban Quarter Shopping Centre				G4

	TOWNSVILLE CBD	RATING	TOILETS	PARKING	GRID REF
>> ACCOMMODATION					
1	City Oasis Inn				D2
2	IBIS Townsville				E7
4	QCWA Denham Street Units			–	B4
6	Quest Holiday Apartments				E7
>> HEALTH AND GROOMING					
45	1300 Smiles				E5
46	Bernie Lanigan Optometrists				D5
47	Bygone Barber Shop		–	–	D5
48	Northtown Medical Centre				D5
49	The Doctors Medical Centre			–	D4
>> PLACES OF WORSHIP					
50	Sacred Heart Catholic Cathedral				D1
51	St James Anglican Cathedral		–		A5
>> SERVICES					
52	ACCOM Townsville		–	–	C4
53	Anti Discrimination Commission Queensland				A4
54	Department of Communities			–	C4
55	Flinders Street Library				E5
56	Hays Personnel			–	D4
57	North Queensland Domestic Violence Resource Service				E5
58	RJ Douglas Chambers (Legal)			–	D4
60	Townsville City Council Administration				D3
62	Townsville Community Legal Service				E3
>> FACILITIES AND AMENITIES					
41	Flinders Mall Centre Stage Toilets			–	E5
42	Northtown Toilets			–	E5

THE STRAND MAP AND LISTING >>



THE STRAND	RATING	TOILETS	PARKING	GRID REF.
>> FACILITIES AND AMENITIES				
44 Tobruk Swimming Pool			-	A11
>> EATING, ENTERTAINMENT & NIGHTLIFE				
18 C Bar Café			-	A8
25 Jamaica Joes			-	A8
30 Odyssey On the Strand Café			-	B1
31 Picnic Bay Surf Lifesaving Club				A6
34 Seaview Hotel Steakhouse				9B
39 Watermark Bar and Restaurant				B8

THE STRAND	RATING	TOILETS	PARKING	GRID REF.
>> SHOPPING				
67 North Ward Shopping Village				C9
>> ACCOMMODATION				
3 Ocean Breeze by the Strand				B8
5 QCWA Kissing Point Holiday Apartments			-	B1
7 Strand Park Hotel				B8
8 Strand Park Hotel Holiday Apartments				B8

THURINGOWA CENTRAL MAP AND LISTING >>



THURINGOWA CENTRAL	RATING	TOILETS	PARKING	GRID REF
>> EATING, ENTERTAINMENT & NIGHTLIFE				
20 Cannon Park Shopping Centre				G6
32 Reading Cinemas Townsville		-		G6
36 Sunland Plaza		-		G7
>> SERVICES				
59 Thuringowa Central Library				A9
61 Townsville City Council Customer Service Centre				A9
>> SHOPPING				
64 Cannon Park Shopping Centre				G7
69 Sunland Plaza		-		F8
72 Willows Shoppingtown				E7
>> FACILITIES AND AMENITIES				
43 Riverway				G9

