



K Road
Werribee South, Victoria, 3030
Phone 1300 966 784 (Zoos Victoria)

Updated December 2024 V1

Access Key

A customised accessibility guide

WERRIBEE
OPEN RANGE 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.

Endangered species - An endangered species is very likely to become extinct in the wild in the near future.

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 Werribee Open Range 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 47.](#)
- [Safety information is located on page 48.](#)

Zoos Victoria hereby acknowledges the support and assistance provided by [Access Ability Australia](#) in helping to prepare the Werribee Open Range 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 Werribee Open Range Zoo is welcoming to all individuals in our community.





Did you know?

Werribee Open Range Zoo is an African themed zoo. Many of the animals are in the **open range** on the savannah. This means the animals are out in the open, rather than within habitats. Visitors are able to view the animals in the open range on the zoo's Safari Bus.

Werribee Open Range Zoo is operated by [Zoos Victoria](#) and is 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 Werribee Open Range Zoo entry tickets [online](#).

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

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

The Werribee Open Range Zoo [map](#) is available online.

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

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](#).

There is Ben and Jerry's and Village Kitchen Cafes at Werribee Open Range Zoo. They are open weekends, school holidays and public holidays.

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

Visit the Shearer's Cottage along the Australian Trail, a restored shearer's dining hut.

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

The Werribee Visitor Information Centre is located next to the zoo.

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



Have your say by emailing us at 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

Werribee Open Range Zoo is located at K Road, Werribee South.

[See Google Maps.](#)

Bus

The nearest bus stop is on Main Drive, 25 metres to the zoo entrance. Bus route 439 will get you there.

Train

The nearest station is Werribee Station, 7.5 kilometres from the zoo.

V/Line trains run from many rural destinations into Melbourne Central Business District.

The Werribee train line will get you there.

For further information on how to get to Werribee Open Range Zoo by public transport, please visit [Public Transport Victoria](#).

Parking

The most convenient parking for Werribee Open Range Zoo is within designated carparks onsite.

There are:

- 10 accessible parking bays, 60 metres from the main entrance. The pathway from the accessible bays to the main entry gates is a surface of asphalt and concrete
- general parking with no restrictions.

There is a bus zone outside the main entrance.





Entry

Includes:

- Ticket and information booths
- Changing Places
- Toilets
- Village Trader.

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 with new or challenging situations.

At the entry to Werribee Open Range Zoo, I might:

Feel

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

Smell

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

Hear

- Amplified voices
- Animals
- Announcements
- Birds
- Buggy vehicles
- Children playing
- Fan (toilets)
- Flying insects
- Hand dryer (toilets)
- Nature
- Toilet flushing (toilets)
- Water running (toilets)

See

- Animal movement
- Birds
- Bright lights (toilets)
- Buggy vehicles
- Dust
- Flying insects
- Mirror/Reflection (toilets)
- Movement of people
- Nature
- Zoo staff on push bikes



**WERRIBEE
OPEN RANGE ZOO**

Welcome

Welcome to Werribee Open Range Zoo.

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

There is one entrance with bench seats and an undercover area.

The entrance is reached from the carpark off K Road.

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.

The tickets box is a converted bus. The counter has a height of 1010mm AFFL.

There is a wheelchair accessible counter with a height of 850mm AFFL.

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

Hard copies of the zoo map are also available.

During busy times there is a flashing light above the counter to advise next ticket box is available.

There is an information booth past the main entry to the right. It has a counter with a height of 1110mm AFFL. Visitors can scan the QR code for an online map of the zoo.

When exiting the zoo to the carpark, you will be required to go through the Village Trader Shop exit doors. These are automatic sliding doors with a wide clearance.



Changing Places

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

Location

Outside the main entrance, to the right.

