

# ATIC Accessibility

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**To support the accessible community  
in making informed travel decisions  
for their individual needs**



This report prepared for:

Business name:	Adelaide Zoo
Address:	Adelaide Zoo, Frome Rd
Town:	Adelaide
Date:	2024-04-30 14:18

## ATIC Accessibility

The following pages provides travellers with information on the businesses facilities and amenities which aims to support the traveller to make an informed decision on whether the business is suitable for their individual needs.

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# OVERVIEW

## Business Overview

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The business has the following products/services available

- Attraction
- Food and Drink

Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- Limited mobility
- Wheelchairs or mobility scooters
- Food allergies or intolerances
- Cognitive or people on the Autism Spectrum

## Bookings

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The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our forms have high contrast boxes and submit boxes
- Staff have undergone disability awareness and training

Not possible due to Volume of guests. Those participating in Animal Experience do receive extra information regarding emergency procedures and receive an explanation from our Keepers and experience hosts.

## Communications

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- Our business offers the following alternative communication methods
- Plain English
- There is easy to read signage and information (e.g. menus and emergency information)

## Other Information

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- The business accepts the companion card

## Guide Dog and Service Animals

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- The business provides a secure area with shade and water for service animals
- The business provides a toilet area for service animals
- Bowls, bedding, etc. are provided for service animals

The business provides the following services for services animals: On request we can now accept service animals onsite at Adelaide Zoo, a first in our history.

# GENERAL

## Pre-arrival, arrival and reception

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The business has the following in place to support guests during pre-arrival, arrival and reception

- There is a reception/public entryway.
- Seating available at reception
- A lower counter at reception/ticket office
- A clipboard to allow check-in/ticket purchase whilst seated
- A tablet with text to voice or pen and paper at reception to aid in communication
- Lighting in the reception area is even and glare free
- Information and maps are available in written form
- A step free map/guide
- A familiarisation tour

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: Mobile hand scanners can be used to allow for express entry. A separate, wider and low sensory entrance can be used to give entry when required.

- In addition, the following further information can assist guests:

Please contact us at [information@zoossa.com.au](mailto:information@zoossa.com.au) to confirm your accessibility requirements.

## Cognitive Impairment Support

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- A "social script" guide to your premises or attraction describing the sights, sounds and smells to aid parents/carers prepare visitors in advance
- The 'social script' is available in word and other editable formats
- Quiet periods or early opening times for people on the Autism Spectrum

## Car Park and Access amenities

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The business has the following Car Park and Access amenities

- A drop off zone
- Designated disabled parking bays
- Level or ramped access from the car park to the entrance
- The accessible entrance is clearly signed from the parking bay
- The public transport services available are:

Closest Train Station - Adelaide Central Station (Step free access the entire way). Bus stop 50meters from the main entrance on Frome Road. Free bus 98c can be caught here and loops via North Adelaide to CBD - further details available on the Adelaide Metro website.

- Kerb ramps are in place where a pavement or walkway needs to be crossed

## Entry

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The business has the following amenities/systems in place for entry

- A drop off point close to the entrance
- A path of access to the building is slip resistance and even
- A path of access to the building is clear of obstruction
- Self opening entry doors or fitted with a self closer
- Glass doors are fitted with a visual sighting strip
- Door jams/doors are of a contrasting colour to surrounding walls
- Signage is written in a contrasting colour
- The entry door is a minimum of 850mm wide
- The entry door has self opening or a light opening pressure (for manual operations)
- The entrance sill is less than 13mm
- There a clear space of at least 1500mm x 1500mm in front of all doors.
- The entrance door mats have a thickness less than 13mm and a width of 7500mm or greater
- In addition, the following further information can assist guests:

There is one lift located near the Variety Children's Zoo. This lift requires you to input a code 5000# in order for it to operate. This lift will take you to the higher level of the play area, to access the aerial platforms.

