

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: Labassa Mansion

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 |
| 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 | |
| Labassa has wheelchair ramps which can be setup to access the lower level of the house. Labassa has one iPad which can be used to view the upstairs level of the house if a visitor is 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 |

| | |
|---|-----------------|
| 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 - see below |
| Have step free access to the conference or function room | Yes - see below |
| 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 | |
| <p>Labassa has wheelchair ramps which can be setup to access the lower level of the house. Labassa has one iPad which can be used to view the upstairs level of the house if a visitor is unable to navigate the staircase.</p> | |