

The background image shows a holiday park setting. In the foreground, there's a grassy area with a small, modern, grey and black cabin or trailer. To the left, a white caravan is parked. The background is filled with large, leafy trees and a clear blue sky with some clouds. A dark grey vertical bar on the right side contains the title and subtitle text.

LAKE COLAC HOLIDAY PARK

Park Accessibility Guide

Last updated: June 2026

Contents

Park Accessibility Guide.....	0
At a glance	2
Getting Here and Around.....	3
Arriving at Lake Colac Holiday Park.....	3
Getting around the park.....	4
Facilities and Amenities	6
Accessible Bathroom	6
Laundry Facilities.....	7
Camp Kitchen.....	8
Accommodation and Sites	9
Booking and Communication	10
Website Accessibility	10
Flexible Ways to Book and Contact Us	11
A team trained in access and inclusion	12
Assistance animals	12
Sensory Considerations.....	13
Noise and Light.....	13
Birdlife and Wildlife	13
Our commitment to continued improvement.....	14
Plan your stay.....	14

Welcome to Lake Colac Holiday Park

At Lake Colac Holiday Park, we want everyone to feel welcome and supported when planning and enjoying their stay.

We recognise that accessibility needs are different for every person. This guide provides detailed information about the accessibility of our accommodation, facilities and services so you can make an informed decision about whether the park is suitable for your individual requirements.

Our team is also available to answer questions before you book. If there is specific information that would help you plan your stay, please contact us and we will do our best to assist.

Phone: (03) 5440 5390

Email: Info@lakecolacholidaypark.com.au

Address: 51 Fyans Street, Colac, VIC 3250

At a glance

Lake Colac Holiday Park currently offers:

- A dedicated accessible bathroom with toilet and shower
- Ramped, step-free access to key shared facilities
- Step-free shower with fold-down seat and grab rails
- Accessible toilet with grab rails and backrest
- Spacious shared laundry with machines positioned at different heights
- Ramped, step-free access to the shared camp kitchen
- Website accessibility tools
- Team members trained in access and inclusion
- Assistance animals welcome

Please note: Lake Colac Holiday Park **does not currently offer a purpose-built accessible cabin**. More information about our accommodation and sites is provided in this guide.

Getting Here and Around

Arriving at Lake Colac Holiday Park

Reception and check in

Reception is located at the park entrance and is clearly signposted and easy to identify on arrival.

There is a vehicle pull-over area directly in front of reception, allowing guests to stop close to the entrance while checking in. Alternatively, guests can drive through to the parking area immediately beside reception, which provides ample parking within a short distance of the building.

Please note that reception does not have step-free access and the entrance is not suitable for wheelchair access. If you are unable to access the reception building, you do not need to enter the building to check in. Simply let our team know you have arrived by calling the mobile phone printed on the reception door, and a team member will come to assist you.



Parking at reception

There is currently no designated accessible parking bay at reception. However, ample parking is available immediately beside the building and the parking area is generally lightly used, providing flexibility when choosing a space.

If you require additional room around your vehicle or assistance when arriving, please contact our team and we will assist wherever possible.

Getting around the park

LAKE COLAC HOLIDAY PARK



Lake Colac Holiday Park is situated on **predominantly level ground, with no significant gradients throughout the park.**

The main routes through the park are wide, two-way roads surfaced with compacted gravel, which also provide the primary pathways for moving between sites and shared facilities.

There are small kerbs separating the sites from the roads, which guests using wheelchairs or mobility aids should be aware of when moving between sites and the main park roads, see pictures below.



The rows of sites closest to the park entrance are positioned between the shared amenities building and camp kitchen, providing relatively convenient access to both facilities. However, the amenities and camp kitchen are located in separate areas of the park, so guests should be aware that some travel between shared facilities is required.

A Note on Access to the Camp Kitchen

The camp kitchen itself has ramped, step-free entry. However, there is currently **no sealed or compacted gravel pathway connecting the main park road directly to the ramp**.

