

Accessibility Information

Visiting a heritage property can be more of a challenge for people with access needs. The National Trust of Australia (Victoria) is committed to helping people of all abilities enjoy our wonderful places around the state.

Who do I speak to for more information?

Phone: (03) 9656 9800

Email: bookings@nattrust.com.au

Property: Como House and Gardens

Last updated: 2 July 2024

General Access	
Offer multiple options for booking - web, email, phone	Yes
Offer a range of contact methods for receiving complaints	Yes
Accept the Companion Card	Yes
Employ people with disability (including volunteers)	No
Train your staff and volunteers in disability awareness	No
Have accessibility information and photos, including of a bathroom, room and/or floor plan on your website (can be emailed on request)	Request via Email
Ask all visitors if there are any specific needs to be met	Yes
Website meets WCAG 2.0 accessibility standards	Yes
Advise tour guides of the access needs of guests at the time of booking (includes pick up and drop off requirements)	Yes
Additional Comments	
Como House & Garden has wheelchair ramps which can be setup. Como House also has two iPads which can be used to view the upstairs level of the house for visitors unable to navigate the staircase.	

Communication	
Use Plain English / easy read signage and information (includes menus and emergency information)	Yes

Vision	
Have an appropriate area for toileting an assistance dog	Yes
Have handrails on all your stairways	Yes

Hearing	
Have handrails on all your stairways	Yes

Mobility	
Have grab rails in the bathroom	Yes (in accessible toilet)

Wheelchair	
Have step free outdoor pathways (includes picnic areas, barbecues and shelters)	Yes
Have a step free main entrance to the building and/or reception area (includes ramps or slopes with a maximum gradient of 1:14, otherwise are too steep for wheelchairs)	Yes
Have step free access to the conference or function room	Yes
Have an accessible public toilet which is unlocked	Yes
Have a wheelchair accessible toilet / shower and change room	Yes
Provide portable ramps	Yes
Additional Comments	
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