## Internal Spaces

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- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- Floors, walls, counters and furniture are of contrasting colours
- Tableware/glassware contrast with the table surface or table cloth
- Floor surfaces are hard or short pile carpet
- Seating is available for guests unable to stand for long periods
- Accessible facilities are clearly signed and visible from all areas
- All corridors greater than 900mm

## Public areas

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The public areas have the following amenities in place

- Even lighting
- Seating

## Displays, exhibits, commentary and live performances

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For displays, exhibits, commentary and live performances the following amenities are in place

- Seating
- Wheelchair accessible spaces/seating
- A written transcript where audio description is provided i.e. display commentary, tour commentary
- In addition, the following further information can assist guests:

Audio Transcripts are available on request, please see the information counter for assistance.

## External Paths

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External paths of travel have the following amenities are in place

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)
- Paths or slopes longer than 15 metres have resting places or seats
- Pathways are wider than 900mm
- Any paths having steps are clearly identified as non-wheelchair accessible
- Step free routes clearly signed
- In addition, the following further information can assist guests:

Signage will indicate step free routes to access all areas of the Zoo.

## Steps

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Steps have the following amenities are in place

- There are steps.
- All steps or staircases have enclosed risers
- The underside of all staircases are enclosed or protected to a height of at least 2 metres
- Handrails fitted to all open sets of steps



- In addition, the following further information can assist guests:

Step free access is available via alternate pathways that provide a gradual decline to the desired area, indicated by appropriate signage.

## Ramps

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Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- Hand rails are fitted
- Long ramps (more than 10m) are 1:20 or less
- Ramps have a raised edge of at least 100mm

## Public Toilets/Adult change facilities

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Public Toilets/Adult change facilities have the following amenities are in place

- There is an accessible toilet for public use
- The door is at least 850mm wide
- There is a minimum of 850mm beside the toilet
- Handrails are fitted
- The toilet seat is 460mm above the floor
- ❖ There is 120cm mm of clear space in front of the toilet
- The toilet seat of a contrasting colour to the floor
- The toilet seat is 460mm above the floor
- There is a registered changing places facility
- ❖ There is a 'Changing Place' within 2.5 x 2.5 Meters of our business

# ATTRACTIONS

## Attractions Basics

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- A park map is available here:

<https://www.adelaidezoo.com.au/visitor-information/#map-of-the-zoo>

## Zoos and Wildlife Parks

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- Guide and service dogs are welcome **upon application only**

Guide and service animals should observe the following rules: Assistance Animals We are excited to be on our journey to welcome Assistance Animals! We have partnered with accredited training body See Differently to create a program that provides the positive animal welfare for both the assistance and the zoo animal, please click through to find more information on the project. In this first step, we are pleased to welcome trained See Differently assistance dogs onsite between the hours of 10.30am – 3pm. If you are the handler of an assistance dog accredited by a different institution, we are seeking additional feedback and people to work with so we can support everyone (and every animal) to have the most rewarding and safest interactions. As we continue to learn and grow, we welcome feedback to guide this program to be the most useful for the most people, and look forward to working with additional organisations. To assist you with your visit, please view the guide and complete the application form.

<https://www.adelaidezoo.com.au/assistanceanimalapplication/>

- A secure area with shade and water for service dogs is available
- Displays have glass or mesh viewing panels for children or people seated in wheelchairs
- Signage is positioned between 800mm and 1200mm above the ground

The following alternative information sources are available: Written guides available on request from the Info Hut, and species specific signage on all habitats is standard.

- Seating is provided at regular intervals
- Aviaries and other enclosures provide level access
- Airlocks provide sufficient room for a wheelchair

Image(s)