Includes:

- all genders, fully accessible toilet and adult change facility with sensor lighting
- automatic sliding door. Door clearance 950mm with push button lock at 1120mm AFFL
- cubicle space 3165mm x 4335mm
- retractable grab bars on the left and right of toilet
- toilet height 480mm AFFL with left- and right-hand transfer
- toilet with colour contrast seat and padded backrest
- sink height 820mm AFFL, with knee clearance 730mm AFFL. Lever tap at 950mm AFFL
- shower with bench seat, shower curtain and grab bars
- privacy screen
- electronically height adjustable CHS/Astor Bannerman CTE2 adult change table with maximum load 200kg

- CHS/Handicare C450 ceiling hoist with maximum load 200kg.
- signage detailing operating instructions for the safe use of the change table and ceiling hoist located on the wall next to the 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 <http://masterlocksmiths.com.au/mlak/>.

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

Accessibility Information:

- short ramp with slight gradient leading to entrance of Changing Places.



Toilets

There is one set of toilets near the main entrance to Werribee Open Range Zoo.

Location

Outside the main entrance, to the right, near the Changing Places.

There are two accessible toilets.

Accessible Toilet One

Includes:

- one all genders, accessible toilet with manual light switch
- manual door that you push open with an 850mm space for you to pass through
- twist lock at 1120mm AFFL
- cubicle space 3365mm x 1995mm
- grab bars to the right and behind toilet
- toilet height 490mm AFFL with right hand transfer
- colour contrast toilet seat
- sink height 830mm AFFL with knee clearance 730mm AFFL. Lever tap at 960mm AFFL
- baby change area.

Accessible Toilet Two

Includes:

- one all genders, accessible toilet with manual light switch
- manual door that you push open with an 850mm space for you to pass through
- twist lock at 1080mm AFFL
- cubicle space 3300mm x 1990mm
- grab bars to the left and behind toilet
- toilet height 480mm AFFL with left hand transfer
- colour contrast toilet seat
- sink height 810mm AFFL with knee clearance 730mm AFFL. Lever tap at 940mm AFFL
- baby change area.

Separate men/boys and women/girl's toilets, including ambulant.



Village Trader

The Village Trader is a retail shop within Werribee Open Range Zoo.

It is located at the entry/exit area of the zoo.

The shop has display tables, offering merchandise, toys and gifts for sale.

Accessibility Information:

- serving counter height 1000mm AFFL.

Visitors are able to exit the zoo through the Village Trader exit door. This is a wide, automatic sliding door.



Staff



Staff and volunteers at Werribee Open Range 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 navy or green vests or jumpers.

Safari

The Safari is a bus tour experience, where visitors see animals in the open range from Africa, North America and Asia.

The bus tour is included in your admission price when booking a day session at the zoo.

Animals that can be seen during the bus tour include:

- Camels
- Bison
- Ostriches
- Asian Wild Horses
- Antelopes
- Zebras
- Giraffes
- Southern White Rhinoceros.



Sensory Guide

On Safari, I might:

Feel

- Flying insects
- Shared personal space
- Cool water (mist machines in hot weather)
- Vibrations (bus and road)
- Weather

Hear

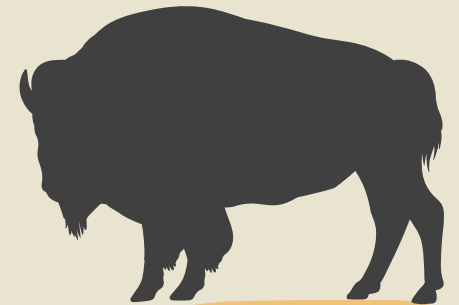
- Amplified voice (safari tour guide)
- Animals
- Engine noise
- Flying insects

See

- Animal movement
- Crowd movement (safari station)
- Dust
- Flying insects
- Glare
- Nature

Smell

- Animals
- Dust
- Eucalyptus
- Hippopotamus pond
- Nature
- Sunscreen



Bus Tours

The safari buses leave from the Safari Station.

Once on board, you will be transported through dry landscapes and Savannah grasslands where you will see and learn about some of the world's most endangered species. The 40-minute tour includes live commentary from a safari guide.

A junior safari bus is also available on weekdays, outside of school holidays at 10am. This relaxed, child-friendly tour is aimed at children aged 0-6 years, along with a supervising adult.

For more information, and to view the [safari bus timetable](#), please visit our website.

Station Accessibility:

- ground surface - concrete
- under cover
- queue bollards with minimum width 940mm
- mist machines used during hot weather
- pram parking before the entrance, to the left
- AV screen
- bench seating
- storage for mobility aids.

