



# Chow Accessibility Guide

-  D1 / D2 19 Kitchener Drive  
Darwin Waterfront Precinct
-  08 89 417 625
-  [info@chowdarwin.com.au](mailto:info@chowdarwin.com.au)
-  <https://www.chowdarwin.com.au/>

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# Acknowledgment of Traditional Owners

Chow Vietnamese Restaurant acknowledges the Larrakia people as the Traditional Owners and original custodians of this land and pay our respects to their Elders, past and present.



## Acknowledgment of thanks

Chow Vietnamese Restaurant would also like to acknowledge the support and assistance provided by Flare Access Pty Ltd in helping to prepare this Accessibility Guide.

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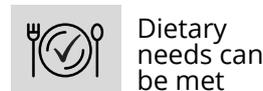
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# Welcome

Chow is a vibrant South Vietnamese restaurant in Darwin Waterfront Precinct. We offer a variety of colorful and tasty dishes using fresh, local produce. The cool and casual restaurant is perfect for a meal or a drink, with a covered patio. Their full a la carte service is recommended for groups, and the quick service lunch menu is perfect for busy workers. But for visitors to Darwin, there's no need to rush. Take your time and enjoy a cocktail while you savor the delicious flavors of South East Asia. Don't miss their expertly made cocktails and award-winning cocktail bar.

# Access At A Glance





# Getting Here



## Travel by public transport

### Bus:

- The nearest stop is for Bus Route 14C with the major stops of:
  - Darwin Interchange
  - Cullen Bay
  - Darwin Waterfront.
- The Route 14C bus is wheelchair accessible.
- It's approximately 90 m away with a step-free route available.
- Darwin Interchange is approximately 400 m from the restaurant with step-free access to the Waterfront.

### Free Waterfront Shuttle

- The Shuttle bus operates at peak lunch and dinner times; from 11:30am to 2pm and 4pm to 9pm. Linking Stokes Hill Wharf, the Cruise Ship Terminal, residential apartments and hotels. The stop is approximately 15m from the venue on Kitchener Drive.
- The Shuttle is not wheelchair accessible.



# Getting Here



## Drop-off

- There is a drop-off point on Kitchener Drive with a ramped kerb ramp approximately 30 m from the entrance.
- The route to the restaurant has a path greater than 1000 mm wide and a level concrete surface.





# Getting Here



## Street Parking

- Parking on Kitchener Drive is \$3 per hour for a maximum of 2 hours. Accessible Parking is not available.
- Parking on Anchorage Court is \$2.50 per hour.
- Patrons with a valid Accessible Parking permit displayed on their windscreen can park in any car park on-street for double the time as signposted at no cost.
- Anchorage Court has three Accessible parking bays located at Fort Hill near 5 Anchorage Court. The venue is approximately 300 m from these bays.





# Getting Here



## Kitchener Drive multi-storey car park

- Accessible parking is located on levels 2 and above, with five spaces close to the lifts. From the car park to the entrance of the restaurant there is step-free access.
- In use is a ticketless parking system. Payment is cashless and can be made by debit or credit card at the pay machines near the lifts or upon exit at the boom gate.
- Parking is free for under two hours.
- The venue is approximately 90 m from this car park.



# Arrival



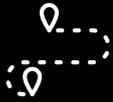
## Path to the main entrance

- The external terrain is concrete. From the frontage to the main entrance, there is level access.
- The path is 1000 mm wide, or more.



## Main entrance

- There is a clear path of travel from outdoor to indoor areas.
- The main entrance is level with concertina doors that remain open.
- The door has a clearance greater than 1000 mm wide.
- Non-slip mats are located at the entrance



# Getting Around



## What to expect

- There are two dining areas indoors. The first dining area to the bar's left has high tables and chairs. The second dining area has standard-height tables and chairs.
- Outdoor dining is undercover.
- Toilets are located inside.
- The kitchen is located behind the bar and is closed off with a swing door.
- Flooring: tiles throughout.
- There is high contrast between the furniture and flooring and there is high contrast between walls and door frames.
- Air conditioning is available indoors and is typically used during the Wet season. Fans are available outdoors.



