



Elliott Avenue  
Parkville, Victoria, 3052  
Phone 1300 966 784 (Zoos Victoria)

Updated December 2024 V1

# Access Key

A customised accessibility guide

MELBOURNE  
**ZOO**

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## Glossary

**Actively supervise** - Parents and carers must have their children within eyesight at all times.

**AFFL** - Above finished floor level.

**Changing Places** - A facility for people who cannot use standard accessible toilets. They provide extra features and more space to meet the needs of people with disabilities or additional requirements.

**Members** - A person who has paid for membership to attend and use the facilities.

**MLAK** - Master Locksmiths Access Key (MLAK) allows people with a disability to access a Changing Places facility.

**TGSI** - Tactile ground surface indicators. Tactile means using your touch to feel and understand things around you. Tactile ground surface indicators help people who have trouble seeing or who are unable to see things clearly. TGSI are often found on footpaths, stairs and train station platforms.

# Guidelines

Thank you for choosing to use an Access Key for Melbourne Zoo.

For your Access Key to be successful, we recommend you follow these guidelines:

- Access Keys preferably to be obtained two weeks in advance of visit.
- Access Keys to be read calmly and confidently in an environment free of distractions.
- An adult/carer is to read the Access Key with the participant as often as required, to ensure the participant understands the Access Key.
- Help the participant comprehend the key points of the Access Key, consistently monitoring for level of understanding.
- If using the Access Key as a reflective tool, enjoy the pivotal link between experience and recall after the visit has taken place.
- Once the visit has taken place, revisit the Access Key to celebrate success.
- Accessibility information is located on page [71](#).
- Safety information is located on page [72](#).

Zoos Victoria hereby acknowledges the support and assistance provided by [Access Ability Australia](#) in helping to prepare the Melbourne Zoo Access Key.

We express our sincere appreciation to Access Ability Australia for their pivotal role in assisting Zoo Victoria to highlight its commitment to accessibility and inclusion through this comprehensive guide. Their expertise and support have played a vital role in ensuring that Melbourne Zoo is welcoming to all individuals in our community.



# Did you know?

Melbourne Zoo is operated by [Zoos Victoria](#) and governed by the Zoological Parks and Gardens Board.

For a fee paid monthly or annually, you can become a [Member of Zoos Victoria](#).

It is recommended that all non-members pre-book their Melbourne Zoo entry tickets [online](#).

Children aged under 16 receive free entry to Melbourne Zoo on weekends, Victorian public holidays and Victorian Government school holidays. All child tickets must be pre-booked, even when entering Melbourne Zoo on a day when children visit for free.

We have many [animals and habitats](#) for you to explore.

The Melbourne Zoo map is available [online](#).

See our [website](#) for upcoming events and zoo experiences.

We offer exclusive tours and [animal encounters](#).

We offer [Keeper Talks](#) throughout the day.

We have a range of indoor and outdoor [function spaces](#) available, as well as spaces for [children's birthday parties](#).

See our website for [school programs](#) on offer.

Learn about Zoos Victoria commitment to [fighting wildlife extinction](#).

Follow Zoos Victoria on [Facebook](#), [Instagram](#), [YouTube](#) and [Twitter](#).

Have your say by emailing us at [contact@zoo.org.au](mailto:contact@zoo.org.au) or call us on 1300 966 784.



## Acknowledgement of Country

Zoos Victoria acknowledges and respects the Traditional Owners as the original custodians of the land and waters, their ability to care for Country, and deep spiritual connection to it. We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.



# Getting there



Melbourne Zoo is located at Elliott Avenue, Parkville.

See [Google Maps](#).

## Bus

The nearest bus stop is on Poplar Road, 750 metres to the Rail Gate entrance. Bus route 505 will get you there.

## Train

The nearest station is Royal Park Station, across the road from the Rail Gate entrance to Melbourne Zoo.

V/Line trains run from many rural destinations into Melbourne Central Business District. The Upfield train line will get you there.

## Tram

The nearest tram stop is at Stop 26, directly outside the Rail Gate entrance. Route 58 between West Coburg and Toorak will get you there.

For further information on how to get to Melbourne Zoo please visit Melbourne Zoo [website](#) or [Public Transport Victoria](#).

# Parking

The most convenient parking for Melbourne Zoo is within designated carparks onsite.

There are two main carparking areas; Elliot Avenue carpark and Rail Gate carpark.

Parking attendants may be onsite during busy times. Please follow parking attendant instructions.

Overflow carparking may be available along Elliott Avenue and Poplar Road.

There is local street parking on the Avenue and Royal Parade.

There is a bus drop off zone at the main entry gates and all-day bus parking at the Rail Gate side of the zoo (except school and public holidays, where it is open to all vehicles).

For more information, please see our parking map on our [website](#).



## Elliott Avenue Carpark

Location: at main entrance.

There is:

- nine accessible parking bays to the left of the zoo, 75 metres from the main entry gates
- three accessible parking bays to the right of the zoo, 20 metres from the main entry gates
- general parking with restrictions. Visitors with a category 1 disability permit have no restrictions
- bike racks at the front of the entrance.

Note; The pathway from the accessible bays to the main entry gates is an uneven surface of gravel, concrete and paving.



## Rail Gate Carpark

Location: Poplar Road.

There is:

- five accessible parking bays, 50 metres from the Rail Gate entry with flat access
- general parking with restrictions. Visitors with a category 1 disability permit have no restrictions
- bike racks at the front of the entrance.



# Entry

We are open every day of the year from 9am to 5pm (last entry at 3:30pm).

Staff are available to provide assistance with any enquiries, bookings, assist with payments or to provide directions.

There are two entrances.

At each entrance there are two different queuing pathways. One path is for zoo members and the other pathway is for casual visitors. Members can display their membership card on their smartphones and scan it at the ticket box.

Casual visitors are directed to a staffed ticket counter.



## Main Entrance

Location: Elliot Avenue.

The casual visitor counter has a height of 1170mm AFFL.

There is an information booth counter. This counter has a height of 1150mm AFFL.

Visitors can scan the QR code for an online map of the zoo.

There are bench seats with backrests and an undercover area.



## Rail Gate Entrance

Location: Poplar Road. This is the most convenient entrance from the train station, bus stop and tram stop.

The casual visitor counter has a height of 1150mm AFFL.

There are two information booths counters. Both counters have a height of 1110mm AFFL. Visitors can scan the QR code for an online map of the zoo.

There are bench seats with backrests and an undercover area.

## Zoo Exits, Elliot Avenue and Poplar Road

Exit is a through revolving gate with an 850mm to 1000mm clearance to pass through.

# Staff



Staff and volunteers at Melbourne Zoo wear lanyards and name tags. They also carry a radio.

There are a variety of uniforms that staff and volunteers wear including khaki-coloured clothing, wildlife campaign t-shirts and green vests or jumpers.



# Main trail

The Main Trail connects to both the main entry gate and Rail Gate entry.

## Includes:

- Keeper Kids
- Giraffes
- Hamadryas Baboon
- Nyala
- Collared Peccary
- Platypus
- Picnic Pavilions 1-6
- Changing Places
- Four sets of public toilets.

# Sensory Guide

A sensory guide helps people understand what they might feel, hear, see and smell.

It's useful for people who are sensitive to sensory experiences, such as those with autism or sensory processing disorder.

This guide can be helpful in dealing with new or challenging situations.

## On the Main Trail, I might:

### Feel

- Change in ground surface
- Cool air (Platypus habitat)
- Flying insects
- Heating/Cooling
- Shared personal space
- Weather

### Smell

- Air Freshener (toilets)
- Animals
- Bathroom smells (toilets)
- Disinfectants (toilets)
- Nature
- Sunscreen
- Tanbark

### Hear

- Amplified voices
- Animals
- Announcements
- Birds
- Buggy vehicles
- Children playing
- Echo
- Fan (toilets)
- Flying insects
- Hand dryer (toilets)
- Heating/Cooling
- Interactive activities
- Nature
- Toilet flushing (toilets)
- Water running (toilets)

### See

- Animal movement
- Birds
- Bright lights (toilets)
- Buggy vehicles
- Dark lighting (Platypus)
- Flying insects
- Glare
- Mirror/Reflection (toilets)
- Movement of people
- Movement of shade sails
- Nature
- Zoo staff on push bikes





# Keeper Kids

Keeper Kids is a place for children aged 0 to 8 years to enjoy a range of activities. All activities promote learning through storytelling, craft and play.