The final approach to the camp kitchen requires travelling across a section of grass and/or dirt, which may be difficult for some wheelchair users or guests with mobility aids, particularly depending on ground and weather conditions.

We recognise this as an area where accessibility can be improved and plan to introduce a more accessible pathway to the camp kitchen as part of our continued accessibility improvements.



Step-free access and lighting

The park's shared amenities building and camp kitchen provide step-free access via ramps. **Reception and our current cabins are not step-free**; further information about these facilities is provided elsewhere in this guide.

Lighting is provided around the shared facilities, but pathways and roads are not continuously lit throughout the park. Guests who may require additional lighting to navigate after dark are encouraged to plan accordingly or speak with our team about selecting a suitable site.

If you have mobility, vision or other access requirements, we encourage you to contact our team before booking. We can discuss the park layout and help identify an available site that best suits your individual needs and preferred proximity to shared facilities.



Step-free access to amenities/laundry building



Night lighting of amenities/laundry building



Step-free access to camp kitchen



Night lighting around camp kitchen

Facilities and Amenities

Accessible Bathroom

Our new shared amenities building includes a **dedicated accessible bathroom**, with a toilet, shower and basin designed to support guests with mobility and access requirements. The bathroom is accessed via a ramp with step-free entry and provides generous space to manoeuvre within the room.

Accessible toilet features include:

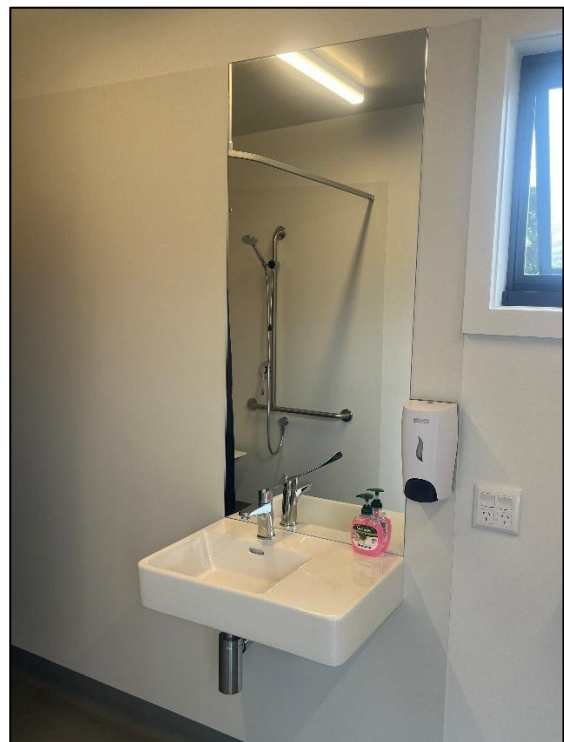
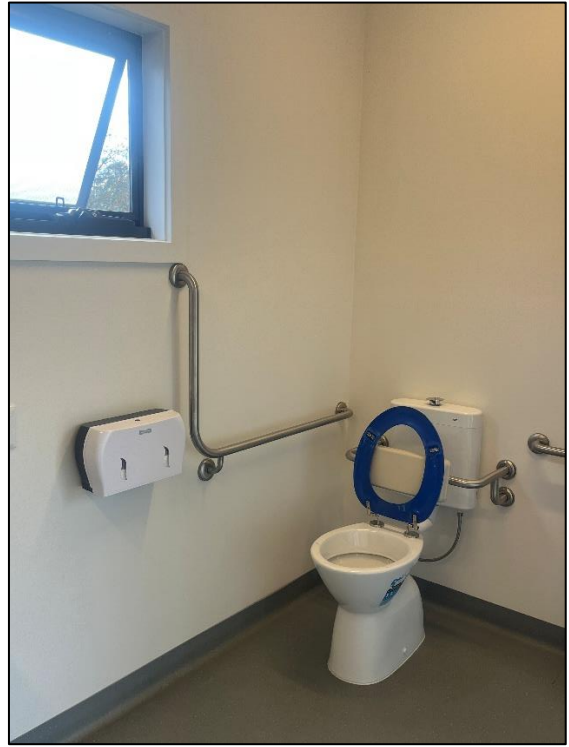
- Grab rails positioned beside and behind the toilet for additional stability and support
- Supportive backrest
- Clear floor space beside and around the toilet to assist with manoeuvring and transfers
- Toilet paper dispenser positioned within easy reach