Buses Accessibility:

- four wheelchair accessible safari buses
- accommodation for two standard wheelchairs or one electric wheelchair per vehicle
- Deluxe Safari Adventure uses a 16 to 20 seat vehicle that can accommodate a person in a wheelchair who can transfer across to a seat
- ramp access . Ramp is flat and electronically operated. Ramp width 810mm. Zoo staff operate ramp
- wheelchairs are safely strapped in behind the driver. Zoo workers are in charge of this.
- wheelchair users board buses first. At the end of the tour, wheelchair users are last to exit the bus
- neurodivergent visitors are also offered preboarding
- please make yourself known to zoo staff when you arrive at the safari bus station if you require an accessible seat/preboarding
- steps into and inside bus
- open air windows
- no food or drink permitted; water bottles allowed.

Safety Information:

- please stay seated
- children under three are required to sit on parent/carer laps
- keep arms in bus
- in case of emergency - carriage one has red buttons on the roof of the bus which can be pressed. This will alert driver to emergency. All other carriages include phones which visitors can use in an emergency. This call goes through to the driver.



Animals

Animals that can be viewed during the Safari Tour:

Camels

The Camel is a big animal with a long neck and a hump/s on its back. It has fur, a wide body, long legs and big flat feet.

Bison

The Bison is a big animal with a hump over its front shoulders and a big head covered in shaggy hair. It has short, sharp horns on the sides of its head that curve outward and thick, brown fur.

Ostriches

Ostriches are tall birds with long necks. They have soft, fluffy feathers and big eyes.

Asian Wild Horses

The Asian Wild Horses are smaller than domestic horses. They have sandy brown hair, a stocky build, a thick neck and a short, upright mane.

Antelopes

A variety of species of Antelope can be seen including the Scimitar-horned Oryx, Blackbuck, Eland, Nyala and Waterbuck.

Antelopes look like a mix between a horse and a deer. They have a slender body, long legs and most species have back-curving, upswept horns.

Zebras

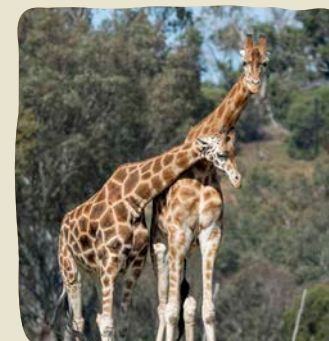
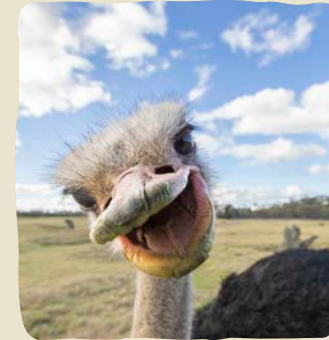
Zebras look like horses, typically with black and white stripes and big, round ears.

Giraffes

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

Southern White Rhinoceros

The Southern White Rhinoceros is a big animal with thick, grey skin and a horn on its nose. It has a large head, a short neck and a broad chest.



African River Trail

Visitors can move through this trail at their own pace. There are many animals to see, as well as places to relax and play.

Includes:

- Leopard Tortoise
- Ranger Kids
- African Village Dance Party
- Vervet Monkey
- Monkey Play Area
- Coffee Grounds Picnic Area
- African Lions
- African Wild Dog
- Ranger Community Centre
- Ranger Village
- Dig Pit
- Hippopotamus
- Hippo Play Trail
- Hippo Beach and Water Play
- Serval
- Cheetah
- Cat Maze
- Cheetah BBQ
- Western Lowland Gorilla
- Bush Babies Adventure Trail
- Meerkats
- Toilets
- Cafes.