Activities are held weekdays during the school term. Please see our [website](#) for more information.

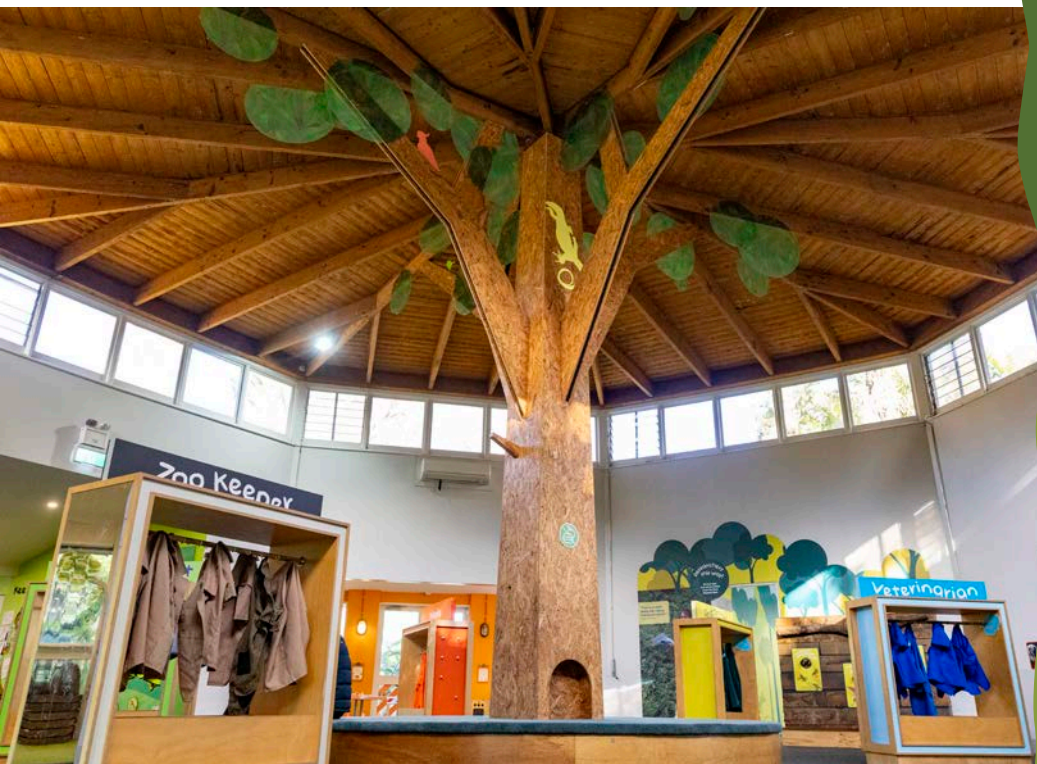
Keeper Kids activities are also available [online](#) to try from home.

## Entry and Exit Summary:

- manual door. Pull to open. Width 1800mm
- plastic strip curtains in doorway.

## Inside:

- play areas and rooms with a range of activities
- interactive educational activities on walls
- display cabinets with dress-ups for children
- view to birds, Victorian Grassland Earless Dragons and Southern Corroboree Frogs
- large wooden tree in the middle of the room with seating around the bottom
- wooden statues
- pram parking.





# Keeper Kids

## Accessible Toilet

There is an accessible toilet inside the Keeper Kids building.

## Location

Past the entry doors, to the left.

## Includes:

- open entry to toilet area with a 950mm space for you to pass through
- second open entry to toilet area with a 980mm space for you to pass through
- one all genders, accessible toilet with sensor lighting
- manual door that you push open with an 850mm space for you to pass through
- twist lock at 890mm AFFL
- grab bars to the left and behind toilet
- colour contrast toilet seat at 480mm AFFL with left hand transfer
- back support behind toilet seat
- sink height 840mm AFFL, with twist tap 1050mm AFFL
- sharps unit
- separate all genders toilet
- separate baby change area.





# Giraffe

The Giraffe is a large animal with golden fur with brown and reddish spots. It has a short body, but very long neck. The Giraffe also has small horns on top of its head and long eyelashes.



### Viewing Summary

The Giraffe is viewed outdoors.

### Habitat Accessibility:

- fence with wooden ledge at 1030mm to 1100mm AFFL
- bench seats with backrests
- viewing area ground surface - concrete and asphalt.

### Habitat Safety:

- wooden decking pathway after giraffe habitat with changing gradient and intermittent TGS.



# Hamadryas Baboon

Hamadryas Baboons are monkeys with big, funny faces.

### Viewing Summary:

The Hamadryas Baboon is viewed outdoors, behind a glass window. This area is undercover. Some of the viewing area includes a metal handrail.



### Habitat Accessibility:

- seats with no backrests in viewing area
- viewing area ground surface - concrete.



## Nyala

Nyala is a kind of antelope from Africa with beautiful spiral horns and a reddish-brown coat.

### Viewing Summary

The Nyala is viewed outdoors.

### Habitat Accessibility:

- bench seats on the lawn opposite the habitat. There is a gutter that steps up to the lawn
- viewing area ground surface - concrete.



## Collared Peccary

The Collared Peccary are known for their thick fluffy manes, musky-smelling scent glands that they mark their territories with scented secretions.

### Viewing Summary

The Collared Peccary is viewed outdoors.

### Habitat Accessibility:

- bench seat with backrests, as well as bench seat without back rest
- viewing area with sealed surface
- viewing area with gravel ground surface has a steep dip, making it difficult for wheelchair users, mobility scooter users and prams to access.





# Platypus



A Platypus is a very special animal that lives in Australia. They have waterproof brown fur, a duck-like bill and webbed feet. They lay eggs!

## Viewing Summary

The Platypus is viewed in a quiet, dark, undercover, cave-like structure, behind a glass window.

## Habitat Accessibility:

- slight slope in entry pathway
- open entry, width 1000mm, plastic strip curtains
- viewing area ground surface - concrete
- small section of viewing area with 2 steps leading to concrete platform
- seat with no backrest outside Platypus habitat.

## Habitat Safety:

- viewing glass window with a handrail and step underneath with yellow edging
- steps to concrete platform with handrail 1 side, yellow edging and no TGS!



# Picnic Pavilions 1-6

There are six picnic pavilions.

Picnic pavilions 1-3 are located next to the Frogs and Reptile area.

Picnic pavilions 4-6 are located close to the Rail Café and Lion Gorge.

## Included:

- undercover shelter
- standing room for up to 50 people
- bench tables
- seats with backrests
- adjoining lawn space.

Picnic pavilions and adjoining lawn spaces are available to hire. Please call us on 1300 966 784 or visit our [website](#) for further information.

## Accessibility Information:

- pavilions accessed over grass and paving
- bench table heights 920mm AFFL
- pavilions 1-6 with picnic tables and attached seats accessed over tanbark
- each pavilion is numbered on a sign.



# Changing Places

There is a dedicated Changing Places/fully accessible toilet and changeroom at Melbourne Zoo. Changing Places toilets have extra features and more space to meet the needs of people with severe and profound disabilities.

## Location

Past the Main Entrance, to the left.

## Includes:

- all genders, fully accessible toilet and adult change facility with artificial lighting
- sliding door. Door clearance 990mm. Push button lock 1100mm AFFL
- cubicle space 3840mm x 3835mm
- retractable grab bars on left and right of toilet
- toilet height 450mm with left- and right-hand transfer
- toilet with backrest
- sink height 830mm AFFL with lever tap 930mm AFFL
- electronically height adjustable table with maximum load 200kg
- HLS Healthcare Hoist with maximum load 200kg
- signage detailing operating instructions for the safe use of the change table and ceiling hoist located next to change table.

