ATIC Accessibility

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

This report prepared for:

Business name:	Monarto Safari Park
Address:	63 Monarto Road
Town:	Monarto
Contact Email:	information@zoossa.com.au
Website:	www.monartosafari.com.au

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

Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Staff have undergone disability awareness and training

Emergency Management

- Emergency and evacuation procedures are explained on arrival
- There are Audible device/s to alert occupants to evacuate with instructions on how to evacuate.
- There are visual device/s to alert occupants to evacuate.
- Exit signs are clear and easy to see
- Exit access is free and clear at all times

We ensure exit access is free and clear at all times by:

The main entry gate to the park remains open during operating hours of 9am - 5pm.

- Exits and access to exists are greater than 900mm
- Exit doors are able to be opened by all occupants
- Exits to the emergency evacuation point does not include stairways
- The evacuation point is clearly marked by a sign

The business identifies guests who need additional assistance should an emergency occur by:

Guests who require additional assistance should make themselves known to staff. People who have limited mobility, or are in a wheelchair, will have been flagged in booking notes.

The procedure for assisting guests who need assisted rescue is:

We have comprehensive emergency and evacuation plans for a wide range of scenarios, and guests should follow all direction and instruction provided by Zoos SA staff.

- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

Communications

- An accessibility guide is available on the website

https://www.monartosafari.com.au/accessibility/

- Our website meets WCAG 2.0 accessibility standards

Other Information

- For bookings made onsite, the ticket booth/counter/box office is accessible for people using a wheelchair

- The business accepts the companion card

Guide Dog and Service Animals

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.

GENERAL

Pre-arrival, arrival and reception

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
- Advertising material, web sites and social media contain information relating to phone numbers available for non-voice communication e: Text, SMS, email and fax
- A key to any accessible facilities that are locked
- In addition, the following further information can assist guests:

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

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

Please see a dedicated page to accessibility on our website here:
https://www.monartosafari.com.au/accessibility/

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- A "social script" guide to your premises or attraction describing the sights, sounds and smells to aid parents/carers prepare visitors in advance

Car Park and Access amenities

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

Accessible car parks are clearly marked and located closest to the main entrance tunnel.

Entry

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
- 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

Lifts

- Premises has lifts
- 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).

Internal Spaces

- 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

Public areas

The public areas have the following amenities in place

- Even lighting
- Seating

Displays, exhibits, commentary and live performances

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

External paths of travel

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

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

Steps

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

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

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

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

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

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
- The toilet seat of a contrasting colour to the floor
- The toilet seat is460mm 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
- In addition, the following further information can assist guests:

Ramps have either a raised edge, bar or fully enclosed fence.

TOUR OPERATORS

Tour/Transport Services

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

- Buses/Coaches
- 4 Monarto buses. 7 Monarto Safari Trucks. 1 x permanent LinkSA Bus + up to 7 more depending on the day and visitor numbers. vehicles have wheelchair lifts or ramps
- Daily - 4 Monarto buses and 1 x permanent LinkSA bus. vehicles have low floors with ramped entry

The maximum wheelchair capacity available in the fleet is:

For the daily Zu-loop, 10 spaces (Monarto Buses + 1 LinkSA). Additionally for experiences, each Safari Truck can accommodate 2 wheelchairs each. The Variety Safari truck has been specially designed to accommodate 5 wheelchairs.

Route Planning

- Route Planning
- The tour route includes stops with accessible toilet facilities
- In addition, the following further information can assist guests:

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

Image(s)



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ATTRACTIONS

Attractions Basics

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

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

COMMON AREAS

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
- The space contain colour contrasting elements
- Seating is provided in or around the play space
- In addition, the following further information can assist guests:

The playground in our new Elephants of Asia visitor precinct features a wheelchair accessible carousel.

FOOD AND DRINK

Dining Spaces

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

All catering services are provided by and contracted to the Adelaide Oval. See more details here - https://www.adelaideoval.com.au/functions/

ADVENTURE ACTIVITIES

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

Lions 360 is a fully accessible experience. Arrival at Visitor Centre, Check-in Counter, Transport to and from, and access into the Lion360 Dome is all wheelchair accessible.

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

Wheelchair accessible Bus.

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

Other experiences are available to those with limited mobility, but we are working on receiving a fleet of Accessible vehicles to grant access to more animal experiences.

EVENTS

Events

Events have the following facilities/amenities in place

- We cater for a range of seating and viewing options
- We cater for varying group sizes
- Our event can be booked from the main web site
- Intra venue transport is wheelchair accessible
- Accessible public transport is detailed in the event information
- The event map shows accessible facilities
- The event map shows accessible public transport points
- A step free route is shown

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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