

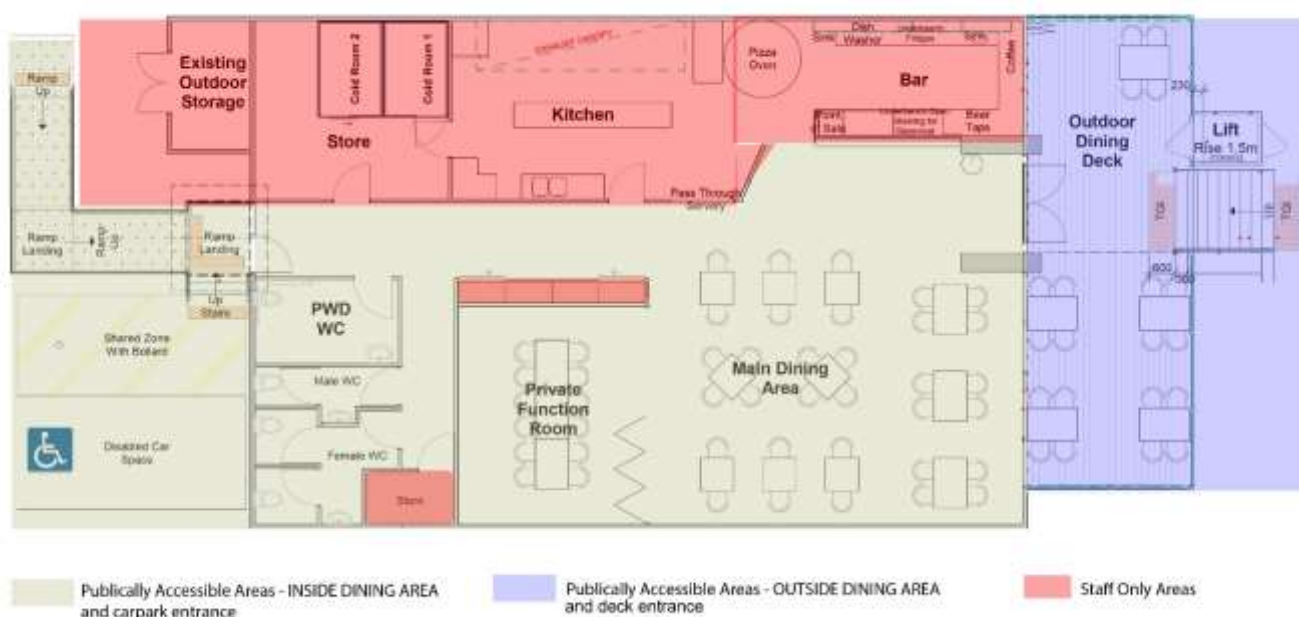


Farmgate Restaurant Customer Access Guide

As well as an aesthetic make-over, the renovations to the property in 2022 upgraded the property to meet all legal (BCA (NCC 2019) and Disability Discrimination Act 1992) requirements and community expectations of fair access for all members of the community to all goods, services, entertainment and recreational opportunities available at the restaurant.

This guide has been developed to provide an explanation of the accessibility at Farmgate Restaurant. If you have any other specific needs not mentioned, please call to discuss and we will make all endeavours to meet your, and/or your guests', needs.

Access** to the building / premises	Access available	Further Information
Wheelchair access to front entrance	YES	A wheelchair lift from Council sidewalk to the deck at 53 Graham St entrance Lift width maximum 1200mm. Maximum weight 350kg
Wheelchair access to rear entrance	YES	Independent ramp access to the carpark entrance. Ramp width maximum 1300mm. Door access width maximum 930mm.
Accessible parking for people with disabilities	YES	There is one dedicated accessible parking space at the rear of the building with an independent use ramp (1:14) nearby to the carpark entrance. One accessible car parking space is also located in the public carpark which is <25m from our entrances.
Wheelchair friendly access to the outdoor dining area	YES	Once in the building/on the deck, there is no height differences between the restaurant floor and the deck (outdoor dining area).



<i>Ease of access when moving around the premises</i>	<i>Access available</i>	<i>Further Information</i>
Wide, clear internal walkways	YES	
Tactile tiles prior to steps and ramps	YES	
Clear space between furniture for a person to manoeuvre a mobility aid (e.g. wheelchair, walking frame, stick, crutches)	YES	Furniture can be moved easily with advanced notice.
Consistent and even lighting throughout	YES	
Accessible service during visitation	YES	Farmgate Restaurant is a full service restaurant so there is no need to maneuver around the restaurant to access service
Accessible Bar service	YES	The balcony bar area has a lower bar service counter suitable for wheelchair service.
Accessible emergency exits	YES	Platform lift with battery back up at Graham St exit and ramp to carpark exit

<i>Accessible amenities</i>	<i>Access available</i>	<i>Further Information</i>
Accessible toilet amenities	YES	Accessible toilet room with hand rails adjacent to the toilet to aid sitting on /standing up from toilet or manoeuvring between toilet and wheelchair. No lift is available.
Seating with backs	YES	Table chairs have seating with backs both inside and outdoor seating (bar stools do not)
Large Print menu available	YES	Upon request. Staff are also available to read menus for customers if required.
Friendly, helpful staff trained in access awareness	YES	

Other Needs	Access available	Further Information
Menu options available for people with special dietary needs	YES	Most dietary needs can be catered for within our menu with some or no alteration. For uncommon or unusual dietary needs it is requested that the restaurant is contacted prior to your visit.
Service Dogs	YES	Service or therapy dogs are welcome inside the public indoors areas of the restaurant if they are working (as per OLG legislation). Staff are entitled to request to see evidence of service animal registration (Assistance Animal Permit (AAP) issued by TfNSW or equivalent from state of issue) so please have available in case you are asked. Dogs without evidence of service registration and pet dogs are allowed on the deck on condition that they are (1) restrained on a leash (2) under the control of a responsible person over 16yo at all times and (3) are not fed at the table. We are happy to provide water for all dogs on request.
Takeaway meals / Pick Up	YES	And we have PYJAMA PICK UP – You can call us from the carpark and meals will be delivered to your car. Great for those times you don't feel like going out and want to stay in your PJs!
Cushioned seats	YES	If you require a cushioned seat we have memory foam cushions for use during your visit. Please ask staff to get one for you.

Please note, the noise levels inside can be elevated when the restaurant is busy. The balcony offers a quieter area when dining during nice weather. We have blankets available to combat slight drafts.

If you know of any other way(s) in which we can make our restaurant more accessible, please do not hesitate to email us at farmgaterestaurant@gmail.com or call Nicole on 0410490155.

From Gerald and Nicole and the staff at Farmgate Restaurant

****Access / Accessible** – means that a person with a disability is, without assistance able to approach, enter, pass to and from and make use of an area and its facilities.