Users are required to provide their own sling. Please ensure it is compatible with the hoist. If there is any uncertainty, please do not use hoist.

Changing Places facilities require a Master Locksmiths Access Key to access. Patrons are encouraged to bring their own MLAK keys. If you do not have your own, an MLAK can be ordered from the Master Locksmiths Association of Australasia Ltd by completing the MLAK Order Form. Click [here](#) for more information.

If you do not have access to your own MLAK key, please collect a key from reception.

Reception is located after the Main Entrance, to the left. There is ramped access with a glass automated door that has a 990mm space for you to pass through.



# Toilets

There are four sets of toilets along the Main Trail.

## Set 1

Location: Past the Main Entrance, to the left, next to the Changing Places.

### Includes:

- one all genders, accessible toilet with artificial lighting
- manual door that you pull out with a 790mm space for you to pass through.
- twist lock at 790mm AFFL
- cubicle space 1745mm x 1645mm
- grab bars to the right and behind toilet
- toilet height 430mm AFFL with right hand transfer
- sink height 780mm AFFL with push tap 900mm AFFL
- sharps disposal
- sanitary bin
- baby change area.

Separate men/boys' toilets with sharps disposal and separate women/girls' toilets with sharps disposal and sanitary provisions.

## Set 2

Location: Past the Main Entrance, to the right, near the zoo shop.

### Includes:

- men/boys' toilets with sharps disposal and women/girls' toilets with sharps disposal and sanitary provisions.
- baby change facilities in both toilets.



# Toilets

### Set 3

Location: On the Main Trail, past the playground, on the left.

#### Includes:

- one all genders, accessible toilet with artificial lighting
- manual door that you push open with an 860mm space for you to pass through
- latch lock at 970mm AFFL
- cubicle space 2305mm x 3305mm (toilet and baby area)
- handwash area space 1840mm x 3075mm
- grab bars to the left and behind toilet
- toilet height 460mm AFFL with left hand transfer
- sink height 800mm AFFL with lever tap 900mm AFFL
- baby change area.

Men/boys' toilets with sharps disposal and women/girls' toilets with sharps disposal and sanitary provisions.

### Set 4

Location: Opposite the Rail Gate entry, near the picnic pavilions. Accessible toilets are located within the toilet blocks.

Women/girls' toilets

#### Includes:

- one accessible toilet with artificial lighting
- manual door that you pull out with an 800mm space for you to pass through
- twist lock at 1030mm AFFL
- cubicle space 1630mm x 1980mm
- grab bars to the right and behind toilet
- toilet height 450mm AFFL with right hand transfer
- sink height 800mm AFFL, with knee clearance 670mm AFFL, with lever tap 900mm AFFL
- sharps disposal
- baby change area with change table, sink, feeding space and chair.

Men/boys' toilets

#### Includes:

- one accessible toilet with artificial lighting
- manual door that you pull out with an 780mm space for you to pass through
- twist lock at 1030mm AFFL
- cubicle space 1520mm x 1980mm
- grab bars to the right and behind toilet
- toilet height 450mm AFFL with right hand transfer
- sink height 800mm AFFL, with knee clearance 670mm AFFL, with lever tap 900mm AFFL
- sharps disposal.



## Giraffe Lookout Café



The Giraffe Lookout Cafe is located on the Main Trail next to the giraffes.

This cafe offers a range of hot and cold beverages, sweet and savoury snacks and ice creams. Vegan and low-gluten options are available.

Visitors will be asked to pay using EFTPOS or Credit Card. Cash is not accepted.

### Accessibility Information:

- serving counter height 900mm AFFL
- pram ramp to serving counter
- ramped access to elevated, undercover eating area that looks out over giraffe habitat
- ramp length 8 metres with slight gradient

- outdoor eating area with picnic tables and attached seats
- picnic table heights 740mm AFFL with knee clearance 700mm AFFL
- no wheelchair circulation space between picnic tables
- lookout area with table heights 730mm AFFL with knee clearance 690mm AFFL
- lookout area with seats and backrests
- ground surface of wooden decking and artificial grass.

### Safety Information:

- ramp to elevated eating area with handrails both sides and TGSi.

## Rail Café



The Rail Café is located on the main trail near the Rail Gate entrance.

This café offers a range of hot and cold beverages, sweet and savoury snacks and ice creams.

Vegan and Low-gluten options available. Cashless café.

### Accessibility Information:

- serving counter height 1020mm AFFL
- pickup counter height 1060mm AFFL
- outdoor eating only
- table heights 730mm with knee clearance 690mm
- picnic table heights 740mm AFFL with knee clearance 700mm AFFL.

# Gorilla Rainforest

Head deep into the jungles of Africa to visit many fascinating animals along this trail.

## Includes:

- Lemur
- Western Lowland Gorilla
- Pygmy Hippopotamus
- Tree-top Apes and Monkeys.



# Sensory Guide

## In the Gorilla Rainforest, I might:

### Feel

- Change in ground surface
- Flying insects
- Shade from overhead trees (Gorilla)
- Shared personal space
- Uneven ground surface (Gorilla and Hippopotamus)
- Weather

### Smell

- Animals
- Nature
- Sunscreen
- Tanbark

### Hear

- Animals
- Announcements (Lemur)
- Flying insects
- Nature
- Running water (Gorilla)

### See

- Animal movement
- Dim lighting (Hippopotamus underground viewing area)
- Flying insects
- Glare
- Movement of people
- Nature



## Lemur



A Lemur is a cute and furry animal with rings or stripes on their tail. They have large eyes, a long tail and whiskers.

### Entry and Exit Summary:

- door 1: manual door. Width 960mm
- wait for green light on door, push to open. Leads to small waiting area.
- door 2: manual door. Width 960mm.
- wait for green light on door, push to open.

### Viewing Summary

Lemurs can be viewed outdoors behind wooden palings and ropes in a free-range area where they may cross viewing pathways.

### Habitat Accessibility:

- viewing area ground surface - concrete with mats on some parts of the ground
- bridge with wooden decking and slight gradient
- exit area; ramped, wooden decking, undercover with stools.

### Habitat Safety:

- bridge in viewing area with handrails both sides, no TGS
- exit area ramp with TGS.



## Western Lowland Gorilla



The Western Lowland Gorilla is a big, strong, powerful ape with dark hair.

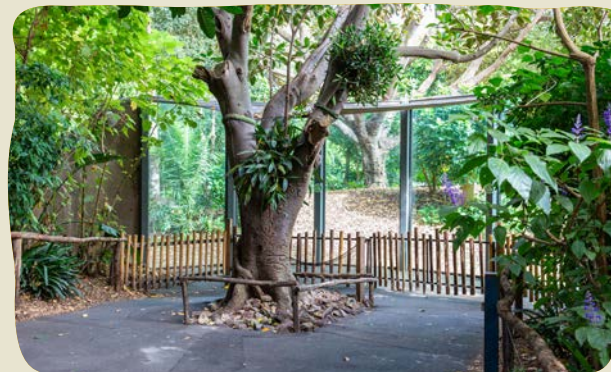
### Viewing Summary

The Western Lowland Gorilla is viewed outdoors behind glass. This area is undercover.

The viewing area includes a play area with stools and interactive information about gorillas. Scan QR code.

### Habitat Accessibility:

- metal fence with ledge at 1020mm AFFL
- viewing area with bench seats with no backrests
- viewing area ground surface - asphalt
- play area with QR code at 1400mm AFFL
- play area accessed over tanbark.



## Pygmy Hippopotamus



The Pygmy Hippopotamus is a small, chubby mammal with short legs and a barrel-shaped body.

### Viewing Summary

The Pygmy Hippopotamus is viewed outdoors.

There is a second viewing area which is undercover. The Pygmy Hippopotamus is viewed through glass in this area.

### Habitat Accessibility:

- viewing area ground surface - asphalt.