Sensory Guide

On the African River Trail, I might:

Feel

- Change in ground surface
- Cool water (Hippo Beach and Water Play)
- Flying insects (excl Ranger Kids)
- Shared personal space
- Uneven ground surface
- Weather

Hear

- Animals
- Birds
- Children playing
- Echo (Ranger Kids)
- Fan (toilets)
- Flying insects
- Hand dryers (toilets)
- Music (African Village Dance Party)
- Nature
- Speaker with sounds of birds and insects (Hippo Play Trail)
- Speakers with animal sounds
- Toilet flushing (toilets)
- Water running (Hippo Beach, Water Play and toilets)

See

- Animal movement
- Bright lights (Ranger Kids and toilets)
- Dark/Dim lighting (Coffee Grounds Picnic Area Hut & Ranger Community Centre)
- Digital screen (African Village Dance Party and Coffee Grounds Picnic Area Hut)
- Dust
- Flying insects
- Glare
- Mirror/Reflection (toilets)
- Movement of people
- Nature

Smell

- Air Freshener (toilets)
- Animals
- Bathroom smells (toilets)
- Disinfectants (toilets)
- Dust
- Eucalyptus
- Food cooking on barbeques (Cheetah BBQ)
- Nature
- Straw (Ranger Kids)
- Sunscreen



Ranger Kids



Ranger Kids is an indoor play space.

Entry Summary:

- manual glass door. Pull to open. Width 900mm. Can be opened to double doors.

Includes:

- large wooden helicopter
- play tent (pretend medical tent)
- large plush toys
- tactile wall display
- viewing area to Leopard Tortoise
- display cabinets with dress-ups for children.

Accessibility Information:

- small entry/exit ramps. Lengths 800mm each
- interior bench seating.

Safety Information:

- mats on ground at entry/exit
- glass entry doors with no contrast safety bands.



Leopard Tortoise



The Leopard Tortoise has a round head with a beak and no teeth. It has a long neck, short legs and has a big, round shell on its back with shades of yellow, brown and black.

Viewing Summary

The Leopard Tortoise can be viewed outdoors, behind glass and from inside the Ranger Kids building.

Habitat Accessibility:

- viewing area ground surface - gravel (outdoor) and carpet (inside Ranger Kids)
- rock seating (outdoor viewing area).

Habitat Safety:

- outside viewing area with rocks on ground in front of viewing glass.



African Village Dance Party

Aimed at young children, the African Village Dance Party is an outdoor stage used as an interactive musical dance theatre. Children are encouraged to play bongos, dance and sing along with African inspired zoo songs, written by Melbourne musician, Lamine Sonko.

Entry is included in admission price. Times: Monday to Friday, 10am to 2pm.

Includes:

- AV screen
- speakers
- tanbark area next to stage with picnic tables and attached seats
- Hippopotamus statues near picnic tables
- display huts behind stage.

Accessibility Information:

- two access points to stage. Stepped only. One access point with three steps, one access point with two steps
- stage undercover
- ground surface leading up to stage - tanbark
- stage ground surface - artificial grass
- bench seating around wall of stage.

Safety Information:

- steps to stage with no TGS, handrails or stair nosing.



Vervet Monkey

The Vervet Monkey is a small animal with a long tail and grey body. Its face, ears, hands, feet and tip of the tail is black. They have a white fur band around their forehead.

Viewing Summary

The Vervet Monkey is viewed outdoors through a fence. Visitors can see through and over the fence. There is a second viewing area behind glass.

Habitat Accessibility:

- viewing areas ground surface - concrete
- second viewing area is undercover and has bench seats

Habitat Safety:

- second viewing area ground surface - rocks.



Monkey Play Area

The Monkey Play area is a small, nature-based play space where young children can play in a similar way to monkeys.

Includes:

- ropes for climbing and swinging
- logs
- boulders
- tree trunks
- timber decks and posts
- mirrors
- speakers with monkey sounds.

Accessibility Information:

- stepped access only up to play area
- ground surface - tanbark.





Coffee Grounds Picnic Area

Located near the Monkey Play area, the Coffee Grounds picnic area is a place to relax and enjoy a picnic. It includes a small hut with information about animals.

Hut Entry Summary:

- open doorway with plastic curtains. Width 1000mm.

Hut includes:

- digital screen with information about animals.

Hut Exit Summary:

- open doorway, width 700mm.