Accessible shower features include:

- Step-free, level-entry shower with no raised shower base or threshold
- Shower seat
- Hand-held shower head on an adjustable-height rail
- Horizontal and vertical grab rails for stability and support
- Open shower area with generous manoeuvring space and curtain instead of door
- Shower controls positioned within easy reach inside the shower area

Accessible basin features include:

- Wall-mounted basin with clear space underneath, allowing closer access for wheelchair users
- Lever-style tapware
- Large mirror extending towards basin height



Laundry Facilities

The shared laundry is located within the amenities building and can be reached via ramped, step-free access. Inside, the laundry has a spacious layout with generous manoeuvring room around the machines.

Four front-loading machines are available, positioned across two different heights. Two machines are located at a lower level, providing an alternative to the two higher-positioned machines for guests with different mobility and reach requirements.

A shared laundry bench and sinks are also available. **Please note that the sinks and bench have not been designed as accessible facilities and may not be suitable for all wheelchair users.**



Camp Kitchen

Our shared camp kitchen has ramped, step-free entry and a spacious, open-plan interior with generous room to move between the cooking, dining and communal areas.

The kitchen includes:

- Multiple freestanding dining tables with movable chairs, allowing a chair to be removed to provide space for a wheelchair at the table
- Wide circulation areas between the dining tables and kitchen facilities
- Two ovens with front-opening doors
- Cooktops positioned within the main kitchen bench
- Two sinks with lever-style tapware
- A full-size fridge and freezer
- Microwave positioned on the benchtop
- Indoor seating and dining areas
- Heating, cooling and ceiling fans for guest comfort

Please note: the kitchen benches, sinks and cooking facilities have not been purpose-designed as accessible facilities and do not provide wheelchair clearance underneath. Their height and configuration may therefore not be suitable for all guests.



Accommodation and Sites

At this stage, Lake Colac Holiday Park does **not have a purpose-built accessible cabin**. Our existing cabins have steps at their entrances and may not be suitable for guests with mobility requirements.

We recognise accessible accommodation as an important opportunity to further improve the experience we provide and are committed to exploring the development of purpose-built accessible accommodation as part of our continued improvement.

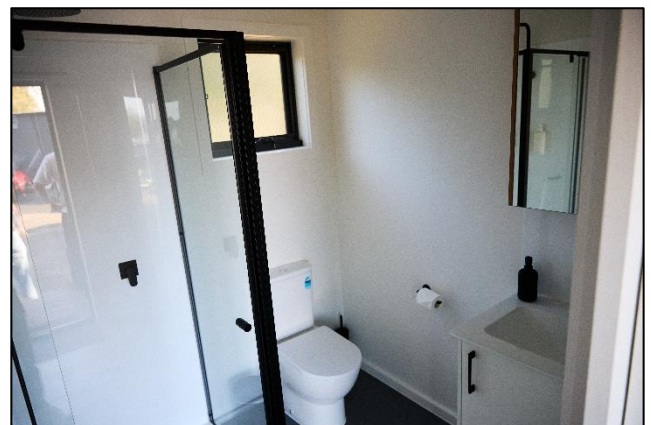
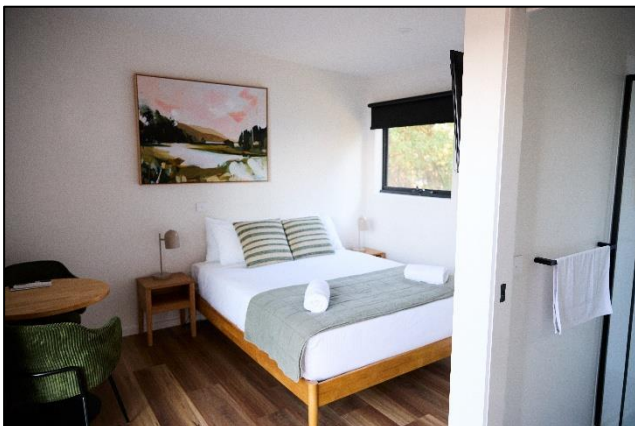
For guests travelling with a caravan, camper or tent, our team can assist with selecting a site that best suits their individual access requirements.

