

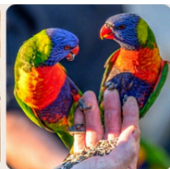
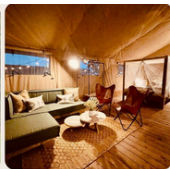
## Esk Caravan Park & MOTEL GROUP

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📍 16 Hassall Street, Esk QLD 4312



2023 QUEENSLAND  
tourism  
awards

**SILVER WINNER**  
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2023 QUEENSLAND  
tourism  
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**WINNER**  
RACQ People's Choice Award  
Accommodation

# ACCESS AND INCLUSION STATEMENT

At Esk Caravan Park, we are dedicated to creating an inclusive and inviting environment for all our guests.

Our goal is to cultivate a setting where everyone feels valued and can partake in the full spectrum of experiences our park offers in a truly inclusive manner.

## Legal and Ethical Commitments

Aligned with the Disability Discrimination Act (1992), we recognise our legal duty to ensure that employees, guests, and visitors are not subjected to discrimination. Our commitment extends to a duty of care, obligating us to implement access and inclusion policies and practices, enabling everyone to access and enjoy our park's facilities and amenities as practically as possible.

## Policy Framework

Our policy acknowledges the uniqueness of each individual, respecting our differences.

Esk Caravan Park is committed to:

- Maintaining a workplace free from discrimination, harassment, bullying, victimisation, and vilification.
- Ensuring fair and equal treatment of guests and employees.
- Implementing flexible work practices to support employees.
- Cultivating awareness in all staff of their rights and responsibilities regarding fairness and respect for all aspects of diversity through company policies and training.

To ensure that employees and guests of all abilities can move about safely and easily, Esk Caravan Park has taken the following proactive measures:

**Accessible Powered Sites:** Implemented designated accessible powered sites strategically located with accessible paths linking directly to key facilities, including the Camp Kitchen and Pool areas.

**Compliant Accessible Bathroom:** Invested in a compliant accessible bathroom, equipped with features to cater to the needs of individuals with diverse abilities.

**Access Training for Staff:** Provided access training to front-of-house employees, ensuring a knowledgeable and supportive approach to assisting special needs guests.

**Proactive Assistance:** Ensured grounds and guest services staff are proactive in assisting special needs guests, including facilitating proximity to accessible amenities and assisting with caravan setup.

# IMPROVEMENTS PROJECTS

Esk Caravan Park is committed to continuous improvements and modifications to the development Master Plan, including plans for the following projects:

## Accessible Pathways

Implementing new accessible pathways to seamlessly connect the pool and camp kitchen facilities to existing accessible bathroom facilities, enhancing overall park accessibility.

## Compliant Accessible BBQs

Installing compliant accessible BBQs within our undercover entertainment space and a pet-friendly alfresco area, designed to meet standards for ease of use by individuals with diverse abilities.

## Accessible Seating

Including accessible seating within the Camp Kitchen undercover entertainment and alfresco areas to provide a comfortable and inclusive space for all guests.

## Accessible Pool Hoists

Installing accessible pool hoists within both family and adult-only pools, ensuring equal access to recreational amenities and creating a welcoming environment where all guests can participate in water-based activities without barriers.

**We highly value the input and feedback of our community and actively seek suggestions from our guests to enhance our accessibility initiatives.**

**Our staff undergo regular training to ensure they are well-equipped to assist guests with diverse needs, fostering a welcoming and informed staff that contributes significantly to the positive experience of all of our guests.**

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