Accessibility Information:

- entry to this area is over a bridge with wooden decking
- one step up into hut
- ground surface inside hut – wooden decking
- hut exit door with steep ramp with gradient 1:3.9 (26%)
- ground surface surrounding hut – gravel
- picnic area outside hut includes picnic tables with attached bench seats
- picnic area ground cover – tanbark.

African River Trail



African Lions

African Lions are large, strong cat-like animals with yellow-gold coats. Adult males have flowing manes on their head that can be blond, brown/red or black.

Viewing Summary

The African Lions are viewed outdoors, through and over high metal fencing.



There is a second viewing area that includes a stationary safari jeep. The bonnet of this jeep securely protrudes into the lion habitat. Visitors can sit in the jeep and view the lions up close.

Habitat Accessibility:

- viewing area ground surface - gravel and concrete
- tiered, amphitheatre style seating in second viewing area
- shade sails in second viewing area.

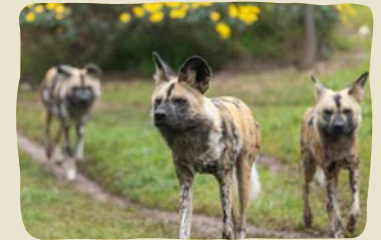


African Wild Dog

African Wild Dogs are large dogs with patches of brown, white, black and yellow fur all over their bodies. They have bushy tails with a white tip and large bat-like ears.

Entry Summary:

- elevated wooden decking boardwalk from African Lions to African wild dogs.



Viewing Summary

The African Wild Dogs can be viewed outdoors, from the boardwalk. They can also be viewed under the boardwalk, behind glass.

Habitat Accessibility:

- boardwalk with wire mesh over wood decking
- boardwalk ramp with gradient
- viewing area ground surface – wooden decking and concrete
- both viewing areas undercover
- bench seating.

Habitat Safety:

- boardwalk ramp with handrails both sides and no TGS.

Ranger Community Centre



The Ranger Community Centre is a place to learn about animals featured at Werribee Open Range Zoo. Themes change regularly.

Entry Summary:

- two sets of manual double doors. Pull to open. Width 1350mm.

Accessibility Information:

- ground surface – concrete
- community centre and outdoor area with bench seating.

Includes:

- foyer to community centre
- information displays
- AV screen
- blackboard
- kiln
- war mural
- notice board
- outdoor area with a hut and an ice-cream stand.

Ranger Village

The Ranger Village is an outdoor event space which is set up like an African Village. It is open to visitors during weekends, school holidays and public holidays. Education activities are held here during school terms.

Entry Summary:

- wide manual gate. Pull to open.

Includes:

- manual water pump
- concrete bench seating
- safari bus
- fire pit.



Accessibility Information:

- ground surface – tanbark, concrete pathways
- undercover area
- ramp access with gradient to undercover area.

Dig Pit

The dig pit is a sandy area where visitors can dig for fossils and hidden treasure.

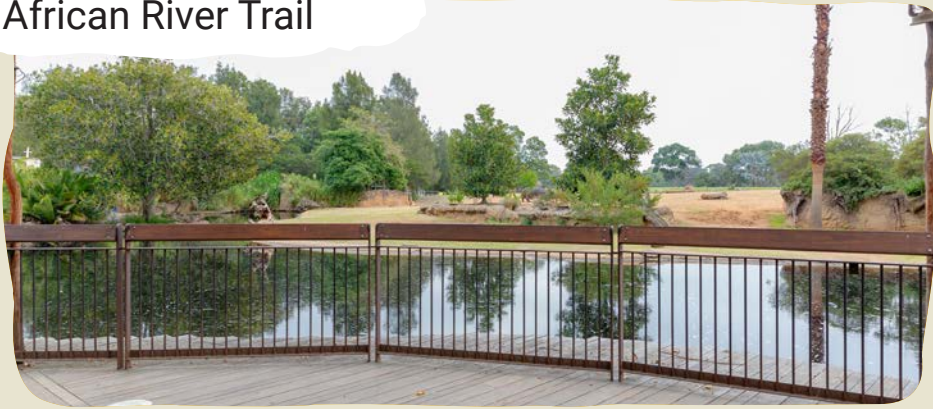
Includes:

- sand pit with hidden fossils/treasures
- crocodile statue.