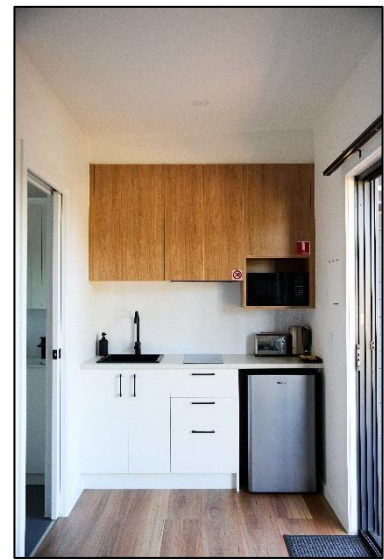
Cabins

Our current cabins are **studio-style**, with an open-plan sleeping and kitchenette area, ensuite bathroom and private deck.

Key access considerations include:

- The cabin is accessed via three short steps leading onto the private deck, with no handrail.
- The ensuite bathroom does not have grab rails or other purpose-built accessibility supports. A standard towel rail is fitted but is not designed for use as a support rail.
- The ensuite has a compact layout, with limited manoeuvring space around the toilet, shower and vanity.
- The toilet has limited clearance on either side and does not have grab rails or dedicated transfer space.
- The shower is a fully enclosed cubicle with a raised threshold, requiring a step into and out of the shower.
- The cabin contains a double bed, with greater circulation space available on one side of the bed than the other.
- The sleeping area, kitchenette, ensuites and living space are located on one level once inside the cabin.
- Kitchenette and bathroom benches are of a typical residential height.
- The glass door leading into the cabin and the ensuite bathroom door inside the cabin are sliding doors.
- The outdoor deck has ample space to move around, and a small table and chairs which can be moved if required.





Sites

A number of powered sites are positioned between the shared amenities building and camp kitchen, providing relatively convenient access to both facilities. Within this area, the park also offers a small number of **concrete drive-through powered sites**. Their firm, level surface and drive-through configuration may make access and set-up easier for some guests with mobility requirements.

As accessibility needs vary, we encourage guests to contact our team before booking. We can discuss factors such as site surface and configuration, proximity to the accessible bathroom and other shared facilities, and ease of access around the park to help identify the most suitable available option.



Concrete drive-through site



Grassed powered site



Grassed unpowered site

Booking and Communication

Website Accessibility

The Lake Colac Holiday Park website features **UserWay accessibility tools**, giving visitors greater control over how they view and navigate online content according to their individual needs.

