

# 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: Monarto Safari Park

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Address: 63 Monarto Road

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Town: Monarto

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Date: 2023-06-16 15:18

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# 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

The business has the following products/services available

- Tour/Transport
- 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

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Web portal
- Staff have undergone disability awareness and training
- The business has an emergency management and evacuation plan for guests with a disability
- Our website meets WCAG 2.0 accessibility standards
- The business accepts the companion card
- The business provides the following services for services animals Due to Bio-security issues Guide Dog and Service Animals cannot be brought onto the Site.

## Images

### **Service Animals**

Unfortunately we are unable to allow assistance animals at Monarto Safari Park due to animal management and biosecurity quarantine requirements.

Temporary accommodation for accredited assistance dogs can be provided; however, advanced notice is preferred and it is recommended leaving service animals at home.

## GENERAL

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

- Advertising material, web sites and social media contain information relating to phone numbers available for non-voice communication e: Text, SMS, email and fax
- Documents in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- 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
- A key to any accessible facilities that are locked
- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

- Emergency and evacuation procedures are explained on arrival
- The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: Monarto Safari Park is an iconic experience, offering a range of experiences for all visitors to enjoy. We understand that accessibility requirements are different for everyone, so we encourage to you make contact with our team if you require further information or special assistance: please give our team a call on (08) 8534 4100 or email us via [information@zoossa.com.au](mailto:information@zoossa.com.au)
- Please see a dedicated page to accessibility on our website here: <https://www.monartosafari.com.au/accessibility/>

### 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
- Kerb ramps are in place where a pavement or walkway needs to be crossed
- Accessible car parks are clearly marked and located closest to the main entrance tunnel.

### 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
- 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
- The entrance door mats have a thickness less than 13mm and a width of 7500mm or greater

## The lifts have the following amenities in place

- The lifts have the following amenities in place
- In addition, the following further information can assist guests:
  - One lift is located in the main Visitor Centre, which provides access from the lower level heart space, to the upper level (1 floor) Viewing platform and Exhibition Space (Toilets also upstairs).

## The internal spaces have the following amenities in place

- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- Floors, walls, counters and furniture are of contrasting colours
- 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

## The public areas have the following amenities in place

- Even lighting
- Seating

## 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

## External paths of travel have the following amenities 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
- There 3 successive steps or less on any path or at any doorway
- Any paths having steps are clearly identified as non-wheelchair accessible
- Step free routes clearly signed
- Walking tracks: The walking tracks around Monarto Safari Park do not utilise stairs however, the surface is compacted limestone and may not be suitable for unassisted use by visitors in wheelchairs.
- Suggested tracks for wheelchair and mobility aid users include:

Cheetah Track – Visitor Centre to Cheetah, 1.84km. Relatively flat and consistent width; crosses multiple roads; passes through shaded scrub and open plains.

Windana Track – Windana (lions viewing platform) to Visitor Centre, 650m. Relatively flat and consistent width; one road crossing; minimal shade along track.

- Please ask our Information Desk staff for further information regarding the condition of individual tracks.

## Steps have the following amenities in place

- There are steps.
- Top and bottom steps are easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators)
- Handrails fitted to all open sets of steps
- Handrails extend 300mm beyond the top and bottom step
- The entire park is navigable using step free routes. Where more than 3 steps are present there is a ramp or lift available for use.



## Ramps have the following amenities 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
- Temporary ramps are available to get on and off the buses but are removed when the doors close and are in motion.

## Public Toilets/Adult change facilities have the following amenities 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 2200 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 Location is at the Main Visitors Centre of our business
- Ramps have either a raised edge, bar or fully enclosed fence.