Accessibility Information:

- ground surface - sand
- log seating
- large fig tree provides shade.

African River Trail



Hippopotamus

The Hippopotamus is a large animal with a round barrel-shaped body, short legs, short tail and large head. The Hippopotamus has grey/brown skin and a big mouth that opens wide, with lots of teeth.



Viewing Summary

There is a wooden boardwalk to The Kubu Queen. This is an old river boat, used for viewing the Hippopotamus near the water's edge. The Hippopotamus is viewed over rope netting in this area.

There is a wooden boardwalk from the Kubu Queen to a second viewing area. The Hippopotamus is viewed through and over fencing in this area.

Habitat Accessibility:

- boardwalk/ramp to Kubu Queen with slight slope
- viewing areas ground surface – wood decking
- Kubu Queen partly undercover
- boardwalk from Kubu Queen to second viewing area with varied gradient, partly undercover and seating.

Habitat Safety:

- boardwalk/ramp to Kubu Queen with stick handrails both sides.



Hippo Play Trail

The Hippo Play Trail is a small, Hippopotamus themed nature play area.

Entry Summary:

- entry/exit is over a narrow swinging rope bridge. Not accessible.

Includes:

- Hippopotamus statue in the ground with speaker (sound of birds and insects)
- nature play area with vertical and horizontal logs.

Accessibility Information:

- ground surface – gravel and dirt
- log seating.

Safety Information:

- watch out for snakes in area.





Hippo Beach and Water Play

This play area is a place to relax and have fun in the summer. Open October to April on days over 23 degrees Celsius.

Includes:

- viewing area to Hippopotamus – viewed through and over metal fencing
- round bar tables
- water pump and water play features
- sandpit with rope hammocks
- undercover hut
- AV screen in hut
- large tree with surrounding bench seating
- soft fall play area.

Accessibility Information:

- ground surface – concrete, wooden decking, sand and soft-fall matting
- shade sails partly over area
- seating includes stools, bench seating and lounges with back rests
- tables in undercover hut at 720mm AFFL with 680mm AFFL knee clearance
- AV screen in hut with no captioning
- soft fall play area not accessible.

Safety Information:

- children to be supervised at all times around water
- Hippopotamus statues in ground in sandpit.

African River Trail



Serval

The Serval is a small, wild cat with long legs, big ears and golden fur with dark spots.

Entry Summary:

- viewable only during “Crazy about Cats” talk
- “Crazy about Cats” meeting point is located near the Cat Maze and Cheetah habitat.

Accessibility Information:

- viewing area ground surface – gravel.



Cheetah

The Cheetah is a wild cat with a slender body, long legs, and golden fur covered in black spots. The Cheetah has a black tear mark that runs from the inner corner of each eye down to the side of their mouth.

Viewing Summary

The Cheetah is viewed behind glass.

There are two additional viewing areas where the Cheetah is viewed outdoors.

Accessibility Information:

- viewing area ground surfaces – concrete
- glass viewing area undercover, other viewing areas partly undercover
- log seating
- glass viewing area with AV screen and elevated platform with display Cheetah observation equipment.





Cat Maze

The Cat Maze is located near the Cheetah viewing area.

Includes:

- entry with plastic curtains
- rock climbing wall
- AV screens
- cat scratching boxes and poles.

Exit Summary:

- wide manual gate. Pull to open. Takes you to garden area with planter boxes and clothes line
- second gate - wide manual gate. Push to open.

Accessibility Information:

- viewing area ground surface – gravel
- seats with backrests.



Cheetah BBQ

The Cheetah BBQ is next to the Cat Maze. You need to make a booking to use the barbecues by calling 1300 966 784.

Barbeque bookings are for the duration of the day. There is a fee to book the barbeque. Werribee Open Range Zoo is responsible for cleaning of barbeque after use.

Includes:

- barbecues
- undercover area with standing room only
- surrounding lawn area.

Accessibility Information:

- ground surface – grass and concrete
- barbeque height 900mm AFFL with no knee clearance
- undercover.





Viewing Area 3.