# Tree-top Apes and Monkeys

The Tree-top Apes and Monkeys habitat includes the White-cheeked Gibbon, Black-handed Spider Monkey, Black-and-white Colobus and Cotton-top Tamarin.

## Viewing Summary

The Tree-top Apes and Monkeys are viewed outdoors, behind glass. These areas are undercover.

## Habitat Accessibility:

- entry area pathway with gradient
- viewing area ground surface - wooden decking and concrete.



White-cheeked Gibbon



Black-handed Spider Monkey



Black-and -white Colobus



Cotton-top Tamarin





# Trail of the Elephants

Visitors can stroll through tall bamboo to view the many animals along the Trail of the Elephants.

## Includes:

- Asian Small-clawed Otter
- Sumatran Tiger
- Wetlands Aviary
- Rainforest Aviary
- Butterfly House
- Asian Elephant
- Squirrel Monkeys
- Siamang
- Orangutan
- Community Hall
- Lord Howe Island Stick Insect Play-Space
- Forest Harvest Hut
- Toilets.



# Sensory Guide

**On the Trail of the Elephants, I might:**

## Feel

- Change in ground surface
- Flying insects
- Humidity (Butterfly House)
- Shared personal space
- Uneven ground surface
- Warmth (Butterfly House)
- Weather

## Smell

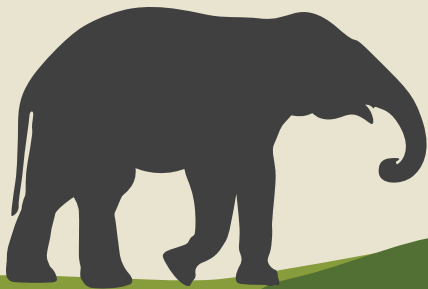
- Air freshener (toilets)
- Animals
- Bathroom smells (toilets)
- Dampness (Butterfly House)
- Disinfectants (toilets)
- Manure
- Nature
- Soil
- Sunscreen

## Hear

- Animals
- Birds
- Children playing
- Fans (toilets)
- Flying insects
- Hand dryer (toilets)
- Interactive screens
- Nature
- Toilet flushing (toilets)
- Water running (toilets and Wetlands Aviary)

## See

- Animal movement
- Birds
- Bright lights (toilets)
- Butterflies fluttering
- Flying insects
- Glare
- Mirror/Reflection (toilet)
- Movement of people
- Nature
- Spinning water (Wetlands Aviary)





## Asian Small-clawed Otter

The Asian Small-clawed Otter is a small, playful mammal with sleek, dark brown fur and short claws.



### Viewing Summary

The Asian Small-clawed Otter is viewed outdoors.

There is a second viewing area where visitors can see the otters swimming underwater. This viewing area is behind glass.

### Habitat Accessibility:

- stone wall guard rail at 1000mm AFFL
- two pathways from the elephant trail to the glass viewing area. Pathway 1 length 9 metres, pathway 2 length 4 metres. Both paths with gradient
- viewing area ground surface - concrete.



## Sumatran Tiger

The Sumatran Tiger is the smallest of all tigers. It has orange fur with black stripes.

### Viewing Summary

The Sumatran Tiger is viewed outdoors, behind glass. This viewing area is undercover.

There is a second viewing area is outdoors, behind vertical bamboo fencing and enclosed barrier.



### Habitat Accessibility:

- first viewing area with ground surface - concrete
- second viewing area ground surface - wooden decking
- second viewing area seating - wooden bench seat.



# Wetland Aviary

The Wetlands Aviary includes free-roaming birds, along with a water wheel that spins water into the lake.

## Viewing Summary

The birds are viewed along parts of the Elephant Trail behind a wooden picket fence.

## Habitat Accessibility:

- wooden picket fence at 840mm AFFL
- viewing area ground surface - concrete
- viewing area with wooden bench seat.



# Rainforest Aviary

The Rainforest Aviary is a walk-through area for visitors.

## Viewing Summary

The Rainforest Aviary is viewed outdoors, undercover, behind glass.

## Habitat Accessibility:

- open entrance, width 1350mm
- small corner seat built into the structure of the viewing area
- viewing area with ground surface - concrete.



# Community Hall

The Community Hall is near the Asian Elephant habitat and before the Butterfly House.

The Community Hall is open to the public as an undercover viewing area to the elephants. A small section of the hall is sometimes closed off for educational sessions.

## Accessibility Information:

- Asian Elephant viewing area with guardrail at 1000mm AFFL
- small bench seat with back and armrests
- viewing area ground surface - wooden decking.





# Butterfly House

The Butterfly House has more than 600 butterflies from approximately 13 different tropical species. The Butterfly House is kept at a warm 27 degrees Celsius, providing the butterflies with the humidity they need.



## Entry and Exit Summary:

- door 1: automated sliding door. Width 900mm
- door 2: with plastic strip curtains. Width 860mm.

## Includes:

- butterflies flying around
- walking pathways with barriers
- benches with backrests
- plants.

Please do not touch the butterflies with your hands.

## Habitat Accessibility:

- entrance pathway length 10 metres with gradient
- viewing area ground surface - brick paving and wooden decking.

## Habitat Safety:

- entrance pathway with handrails both sides
- automatic sliding door with no contrast safety bands.



# Lord Howe Island Stick Insect Playspace

This play-space is located next to the Butterfly House.

## Includes:

- interactive screens on walls
- large rock seats
- stick insect statue
- educational information on walls.

## Accessibility Information:

- play-space undercover
- ground surface - concrete and soft-fall rubber matting
- interactive screens on walls with varying heights between 800mm to 1270mm AFFL.



# Asian Elephant



An Asian Elephant is a large, intelligent mammal with big ears and a long trunk. It has four sturdy legs and a body covered in rough, wrinkled skin.

## Viewing Summary

The Asian Elephant is viewed outside.

## Habitat Accessibility:

- viewing area ground surface - concrete and gravel
- stepped platform for sitting and viewing.

## Habitat Safety:

- stepped viewing platform with no handrails or TGS!



# Squirrel Monkeys



Squirrel Monkeys are small monkeys with long tails that live in trees and jump from branch to branch.

## Viewing Summary

The Squirrel Monkeys are viewed outdoors.



The Siamang and Orangutan habitats are next on the Trail of the Elephants. To access these habitats, visitors are to follow ramped boardwalks.



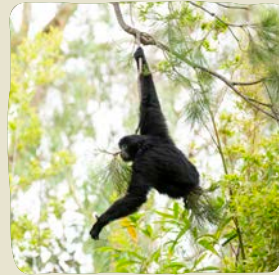
## Ramp Accessibility:

- ramp 1 length 9 metres with gradient 1:12 (7.9%), followed by landing platform
- ramp 2 length 8 metres with gradient 1:13 (7.2%), followed by landing platform
- ramp 3 length 4 metres with gradient 1:12 (8%)
- viewing area ground surface - concrete.

## Ramp Safety:

- ramped boardwalk with handrails both sides and TGSi.

# Siamangs and Orangutans



Siamangs are big, black-furred ape that sing loud songs in the forests of Southeast Asia.

Orangutans are large, orange-haired apes from Asia that spend most of their time in trees.

The Siamang and the Orangutan each have their own habitats, next to each other. The features of each habitat are the same.

## Viewing Summary

The Siamangs and Orangutans are viewed indoors and outdoors. Indoors, they are viewed behind glass.

## Habitat Accessibility:

- the indoor viewing areas has window seats
- indoor viewing area with ground surface - concrete
- outdoor viewing area with ground surface - wooden decking.



# Toilets

There is one set of toilets within the Trail of the Elephants.

## Location

Next to the Bong Su Function Centre.

## Includes:

- one all genders, accessible toilet with artificial lighting
- manual door that you push open with an 860mm space for you to pass through
- latch lock at 1100mm AFFL
- cubicle space 2290mm x 2390mm
- grab bars to the left and behind toilet
- toilet height 470mm AFFL with left hand transfer
- sink height 820mm AFFL with lever tap 900mm AFFL
- baby change area.