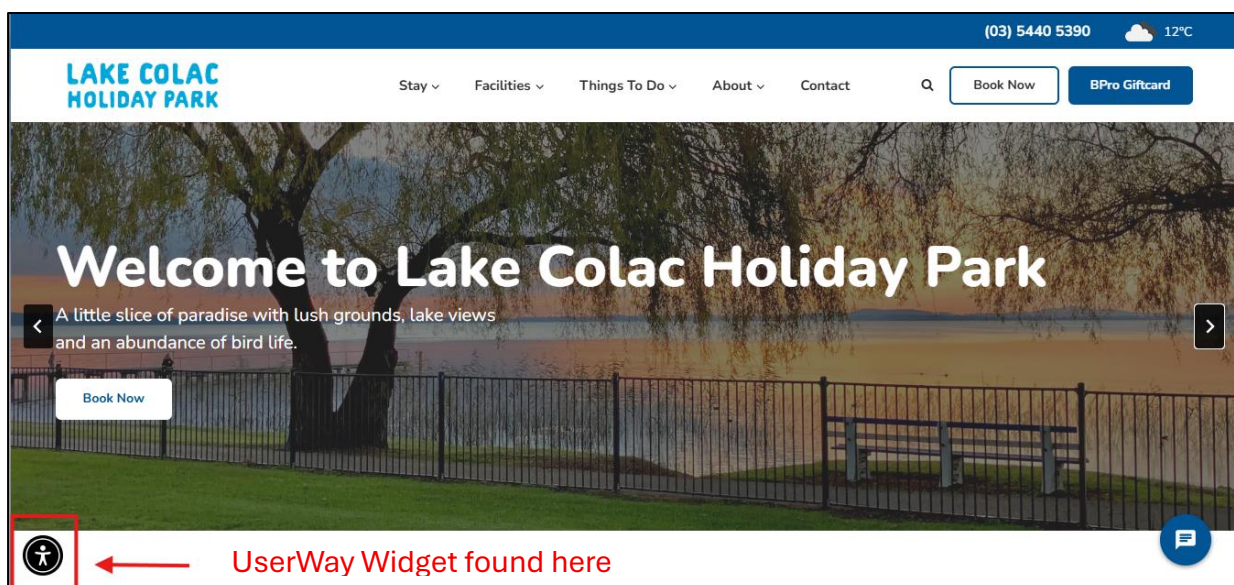
UserWay supports our efforts to align our website with the internationally recognised **Web Content Accessibility Guidelines (WCAG) 2.1 and 2.2** and provides accessibility profiles and adjustments designed to assist people with a range of access needs.

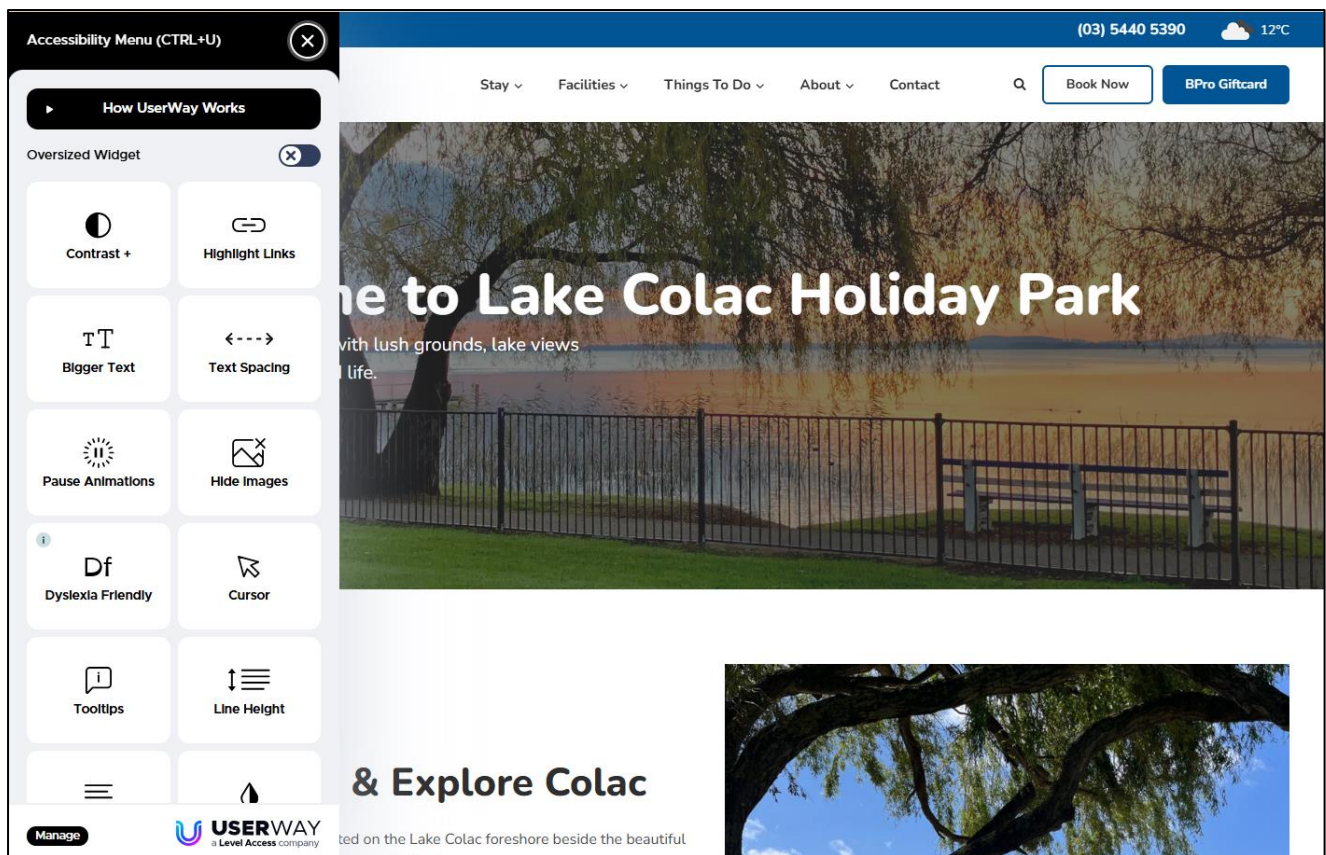
These include people who are:

- Blind or visually impaired
- Colour blind
- Dyslexic
- Motor impaired
- Neurodivergent
- Living with cognitive or learning difficulties
- Sensitive to content that may trigger seizures

Visitors can adjust features such as text and display settings, colour and contrast, navigation and other interface elements to make accessing information and planning a stay easier.

You can find the **UserWay Widget** at the bottom left-hand corner of the screen when viewing the website on both desktop and mobile.





Flexible Ways to Book and Contact Us

Guests can choose from multiple ways to make a booking or contact our team, helping accommodate different communication preferences and access needs.

Bookings and enquiries can be made:

- **Online** through our website and booking system: www.lakecolacholidaypark.com.au
- **By phone** with our reservations team: [03 5440 5390](tel:0354405390)
- **By email** for guests who prefer or require written communication: Info@lakecolacholidaypark.com.au

Our team can also provide information about the park's accessibility features and discuss individual requirements before a booking is made.

A team trained in access and inclusion

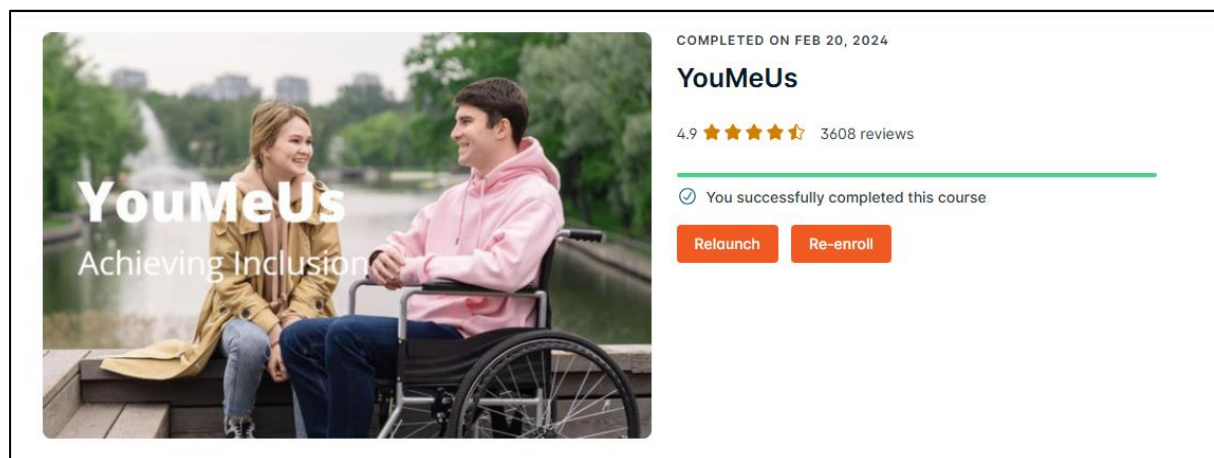
Creating an inclusive experience is about more than physical facilities. It is also about how guests are understood, welcomed and supported.