# TOUR OPERATORS

The tour/transport services have the following facilities/amenities in place

- Busses/Coaches
- 3 Monarto. 1 x Link + Extras depending on the day vehicles have wheelchair lifts or ramps
- 6 in total + 1 LinkSA Bus has low floor vehicles have low floors with ramped entry
- The maximum wheelchair capacity available in the fleet is 6

## Route Planning

- The tour route includes stops with accessible toilet facilities
- No buses have toilets on board
- Lunch stop venues are accessible
- Sightseeing and photo opportunity stops are step free
- Walking Tours
- Operated on a step free route
- Multi-paced to account for slower walkers

## Images



Coach Drop Off **Error! Bookmark not defined.**



Coach Loading Ramp **Error! Bookmark not defined.**

## AMMENITIES

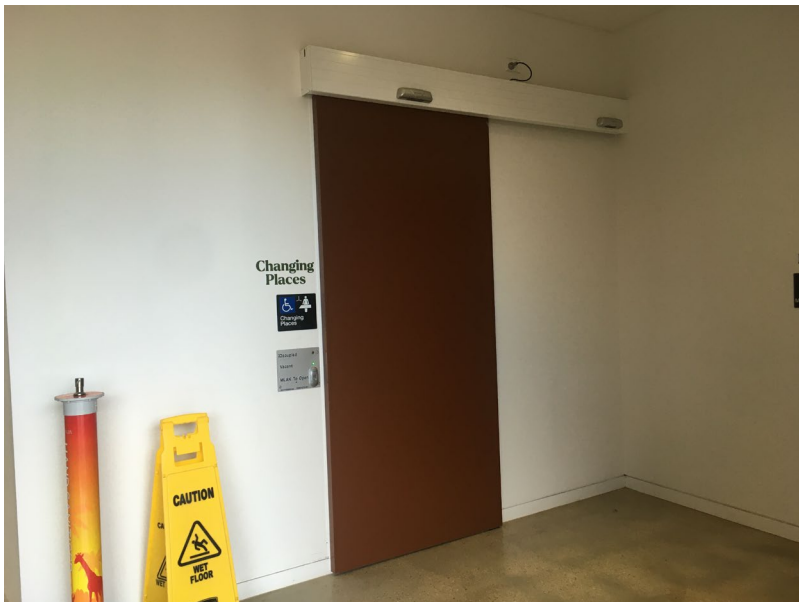
### Images



Accessible Toilet **Error! Bookmark not defined.**



Café movable furniture **Error! Bookmark not defined.**



Changing Places Bathroom **Error! Bookmark not defined.**



Heart Space Seating **Error! Bookmark not defined.**



Inside Gift Shop **Error! Bookmark not defined.**



Lift instruction **Error! Bookmark not defined.**



Main entrance tunnel **Error! Bookmark not defined.**



Mesh Viewing Panels **Error! Bookmark not defined.**



Ramped Access



Stairs Rails **Error! Bookmark not defined.**

**Error! Bookmark not defined.**



Stairs – Lift Available **Error! Bookmark not defined.**





Ticket Counter Reduced Height **Error! Bookmark not defined.**

- A park map is available here:
- <https://www.monartosafari.com.au/visitor-information/#map-of-the-safari-park>

## Zoos and Wildlife Parks

- Displays have glass or mesh viewing panels for children or people seated in wheelchairs
- Signage is positioned between 800mm and 1200mm above the ground
- Signage is in a font larger than 18 point
- Signage and information provide pictorial information
- The following alternative information sources are available: Digital and Physical maps available and signage boards onsite.
- Seating is provided at regular intervals
- Aviaries and other enclosures provide level access
- Airlocks provide sufficient room for a wheelchair
- Tour vehicles are available
- Tour vehicles have a wheelchair lift or ramp

# THE FOLLOWING COMMON SPACE FACILITIES/AMENITIES ARE IN PLACE

## Play Spaces

- 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 tactile play panels or activities
- Seating is provided in or around the play space

## Images



Water Play - Composite **Error! Bookmark not defined.**



Misting Tunnels Composite **Error! Bookmark not defined.**



Play Ground Seating **Error! Bookmark not defined.**

## Images

## FOOD AND DRINK

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
- There are areas of full lighting
- There is an accessible toilet

Our business caters for the following dietary requirements

- Sugar free (diabetic)
- Gluten free (celiac)
- Lactose free (dairy free)
- Nut free
- Vegetarian
- Vegan
- Kosher
- Halal
- There are procedures in place to avoid cross-contamination of food products

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## **Report Disclaimer**

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.

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