Men/boys' toilets with sharps disposal and women/girls' toilets with sharps disposal and sanitary provisions.



# Elephant Kiosk

The Elephant Kiosk provides Asian inspired street food alongside chilled desserts and iced coffees, beverages and ice-creams.

Vegan and low-gluten options are available. Cashless kiosk.

## Accessibility Information:

- serving counter height 1040mm AFFL
- outdoor eating only
- picnic table heights 750mm AFFL with knee clearance 740mm
- bench seats with no back or armrests, some with overhead umbrellas for shade.



# Australian Bush

The Australian Bush showcases many Australian animals as well as a selection of Australia's 20,000 flowering plants.

## Includes:

- Quokka
- The Great Flight Aviary
- Echidna and Long-nosed Potoroo
- Southern Hairy-Nosed Wombat
- Kangaroo Island Kangaroos
- Wallabies
- Regent Honeyeater
- Rainbow Lorikeet
- Koala
- Loo's Yourself Maze
- Nature Play.



# Sensory Guide

## In the Australian Bush, I might:

### Feel

- Change in ground surface
- Dust
- Flying insects
- Shared personal space
- Uneven ground surface
- Weather

### Smell

- Animals
- Dust
- Nature
- Sunscreen

### Hear

- Animals
- Birds
- Children playing
- Fan (Wombat – undercover area, Regent Honeyeater)
- Flying insects
- Loud cheering/applause from nearby State Netball and Hockey Centre.
- Nature
- Train Station Bells
- Traffic (Koalas, Kangaroos and Wallabies)

### See

- Animal movement
- Birds
- Dark/dim lighting (Wombat undercover area, Regent Honeyeater)
- Dust
- Flying insects
- Glare
- Movement of people
- Nature





# Koala and Quokka



Koalas and Quokkas share this habitat.

Koalas are cute marsupials with grey-brown fur, a large round head, black noses and fluffy ears.

A Quokka is a small, friendly marsupial known for its adorable, smiling face, round ears, and short, coarse fur, typically brownish-grey in colour.

## Viewing Summary

The Koala and Quokkas are viewed outdoors.

## Habitat Accessibility:

- viewing area ground surface - wooden decking.



## The Great Flight Aviary

The Great Flight Aviary is home to many colourful birds, including the Cassowary, Rainbow Lorikeets, Wonga Pigeons, Honeyeaters, and many other feathered friends.

### Entry and Exit Summary:

- gate 1: manual gate. Push to open. Width 980mm. Followed by a small void.
- gate 2: manual gate. Push to open. Width 980mm. Gate with plastic strip curtains.

### Viewing Summary

The birds are free to roam within an enclosed aviary.

### Habitat Accessibility:

- wooden decking pathway, Some steep sections.
- viewing area with bench seats and backrests
- dirt pathway after exit doors.

### Habitat Safety:

- wooden decking pathway with handrails both sides.



## Echidna and Long-nosed Potoroo



An Echidna is a small, spiky animal resembling a hedgehog or porcupine, with a long snout used to eat ants and termites.

A Long-nosed Potoroo is a small marsupial, about the size of a rabbit, with a long nose, grey-brown fur and large hind legs for hopping.

### Viewing Summary

The Echidna and Long-nosed Potoroo is viewed outdoors.

There is a second viewing area where these animals can be viewed undercover, through a glass window.

### Habitat Accessibility:

- concrete fabricated rock fence at 1300mm AFFL
- viewing area 1 with ground surface - gravel
- viewing area 2 with ground surface - concrete
- rock seating.





## Southern Hairy-nosed Wombat

Southern Hairy-nosed Wombats are plump marsupials with fluffy fur and big noses.

### Viewing Summary

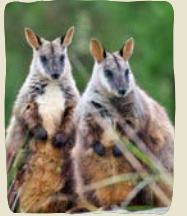
The Southern Hairy-nosed Wombat is viewed in an undercover cave-like structure, through a glass window.



There is a second viewing area outdoors.

### Habitat Accessibility:

- rock wall at 1150mm AFFL
- viewing areas with ground surface - dirt pathways.



## Kangaroo Island Kangaroos and Wallabies

Kangaroos are large marsupials with powerful back legs used for hopping, a long strong tail and a pouch. Wallabies are smaller Kangaroos with soft fur. Our Kangaroos and Wallabies share the same habitat.

### Viewing Area 1 Entry Summary:

- manual gate. Push to open. Width 1250mm.

### Viewing Area 1 Exit Summary:

- manual gate. Pull to open. Width 1260mm.

### Viewing Area 2 Entry Summary:

- 2 manual gates. Push to open. Width 1760mm.

### Viewing Summary

These animals are viewed outdoors from behind a fence.

### Habitat Accessibility:

- viewing areas ground surface - dirt pathway
- log seating around viewing area 1
- rock seating around viewing area 2.



# Regent Honeyeater



Regent Honeyeaters are beautiful birds with yellow and black feathers.

## Entry and Exit Summary:

- open entry and exit. Width 850mm.

## Viewing Summary

The Regent Honeyeater is viewed outdoors, through a glass window.

## Habitat Accessibility:

- viewing area ground surface - concrete
- viewing area with bench seats, no backrests.



# Rainbow Lorikeet



Rainbow Lorikeets are colorful parrots with bright feathers.

## Viewing Summary

The Rainbow Lorikeet is viewed outdoors through meshed netting.

## Habitat Accessibility:

- viewing area ground surface - dirt pathway.



# Koala



Koalas are cute marsupials with grey-brown fur, a large round head, black noses and fluffy ears.

## Viewing Summary

The Koala is viewed outdoors.

## Habitat Accessibility:

- viewing area ground surface - dirt pathway
- viewing area with bench seats, no backrests.





# Loos Yourself Maze

The Loos Yourself Maze is located in the middle of the Australian Bush Area.

### Includes:

- wooden and metal fencing throughout maze
- stepped areas
- viewing platform with slide.

### Accessibility Information:

- ground surface - tanbark.

### Safety Information:

- viewing platform with handrails both sides, no TGSI and no stair nosing.



# Nature Play

This space encourages children to connect to nature through play.

During school terms, our early childhood educators offer programs that focus on natural play.

### Includes:

- rocks to climb and sit on
- tree stumps and logs
- raised tunnels over ground surface.

### Accessibility Information:

- entry area with dirt pathway
- ground surface - tanbark.

# Frogs and Reptiles

Step into a world where frogs leap and dragons dance amongst ancient reptiles. Explore the wonders of their lush habitats.

## Includes:

- Aldabra Giant Tortoises
- World of Frogs
- Dragon Disco
- Reptile House



# Sensory Guide

## At Frogs and Reptiles, I might:

### Feel

- Change in ground surface
- Cool air (World of Frogs)
- Shared personal space

### Smell

- Animals
- Sunscreen

### Hear

- Animals
- Children playing
- Frog noises (World of Frogs)
- Music (Dragon Disco)
- Nature

### See

- Animal movement
- Coloured lighting (Dragon Disco)
- Dark lighting
- Digital screen (Dragon Disco)
- Flashing lights (Dragon Disco dance floor)
- Movement of people





# Aldabra Giant Tortoise

The Aldabra Giant Tortoise is a massive, slow-moving reptile with a large, dome-shaped shell, thick legs and a long neck.

## Viewing Summary

The Aldabra Giant Tortoise is viewed outdoors.

## Habitat Accessibility:

- viewing area ground surface - gravel and tanbark
- pram ramp to gravel viewing area.



## World of Frogs

The World of Frogs is where the zoo's frog conservation work happens.

### Entry Summary:

- open door with plastic strip curtains. Width 1480mm.

### Viewing Summary

The frogs are viewed through glass windows. The frog viewing area is indoors and is dark.

### Habitat Accessibility:

- viewing area ground surface - rubber matting.



## Dragon Disco

The Dragon Disco is located within a shipping container with a large, inflatable bopping dragon on the roof.

It is an area where young children can dance and sing along to dragon themed music.

### Entry Summary:

- open entry. Width 1290mm.