All Lake Colac Holiday Park team members complete Belgravia's compulsory **YouMeUs access and inclusion training** when commencing employment.

YouMeUs is an online training program designed to build understanding of inclusive practices and culture, including the diverse needs and abilities of people with disability. The training encourages team members to challenge stereotypes, focus on people's abilities and understand their role in creating inclusive environments.

By embedding this training into staff induction, we aim to ensure accessibility and inclusion form part of the service culture at Lake Colac.

If you have specific access requirements, our team can provide information about the park and help you plan your stay.



Assistance animals

Assistance animals are welcome at Lake Colac Holiday Park.

If you are travelling with an assistance animal and would like information about the park or its facilities before your stay, please contact our team.

Sensory Considerations

Lake Colac Holiday Park is generally a quiet and peaceful park, with a relaxed environment and limited noise compared with busier holiday destinations.

However, as with any shared outdoor environment, some sensory disruptions may occur due to other guests, wildlife or general park activity.

Guests with sensory requirements are encouraged to contact us before their stay. Our team can discuss the park environment and, where possible, help select a site away from communal areas, lighting or other potential sources of sensory stimulation.

Noise and Light

Guests who are particularly sensitive to noise or light can request a site further away from the shared amenities and communal areas. These areas generally experience less guest activity and are also further away from the lighting around shared facilities at night. While we cannot guarantee a particular site, our team will do their best to accommodate individual preferences subject to availability.

Lighting is provided around the shared amenities and camp kitchen at night, while other areas of the park have less artificial lighting.

Fire alarms are installed within shared buildings including the camp kitchen and amenities building, and would be loud in the event of being triggered.

Birdlife and Wildlife

The park is surrounded by a natural environment and is home to abundant birdlife. A creek bordering one side of the park attracts pelicans and ducks, while other birds, including a resident goose (named Mavis!), may also move freely through the park.

Guests with sensitivities to animals, bird sounds or close encounters with birds may wish to discuss site location with our team before booking.

Our commitment to continued improvement

We recognise that accessibility is an ongoing journey and that Lake Colac Holiday Park is not yet accessible to every guest in every area.

The introduction of our dedicated accessible bathroom, step-free access to key shared facilities, accessible laundry features, digital accessibility tools and compulsory staff training represent important steps towards creating a more inclusive visitor experience.

We are committed to continuing to identify barriers and opportunities for improvement, including exploring options to provide **purpose-built accessible accommodation in the future**.

Feedback from guests with lived experience of disability and access requirements is particularly valuable in helping us understand where we can improve.

If you have feedback about accessibility at Lake Colac Holiday Park, we welcome you to contact our team.

Plan your stay

We understand that two people with the same disability may have very different access requirements. Rather than making assumptions about what will work for you, we encourage you to contact us before booking.

Our team can provide more information about:

- Facilities and their location
- Site selection
- Distances between facilities
- Access routes
- Bathroom facilities
- Shared facilities
- Any other questions that may help you determine whether Lake Colac Holiday Park meets your needs

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LAKE COLAC HOLIDAY PARK

Thank you

If you require clarification about any of the content in this guide, please don't hesitate to contact us.

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