Western Lowland Gorilla

The Western Lowland Gorilla is a large animal with thick, black fur. The leader of the group has silver fur on its back. They have a wide head, large eyebrow ridges and small ears.

Viewing Summary

The Western Lowland gorilla can be viewed outdoors, through and over a stick picket fence by a small creek.

You can see the Western Lowland Gorilla in three places:

1. Near a small creek, through a fence.
2. Along the African River Trail, near the African Village Dance Party
3. Behind the Vervet Monkeys.

Habitat Accessibility

- viewing areas ground surface – concrete, wooden decking, gravel and tanbark
- seating – picnic tables with attached bench seats, next to the African Village Dance Party.





Bush Babies Adventure Trail

The Bush Babies Adventure Trail is a nature play area for children.

Includes:

- pathways with different textures and gradients
- shallow, natural climbing structures
- animal sculptures around perimeter.

Accessibility Information:

- ground surface – dirt and gravel.



Meerkats

Meerkats are small animals with sandy or grey coloured fur and a long, slender body. They have dark patches around their eyes, a dark tip on their tail and sharp claws.

Viewing Summary

The Meerkats can be viewed outdoors, behind glass.

There is a second viewing area inside the Meerkat Bistro, behind a glass window.

Habitat Accessibility:

- viewing area ground surface – concrete and wooden decking
- outdoor cafe seating.



African River Trail

Toilets

There are three sets of toilets along the African River Trail.

Set 1

Location: Near the Monkey Play and Coffee Grounds Picnic Area.

Includes:

- one all genders, accessible toilet with artificial lighting
- manual door that you pull out with an 870mm space for you to pass through.
- twist lock at 1100mm AFFL
- cubicle space 2300mm x 2300mm
- grab bars to the left and behind toilet
- colour contrast toilet seat. Toilet height 470mm AFFL with left hand transfer
- sink height 800mm AFFL with lever tap 1000mm AFFL
- sharps disposal
- sanitary bin
- baby change area.

Separate men/boys and women/girl's toilets.

Accessibility Information:

- stepped entry to men/boys and women/girl's toilets
- seats with backs outside men/boys and women/girl's toilets.

Set 2

Location: Near the Hippo Beach Cafe.

Includes:

- men/boys and women/girl's toilets.

Separate Parents' Room

Includes:

- toilet
- baby change facilities
- sink
- nappy disposal unit.

Set 3

Location: Next to the Safari Station.

Includes:

- one all genders, accessible toilet with artificial lighting
- manual door that you push open with a 900mm space for you to pass through.
- twist lock at 1000mm AFFL
- cubicle space 2440 mm x 2640mm
- grab bars to the right and behind toilet
- toilet height 450mm AFFL with right hand transfer
- sink height 830mm AFFL with lever tap 970mm AFFL
- baby change area.

Separate men/boys and women/girl's toilets, including ambulant.



Meerkat Bistro

Located next to the Meerkat habitat.

Open for breakfast and lunch. Seasonal menu plus house-made bakery items, hot and cold beverages and ice creams.

Fully licensed. Vegetarian and gluten free options available. Cashless.

Entry Summary

Entry closest to accessible ramp:

- double manual doors. Pull to open. Width 820mm-1620mm.

Second entry point: wide, manual sliding door.

Third entry point: wide manual door. Pull to open.

Accessibility Information:

- ramp and stepped entry to bistro
- ramp length 5.3 metres, with gradient 1:17 (5.8%)
- indoor and outdoor seating
- indoor serving counter height 900mm AFFL
- indoor pickup counter height 1220mm AFFL
- outdoor counter window height 940mm AFFL

- self-serve soft drink counter and scanner height 900mm AFFL
- indoor table heights 770mm AFFL with knee clearance 740mm AFFL
- outdoor table heights 720mm AFFL with knee clearance 670mm AFFL
- indoor dining with seats and backrests
- outdoor dining with seats at tables
- wheelchair circulation space
- ground surface – wooden flooring and decking.

Safety Information:

- access ramp with handrails on both side for the part of the way. No TGSI
- steps to bistro with handrails each side and stair nosing. No TGSI.