### Includes:

- coloured light-up dance floor
- audio-visual screen
- coloured lighting
- mirrored ceiling.





# Reptile House

The Reptile House is a place to see some of the world's most amazing and scaled species.

## Entry Summary:

- manual door. Push to open. Width 1050mm to 2060mm. These doors are propped open during opening hours.



## Viewing Summary

The reptiles are viewed indoors, behind glass. The reptile viewing area is dark.

## Habitat Accessibility:

- seat with backrest outside Reptile House
- digital screens with information about each reptile located high above each enclosure
- viewing area ground surface - concrete.



# Lion Gorge

The Lion Gorge allows visitors to come face-to-face with some of our most impressive carnivores and omnivores. Omnivores are animals that can eat both plants and animal-based foods.

## Includes:

- Digest ED
- Lions
- Reticulated Python
- Water Play
- Binturong
- Snow Leopards
- Cat Alley
- Tiger Maze
- Sumatran Tiger
- Tasmanian Devil
- Dingoes
- Toilets.





# Sensory Guide

## At Lion Gorge, I might:

### Feel

- Change in ground surface
- Cool air (Snow Leopard)
- Enclosed space (Tiger Maze)
- Flying insects
- Shared personal space
- Uneven ground surface
- Weather

### Smell

- Animals
- Nature
- Sunscreen

### Hear

- Air conditioning (Snow Leopard)
- Animals
- Birds
- Dim lighting (Snow Leopard)
- Echo (Snow Leopard)
- Flying insects
- Lions roaring
- Nature
- Railway bells
- Safe Cat, Safe Wildlife area
- Tasmanian Devils
- Tiger roaring
- Traffic
- TV content playing in Digest Ed
- Water running

### See

- Animal movement
- Digital screens
- Dim lighting
- Flying insects
- Glare
- Movement of people
- Nature
- Vivid artwork (CatSalley)



# Digest ED

Digest ED is a learning space which allows students to build independence, challenge themselves and learn how to care for all wildlife.

This room is open to the public, except when there are booked education sessions. You may see lions, snakes, frogs, fish, and spiders in this space.

## Entry Summary:

- manual doors. Pull to open. Width 890mm to 1780mm.

## Includes:

- glass viewing areas to habitats
- audio visual screen with educational information.

## Accessibility Information:

- glass viewing areas with wooden ledge for seating
- audio visual screen with captions
- ground surface – concrete.





## Lions

Lions are big cats with golden fur that live in groups called prides.

### Viewing Summary

The Lions are viewed inside Digest ED, behind a glass window.

There is a second viewing area where lions are viewed outside, undercover, from behind a glass window.

### Habitat Accessibility:

- viewing areas with ground surface - concrete.
- following the Lion habitat you will find a courtyard with a raised wooden deck centred around a tree with rocks.



## Reticulated Python

Reticulated Pythons are big, long snakes with intricate patterns.

### Viewing Summary

Reticulated Python can be viewed both inside and outside the Digest Ed room, behind glass.

### Habitat Accessibility:

- viewing areas with ground surface - concrete
- small water play area opposite the outdoor viewing area
- water play area with stools and seats with no backrests.





## Binturong

The Binturong is a furry animal that looks like a mix between a bear and a cat, with long, shaggy fur and a tail that can be used to grab onto branches.

### Viewing Summary

The Binturong is viewed outside, undercover, behind a glass window.

There is a second viewing area outside.

### Habitat Accessibility:

- viewing area 1 with ground surface - concrete
- viewing area 2 with ground surface - wooden decking
- wooden decking with gradient
- habitat with nearby play area with rope climbing.



### Habitat Safety:

- wooden decking with TGS1.

There is a small climbing playground here.



## Snow Leopard

A Snow Leopard is a big cat with thick grey fur covered in black spots.

### Viewing Summary

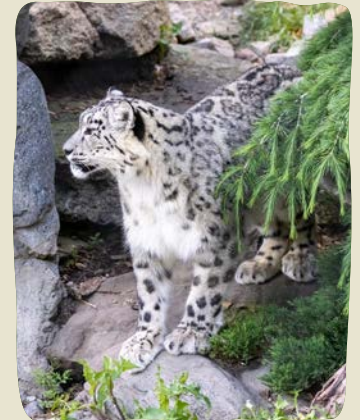
The Snow Leopard is viewed outdoors, undercover, behind glass.

There is a second viewing area outdoors (no undercover) behind a fence.

There is a third viewing area outdoors (no undercover), behind glass.

### Habitat Accessibility:

- viewing areas 1 and 2 with ground surface - concrete
- viewing area 3 with ground surface of wooden decking.



## Cat Alley

The Cat Alley is a colourful walkway within the Lion Gorge. There is a cat playspace at the end of the alley.

### Includes:

- brick walls with vibrant artwork of cats
- information area about safe cat wildlife
- audio visual screen.

### Accessibility Information:

- entry to Cat Alley with rock seating
- ground surface - concrete
- audio visual screen with captions
- bench seat in information area.



## Tiger Maze

The Tiger Maze is a small pathway, past the Cat Alley, with bamboo sticks on the side.

### Accessibility Information:

- ground surface - dirt pathway with small section of concrete
- pathway width 800mm to 1200mm.



## Sumatran Tiger

The Sumatran Tiger is the smallest of all tigers. It has orange fur with black stripes.

### Viewing Summary

The Sumatran Tiger is viewed outdoors, behind a glass window.

There is a second viewing area outdoors, behind a fence.

### Habitat Accessibility:

- viewing areas with ground surface - wooden decking and concrete
- viewing areas with bench seats, no backrests
- audio-visual screen with educational information, captioned.





## Tasmanian Devils

The Tasmanian Devil is a small marsupial from Tasmania with black fur and powerful jaws.

### Viewing Summary

The Tasmanian Devil is viewed outside. Some of the viewing area is undercover.

There is a second viewing area outdoors, behind a glass window.

### Accessibility Information:

- viewing area 1 with ground surface - wooden decking
- viewing area 2 with ground surface - concrete
- audio visual screen, captioned.



## Dingoes

Dingoes are wild dogs with sandy-coloured fur, pointy ears and howl.

### Viewing Summary

The Dingoes are viewed outdoors, behind a glass window.



### Habitat Accessibility:

- viewing area ground surface - concrete.

# Wild Sea

Wild Sea showcases the amazing animals and natural beauty of Victoria's coast and ocean.

The viewing areas are within a building, called "The Deep". The Deep is dark inside.

## Accessibility Information:

- ramped access throughout, joining up exhibits
- ramps with gradients varying from 1:19 (5.1%) to 1:13 (7.2%)
- viewing area with ground surface - concrete and rubber matting.

## Safety Information:

- ramps with TGSI, handrails both sides and intermittent landing platforms
- tiered seating bank with steps, no handrails and no TGSI.

## Includes:

- Port Jackson Sharks and Fiddler Rays in the Fiddler Ray Pool
- Long-nosed Fur Seal
- Australian Fur Seal
- Fish
- Viewing area for watching Keeper Talks
- Little Penguin.



# Sensory Guide

## At Wild Sea, I might:

### Feel

- Change in ground surface
- Cool air (Penguin, indoors viewing area)
- Flying insects
- Shared personal space
- Weather

### Hear

- Birds
- Echo
- Flying insects
- Nature

### See

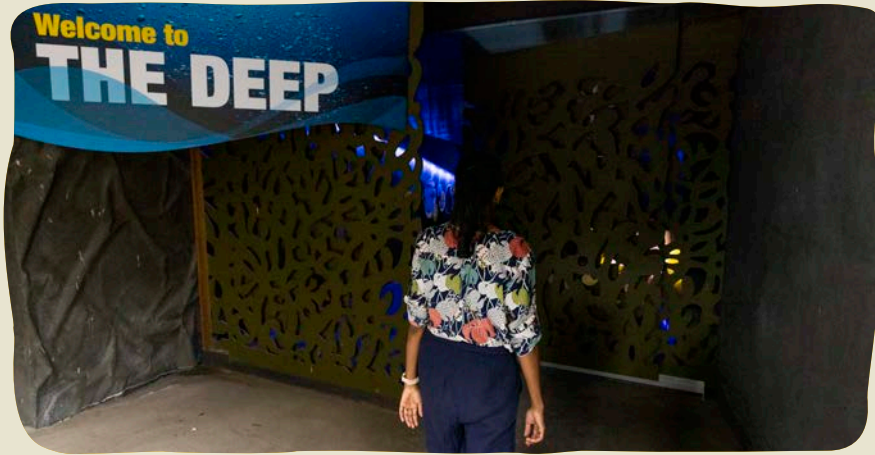
- Colourful lighting
- Darkness
- Digital screens
- Flying insects
- Movement of people

### Smell

- Sea animals
- Nature
- Sunscreen







## Long-nosed Fur Seal and Australian Fur Seal

Seals are marine mammals with long snouts and thick fur.

