

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: Polly Woodside

Last updated: 1 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)	Yes
Train your staff and volunteers in disability awareness	N/A
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
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
Provide assistance with booking arrangements (includes providing clear itineraries with written instructions on what to do at various destinations)	Yes - via contacting the bookings team

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

Vision	
Use easy read fonts in signage and communication materials (Helvetica and Arial)	Yes
Have an appropriate area for toileting an assistance dog	Yes
Have handrails on all your stairways	Yes

Hearing	
Have a low noise reception areas with hearing loss friendly acoustics and adequate lighting for viewing facial expressions (includes common areas which are free of background noise, background music)	Yes

Mobility	
Have grab rails in the bathroom	Yes - 1 bathroom only

Wheelchair	
Have step free outdoor pathways (includes picnic areas, barbecues and shelters)	Yes - to some areas
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 doorways which are easy to open and have lever handles (doorways 850mm or wider when open and not heavy)	Yes - auto doors, no levers
Have an accessible public toilet which is unlocked	Yes
Additional Comments	
Please note that our ticketing area, museum, toilet and outdoor deck area are wheelchair accessible but the actual ship is not.	