# HIH Indoor Dining



## Furniture

- **Tables:** The table height is 1025mm and the height of the clearance underneath is 955 mm.
- **Seating:** Tall stools without armrests and a seat height of 715 mm.



## Clear Floor Space

- The narrowest point between tables is greater than 820mm. Tables can be repositioned to increase circulation space.
- Potential obstacles include chairs and tables.

# HIH Indoor Dining



## Furniture

- **Tables:** The table height is 750 mm and the height of the clearance underneath is 720 mm reducing to 630mm in some areas.
- Restricted knee clearance under the tables for some wheelchair users.
- **Seating:** Firm chairs without armrests have a seat height of 455 mm.



## Circulation space

- There is greater than 1000mm between tables.
- Clear floor space of 800 mm by 1300 mm is available, allowing a forward or parallel approach to the tables.



# The Bar



- Located at the entrance of the restaurant.
- The bar height is 1125 mm.



## Seating

- Tall stools without armrests.
- Seat height is 765 mm



## Clear Floor Space

- There is clear floor space around the bar, however, the area may become crowded with customers and staff.



# Outdoor Dining



## Furniture

- **Tables:** The table height is 760 mm with a clearance height underneath of 730 mm.
- Adequate knee and foot clearance for most wheelchair users.
- **Seating:** The firm chairs without armrests have removable cushions. The seat height is 445 mm.



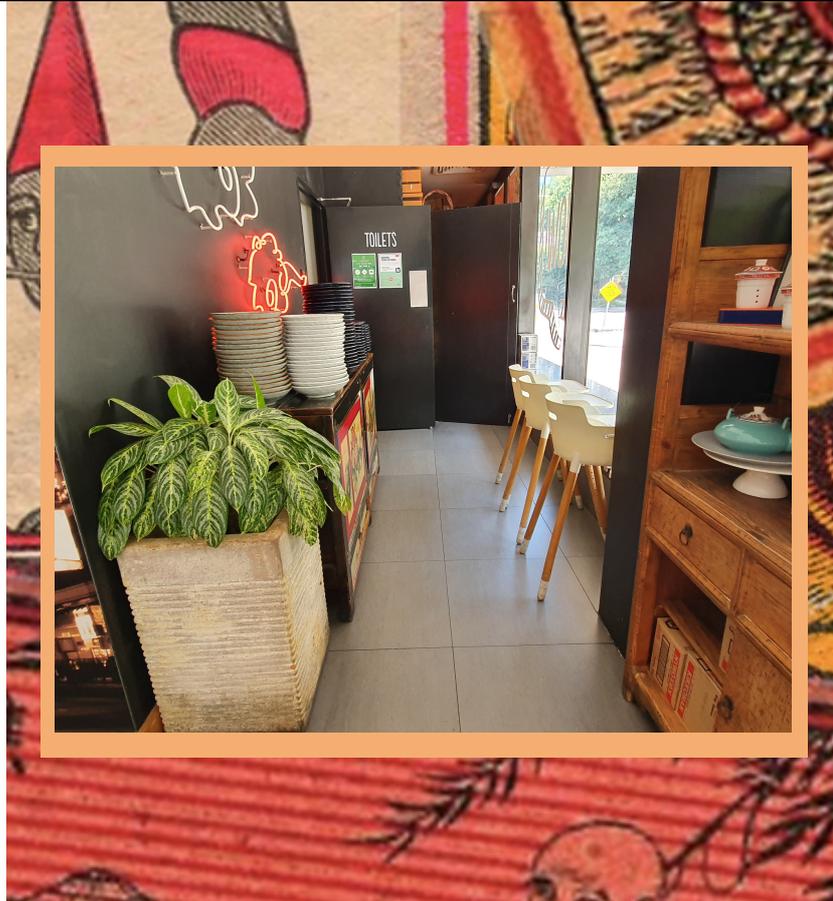
## Clear Floor Space

- There is greater than 1000mm between tables.
- Clear Floor Space of 800 mm by 1300 mm is available, allowing a forward or parallel approach to the tables.