### Viewing Summary

Both the Long-nosed Fur Seal and the Australian Fur Seal are viewed in The Deep, behind a glass window looking directly into the habitat.

Visitors can interact with seals and watch them swim underwater.

The viewing area has standing room as well as a tiered seating bank.



## Fish

Visitors can see our native fish up close at Wild at Sea.

### Viewing Summary

Visitors can view the fish in the Fiddler Ray Pool before the entrance to The Deep, or in smaller habitats, inside The Deep.

### Accessibility Information:

- outdoor fish tank extends from the ground. Visitors can see fish through glass.





## Viewing Area

There is a viewing area for visitors attending Keeper Talks at Wild Sea.

### Includes:

- large concrete steps that create tiered seating
- undercover shade sails.

### Accessibility Information:

- space for wheelchair users on the ground level.

### Safety Information:

- concrete steps in tiered seating bank with centre handrail, no TGS and no stair nosing.



## Little Penguins

Little Penguins are small, cute birds with blue feathers, white bellies and they waddle when they walk.

### Viewing Summary

Little Penguins can be viewed outside, through glass. This viewing area has undercover shade sails.



There is a second viewing area inside The Deep, through glass.

### Accessibility Information:

- viewing areas with ground surface - concrete
- inside viewing area with bench seat with no backs or armrests
- outside viewing area with bench seat with backs and armrests.

# Eat and Play Precinct

The Eat and Play Precinct has cafes, kiosks, two animal habitats and space to relax and play.

## Includes:

- Cafes and kiosks
- Red Pandas
- Amazon Aviary
- Playground
- Carousel
- M Pavilion
- Toilets
- Parents' room, including accessible toilet.



# Sensory Guide

**At the Eat and Play Precinct, I might:**

## Feel

- Change in ground surface
- Flying insects
- Shared personal space
- Weather

## Smell

- Air Freshener (toilets)
- Animals
- Bathroom smells (toilets)
- Disinfectants (toilets)
- Food/Drink
- Nature
- Sunscreen

## Hear

- Amplified voices
- Animals
- Birds
- Fan (Amazon Aviary)
- Flying insects
- Hand dryer (toilets)
- Music (from carousel)
- Nature
- Toilets flushing
- Water running (Amazon aviary and toilets)

## See

- Animal movement
- Bright lights (toilets)
- Flying insects
- Free roaming birds
- Glare
- Mirror/Reflection (toilets)
- Movement of people
- Nature
- Seagulls flying above (Amazon Aviary)





## Red Pandas

Red Pandas are small, fluffy mammals with reddish-brown fur, a long striped tail and a cute face.

### Viewing Summary

The Red Pandas are viewed outdoors, through glass or over a wooden fence.

### Habitat Accessibility:

- viewing area ground surface - gravel.



## Amazon Aviary

The Amazon Aviary houses Green-Winged Macaws, Red-Fronted Macaws and Buffon's Macaws. Macaws are colourful parrots with vibrant feathers, strong beaks and loud calls.



### Viewing Summary

The Amazon Aviary is viewed outdoors, behind a mesh netting.

There is also a metal fence between the aviary and visitors.

### Habitat Accessibility:

- viewing ground surface - asphalt.

## Playground



### Includes:

- play units with tunnel, slides, fireman's pole, shop window, climbing frame and clatter bridge
- surrounding area with mounds for children to play on
- shade sails over playground.

### Accessibility Information:

- ground surface - tanbark under play equipment
- surrounding area with ground surface - soft fall matting and synthetic grass.

## Carousel



Open 10am to 4pm during weekends, public holidays and school holidays.

Tickets are purchased from a ticket counter at the carousel.

### Entry and Exit Summary

- entry and exit gates with width 1060mm.

### Includes:

- undercover carousel with a variety of animals to sit on and ride.

### Accessibility Information:

- stepped access to carousel.

## M Pavilion



### Includes:

- undercover shelter
- standing room for up to 150 people
- tables
- benches with no back or armrests
- adjoining lawn space
- picnic tables in adjoining lawn space.

M Pavilion can be hired by calling 1300 966 784.

Contact [Lmason@zoo.org.au](mailto:Lmason@zoo.org.au)

### Accessibility Information:

- pavilion table heights 745mm AFFL with knee clearance 700mm AFFL
- picnic table height 730mm AFFL with knee clearance 690mm AFFL.

# Toilets

There are two sets of toilets in the Eat and Play Precinct.

## Set 1

Location: Near the Rainforest Room Function Centre

### Includes:

- one all genders, accessible toilet with artificial lighting
- manual door that you push open with a 860mm space for you to pass through.
- twist lock at 1070mm AFFL
- cubicle space 2750mm x 2100mm
- grab bars to the left and behind toilet
- toilet height 450mm AFFL with left hand transfer
- sink height 820mm AFFL with lever tap 930mm AFFL
- sharps disposal
- sanitary bin.

Men/boys' toilets with sharps disposal and women/girls' toilets with sharps disposal and sanitary provisions.

## Set 2

Location: Within separate Parents' Room.

Entry into Parents' Room is through a sliding automated door with a 1040mm space for you to pass through.

### Accessible toilet includes:

- one all genders, accessible toilet with artificial lighting
- manual door that you push open with an 850mm space for you to pass through.
- twist lock at 1040mm AFFL
- cubicle space 3605mm x 2380mm
- grab bars to the right and behind toilet
- toilet height 460mm AFFL with right hand transfer
- sink height 820mm AFFL with lever tap 920mm AFFL
- baby change area.

### Parents' Room includes:

- public baby change
- private feeding room with baby change
- microwave.



## Lakeside Café

Dine in at the Lakeside Café with breakfast, lunch, salad and kids' menu options.

Soft drinks, juices, water are also available here.

Vegan options are available. Fully licensed and cashless café.



### Entry Summary:

- automatic sliding door. Width 850mm.

### Accessibility Information:

- serving counter height 1130mm AFFL
- table heights 750mm AFFL with knee clearance 720mm AFFL
- seats with backrests
- door from inside café to outdoor eating area, looking over Japanese Garden.  
Manual door. Push to open. Width 840mm
- outdoor eating area with picnic tables. Height 770mm AFFL with knee clearance 700m AFFL
- outdoor eating area with bench seats with no back or armrests.

## Macaw Takeaway

This takeaway offers a range of cold beverages, hot and cold food and ice creams.

Vegan and low-gluten options are available. Cashless.

### Entry Summary:

- manual doors. Pull to open, Width 1000mm to 2000mm.



### Accessibility Information:

- serving counters ranging from 900mm AFFL to 1600mm AFFL
- no tables or seating inside
- outdoor eating with picnic tables with attached bench seats, square tables with seats and no back or armrests and artificial grass benches with no back or armrests
- picnic table heights 740mm AFFL with knee clearance 700mm AFFL
- square table heights 730mm AFFL with knee clearance 690mm AFFL
- shade sails over tables.

### Safety Information:

- outdoor eating area with uneven ground.





## Sushi Sushi

Serving up Japanese classics - hand rolls, seaweed salad and poke bowls.