Adelaide Zoo - Animal Habitat Glass



Adelaide Zoo - CafeOutside



Adelaide Zoo - Fig Tree Cafe Outside



Adelaide Zoo - Mesh Habitat Birds



Adelaide Zoo - Playground Removable seating



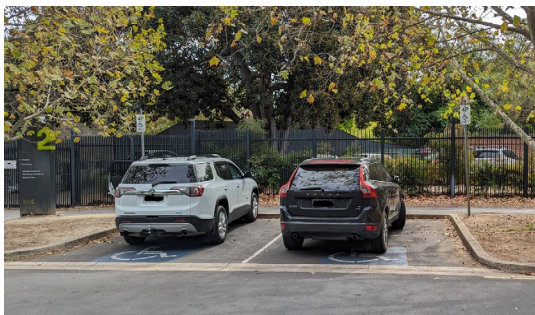
Adelaide Zoo - Rotunda Pathways



Adelaide Zoo - Step Free Access 2



Adelaide Zoo - Step Free Access





## Adelaide Zoo Accessible Parking Spots



Adelaide Zoo Exit Retail

# COMMON AREAS

## Play Spaces

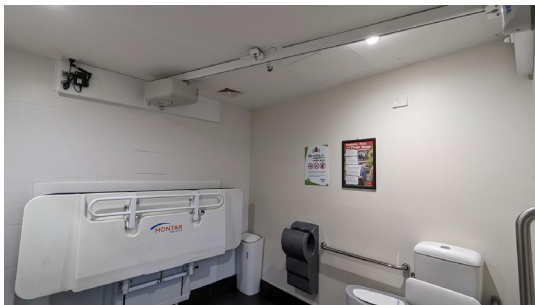
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- Level access is provided to play spaces
- Ramps provided are at least 25% of elevated sections of the play space
- The surface of the play space is of a composite or rubberized material
- There wheelchair accessible activities
- The play space contains a communication board
- The play space contains tactile play panels or activities
- The space contain colour contrasting elements
- Seating is provided in or around the play space

### Image(s)



Adelaide Zoo - Accessible Toilet



Adelaide Zoo - Changes Places Facility



Adelaide Zoo - Lift to Top of Playground



Adelaide Zoo - Playground Removable seetings



Adelaide Zoo - Trampoline Playground

# FOOD AND DRINK

## Dining Spaces

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The dining spaces have the following facilities/amenities in place

- The entrance has level access
- The doorway is at least 850mm wide
- There is level access through the dining area
- Chairs are moveable to allow for wheelchairs to be seated at the tables
- All glass doors and full height windows have contrast markings
- There are areas of full lighting
- There are Plain English menus
- There is an accessible toilet

Our business caters for the following dietary requirements

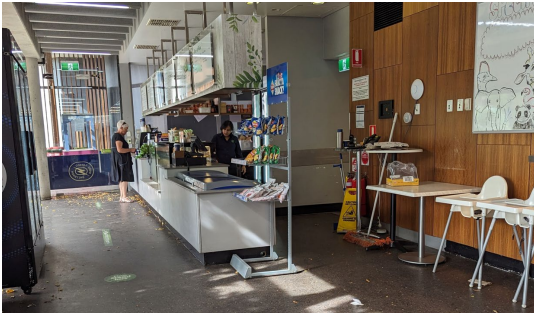
- Sugar free (diabetic)
- Gluten free (celiac)
- Lactose free (dairy free)
- Low fat and fibre with no gastric content
- Nut free
- Additive free
- Organic
- Vegetarian
- Vegan
- Kosher
- Halal
- ❖ There are procedures in place to avoid cross-contamination of food products

## Food and Beverage Image(s)





Adelaide Zoo - CafeFigTreeOutside



Adelaide Zoo - CafeWisterialInside



Adelaide Zoo - CafeWisteriaOutside

## Report Disclaimer

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Please note that this business report, provided as a result of the use of the diagnostic assessment, is for information purposes only.

Australian Tourism Industry Council (ATIC) cannot guarantee the accuracy of respondent's answers, or that they are fully representative of your business. Therefore, ATIC does not warrant or guarantee any particular outcome in respect of your businesses self-assessment.

This report is intended as guidance only for your business and should not be relied on for future marketing considerations. ATIC recommends that you seek your own independent advice as well as the results from the diagnostic.

Links to external web sites are inserted for convenience and do not constitute endorsement of material at those sites, or any associated organisation, product or service.

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