# Toilets

- The toilets are located at the rear of the restaurant.
- Flooring- Tiles
- Wayfinding to the toilets is limited and you may request directions from staff.
- There is one small cubicle and one large cubicle for ladies.
- There is one small cubicle in the men's toilet with an additional urinal.
- The most narrow space to the toilets is 800 mm, however, this can be increased with the removal of the highchairs on request.





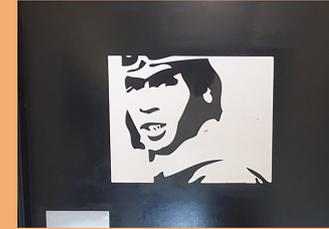
# Toilets



Female:  
Large cubicle



Female:  
Small cubicle



Male:  
Small cubicle and urinal



- The largest of the cubicles is the female toilet.
- There is a threshold lip of 10mm.
- Flooring- Tiles



- The door of the cubicles swings inward to the right when entering.
- The door width is greater than 800 mm
- There is a pull handle to exit the toilet with a height of 1280 mm.
- The toilet lock is a traditional style toilet indicator bolt design at a height of 1170 mm.



# Toilets



- The toilet height is 460 mm
- Clear floor space to the right of the toilet is 260mm and to the left is 630 mm. there are no rails in place.



- The basin is located in the cubicle with a lever action tap at a height of 865mm.
- The hand dryer beside the basin is at 950mm.
- There is a paper towel dispenser at 1420mm and a hand dryer at 950 mm.
- There is restricted knee and foot clearance under the basin.



- Lighting in the cubicles and hand washing areas is automatic



# Communication



## External Wayfinding

- The venue is identified with a large red sign at the front of the restaurant, as well as signage on the windows.

## Internal Wayfinding

- Signage on a door at the rear of the restaurant indicates the location of the toilets.
- The sign has high contrast and is positioned at a height of 1830mm



## Menus

- The drinks and food menus are provided in written format
- Staff are available to read out all menus to assist with any access requirements.
- "Specials of the Day' are indicated on a blackboard.



# Sounds



## Bar

Typical sounds from the bar include sounds from glasses, bottles and cocktail shakers.



## Music

There is background music at all times, however, this can be adjusted on request.



## Customers

The volume of sound from customers will depend on the number attending the event. The quietest area of the venue is typically the space indoors with the low tables.



## Kitchen

The kitchen is behind closed doors and sounds from the kitchen are limited in the restaurant area.





# Scents



## Food

The main scents you will experience will be from the food served.



## Hand wash

Mildly scented hand wash is located in the bathrooms.



## Air freshener

Air Freshener may be used on occasion.





# Lighting



## Indoors

- Both indoor dining areas are well-lit in the day.
- In the evening the indoor area has lower lighting in most areas. The lighting of 100 lux is available in some areas according to the positioning of tables under lights.



## Outdoors

- During the day the outdoor space is lit with natural lighting only.
- In the evening, the tables with the brightest lighting of up to 100 lux border the walkway.



# 🍴🍽️ Dietary Requirements

We can cater for most dietary requirements on arrival. Please advise us of any specific allergies so that we can do our best to keep you safe.



Dairy Free Options



Gluten Free Options



Vegetarian Options



Vegan Options



Egg Free Options



Nut Free Options



Shellfish Free Options



Fish Free Options





# Service



## Peak Periods

- During the Dry season the peak periods are Friday, Saturday and Sunday during the lunch rush between 12:30- 1:30 and the dinner rush at 6:30- 8 pm.
- If you would like to attend in a quieter period it is advised to contact the restaurant to for further information



## Table Service

- Table service is provided and payment can be made at the tables using cash or card.





This Accessibility Guide was designed and developed in collaboration with Flare Access Pty Ltd. For feedback on the Guide please contact Chow.

Please note that these guides were developed using observations during the Dry season, information such as peak periods, noise levels and entrance set up may vary in the Wet Season.

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