Soft drinks, juices, water are also available here.

Vegan options are available. Cashless.

### Accessibility Information:

- serving counter height 970mm AFFL
- outdoor eating only (same area as Macaw Takeaway).



## Ben & Jerry's

Ben & Jerry's offers ice creams, Sundaes and shakes.

Vegan options are available. Cashless.

### Accessibility Information:

- serving counter height 1000mm AFFL
- outdoor eating only
- tables with height 750mm and knee clearance 700mm AFFL
- stools
- wheelchair seating.

# Growing Wild

The Growing Wild area is after the main entry gates, to the right.

It is an interactive play area, designed for children aged 3 to 8 years, and includes animals, sculptures and tunnels.

## Includes:

- Meerkats
- Aldabra Giant Tortoises.



# Sensory Guide

## In Growing Wild, I might:

### Feel

- Change in ground surface
- Flying insects
- Shared personal space
- Uneven ground surface (Meerkats – tanbark)
- Weather

### Smell

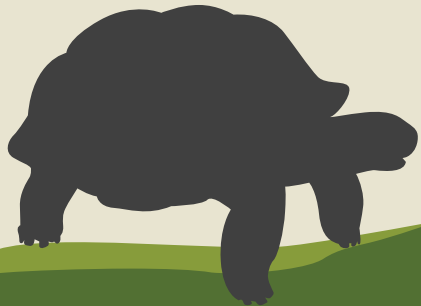
- Animals
- Nature
- Sunscreen
- Tanbark

### Hear

- Animals
- Flying insects
- Nature

### See

- Animal movement
- Flying insects
- Glare
- Movement of people
- Nature





## Meerkats

Meerkats are small mammals with long bodies, short legs and a habit of standing upright to look out for danger.

### Viewing Summary

The Meerkats are viewed outdoors, through a glass window.



There is a second viewing area, within a small play area, where the Meerkats can be viewed through tunnels.

### Habitat Accessibility:

- viewing area 1 with ground surface - concrete
- viewing area 2 with ground surface - tanbark
- viewing areas with log seating and seats with no back or armrests.

### Safety Information:

- sharp rocks surrounding viewing areas.



## Aldabra Giant Tortoises

The Aldabra giant tortoise is a massive, slow-moving reptile with a large, dome-shaped shell, thick legs and a long neck.

### Viewing Summary

The Aldabra Giant Tortoises are viewed outdoors behind a fence.



There is a second viewing area indoors. Visitors can view the tortoises from behind a glass window.

### Inclusions:

- sand pit.

### Habitat Accessibility:

- viewing areas with ground surface - concrete
- seats and no backs, one umbrella for shade.

# Meerkat Cafe

The Meerkat Cafe has plant-based vegetarian food with hot and cold beverages and ice creams.

Vegan and low-gluten options are available. Cashless café.

## Accessibility Information:

- serving counter and pickup counter heights 980mm AFFL
- outdoor eating only
- table heights 760mm AFFL with knee clearance 720mm AFFL
- bench seats with no back or armrests
- shade umbrellas.



# Zoo Shops

There are four zoo shops within Melbourne Zoo. Each shop has display tables, offering merchandise as well as toys and gifts for sale.



**Zoo Shop near Main Entry**

**Accessibility Information:**

serving counter height 1030mm AFFL.



**Zoo Shop within Trail of the Elephants**

**Accessibility Information:**

serving counter height 910mm AFFL.



**Zoo Shop near the Rail Gate Entry**

**Accessibility Information:**

serving counter height 900mm AFFL.



**Zoo Shop within Wild at Sea**

**Accessibility Information:**

serving counter height 1005mm AFFL.

# Accessibility

- Website meets AA standards
- Online bookings
- Bookings phone line with taped message about events, services and facilities
- Ticket stations within carparks operating height 1320mm AFFL.
- Pathway from Elliot Avenue carpark to main entry with pram ramps
- Ramp from Rail Gate carpark and train station to Rail Gate entry with TGSI and handrails each side
- Melbourne Zoo gives free entry to carers who are accompanying a person with a disability who is a holder of a Companion Card, Child Disability Allowance Health Care Card or a Disability Pension Card
- There is a 10% discount for a holder of a WeCare Card who is not accompanying a person with a disability. These must be pre-booked online. Please bring your card with you
- Large print maps of zoo available on request. See Reception
- [Online zoomable PDF map](#)
- Free Wi-Fi. Please see staff for log in details
- Wide, accessible pathways throughout zoo trails
- Reception building ramp 1 length 7 metres with gradient 1:12 (7.9%), followed by a landing platform
- Reception building ramp 2 length 6 metres with gradient 1:15 (6.5%)
- Manual wheelchairs available for hire, free of charge. Photo identification required. Please see our [website](#) to book a wheelchair. Collect from reception
- Strollers available for hire. Photo identification and credit card are required. For further information and costs, please see our [website](#). Collect from reception
- Lockers for hire. Located near both entrances. Varying heights. Credit card required. Please see our [website](#) for more information
- Assistance animals welcome, training must be completed and be certified by a registered authority. Please bring certification identification with you. There are some habitats and areas within the zoo where assistance animals are not permitted due to quarantine issues and safety risks. Please see reception for further information. Volunteers and staff members are available to guide you through areas where assistance animals are not permitted. Please contact us on 1300 966 784 to arrange this
- Private tours which can be tailored to individual needs of visitors with accessibility issues. Please contact the zoo on 1300 966 784
- Water stations throughout zoo trails, including waterspouts and bottle refills
- Zoo buggies driven by staff members may make a beeping sound
- Keeper talks amplified
- Vending machine near Rail Gate Entrance operating height 1170mm AFFL
- Wayfinding signage throughout
- Large signs displaying zoo map throughout zoo
- Clear wheelchair circulation space in most areas
- Spaces for a person using a wheelchair to sit with friends
- Storage for mobility aids. Please see reception
- Auslan interpreters may be used for accessible zoo events
- Pen and paper for exchanging information
- Staff can read information to visitors
- Venue supportive and welcoming of LGBTQI+ community. Member of The Welcome Here Project
- Staff very accommodating to people of all abilities
- Please see our [Melbourne Zoo Sensory Map](#) to plan around high and low sensory areas of the zoo. Low sensory areas are quieter and less busier spaces
- Melbourne Zoo, has developed a [Social Script](#) to prepare children for what they might experience during their zoo visit



# Safety

- No TGSI between main entrance and Elliott Avenue carpark
- Pedestrian crossing between Rail Gate entrance and Poplar Road carpark
- TGSI between Rail Gate entrance and Poplar Road carpark
- Ramps to reception building with handrails each side, no TGSI top or bottom
- Doors to reception building with no contrast safety bands
- No smoking or vaping
- Wet floor signage may be displayed, both indoors and outdoors
- Children to be actively supervised at all times. Children under 16 must be accompanied by an adult for access to zoo
- Zoo buggies are at times driven by staff at the zoo
- Signs advising of pathway closures may be present
- Please do not feed the animals or roaming birds
- Please do not climb habitat barriers
- Overhanging foliage over zoo pathways
- Bins throughout zoo, to the side of pathways
- Fire wardens on site
- First aid kits at multiple locations throughout zoo
- Defibrillators at multiple locations throughout zoo
- Both audible alerts and visual alerts will be displayed on screens in the event of an emergency
- In the event of an emergency, staff will help and direct visitors. If there is to be an evacuation, visitors will be directed to the nearest exit and designated assembly area







## Contact

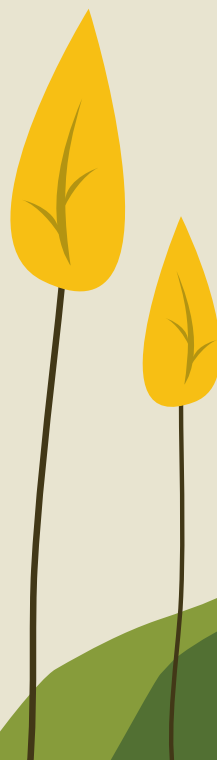
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