Meerkat Bistro has one set of toilets.

Includes

- hallway to toilets with clearance 800mm
- one all genders, accessible toilet with manual lighting
- manual door that you pull out to open with a 770mm space for you to pass through
- twist lock at 1130mm AFFL
- cubicle space 1740mm x 2030mm
- grab bars to the left and behind toilet
- colour contrast toilet seat. Height 490mm AFFL with left hand transfer

- sink height 740mm AFFL with lever tap at 820mm AFFL
- sharps unit
- sanitary unit
- nappy disposal unit
- baby change area.

Separate men/boys and women/girl's toilets.



Tribal Beats Bistro

Located next to Meerkat Bistro. Open daily 9am - 5pm.

Enjoy a hot meal. You can also purchase hot and cold beverages, ice creams and Munch Boxes.

Vegetarian and gluten free options available. Cashless.

Accessibility Information:

- serving counter height 1000mm AFFL
- no tables or seating. Seating available at Meerkat Bistro.
- wheelchair circulation space
- ground surface – concrete.



Hippo Beach Cafe

Located near Hippopotamus habitat. Open during school holidays.

Enjoy a range of sweet and savoury bakery goods, hot and cold beverages, fresh jaffles, sandwiches and pies. You can also purchase hot and cold beverages and ice creams.

Vegetarian and gluten free options available. Cashless.

Accessibility Information:

- serving counter height 900mm AFFL
- pickup counter height 1100mm AFFL
- self-serve soft drink counter and scanner height 850mm AFFL
- barrel tables. Heights 700mm AFFL with knee clearance 660mm AFFL
- barrel seats with no backrests
- wheelchair circulation space
- ground surface – concrete.



Cheetah Lawn Barbeque

Located near the Cheetah habitat. Open during school holidays.

Traditional sausages, snacks and ice creams.
Cashless.

Accessibility Information:

- serving counter height 1020mm AFFL
- picnic tables with attached seating
- ground surface - concrete, tanbark and grass.



Australian Trail

Visitors can view native animals, bush, and grasslands along the Australian Trail.

Entry

- gate 1 - manual. Push open. Width 1020mm
- opens to a wide void
- gate 2 - manual. Pull out. Width 1030mm.

Includes:

- Changola barbeque area
- Village Kids
- Reptiles
- Native grasslands
- Tammar Wallaby
- Shearer's Cottage
- Emus
- Chirnside Woolshed
- Eastern Grey Kangaroos
- Werribee River Trail
- Orange-bellied Parrot Aviary
- Koalas
- Toilets.



Sensory Guide

On the Australian Trail, I might:

Feel

- Change in ground surface
- Flying insects
- Shared personal space
- Warmth (reptile house)
- Weather
- Uneven ground surface

Hear

- Animals
- Audio visual screens (reptile house)
- Birds
- Camera clicking (Chirnside Woolshed)
- Children playing
- Flying insects
- Hand dryer (toilets)
- Nature
- Toilet flushing (toilets)
- Water running (toilets)

See

- Audio visual screens (reptile house)
- Birds flying freely (Orange-Bellied Parrot Aviary)
- Dark lighting (Chirnside Woolshed)
- Dust
- Flying insects
- Glare
- Movement of people
- Nature
- Wool (Chirnside Woolshed)

Smell

- Animals
- Dampness (reptile house and Chirnside Woolshed)
- Dust
- Eucalyptus
- Nature
- Sunscreen
- Tanbark
- Wood (Chirnside Woolshed)
- Wool (Chirnside Woolshed)





Changola Barbeque Area

The Changola barbeque area is past the main entrance, to the left. You need to make a booking to use the barbeques by calling 1300 966 784.

Bookings are for the duration of the day. There is a fee to book the barbeque. Werribee Open Range Zoo is responsible for cleaning of barbeque after use.

Includes:

- barbecues
- semi sheltered area with seating for up to 40 people
- picnic tables with attached seating in semi sheltered area.

Accessibility Information:

- ground surface - concrete
- barbecue heights 960mm AFFL with 880mm AFFL knee clearance
- table heights 730mm AFFL with no knee clearance.



Village Kids

Village Kids is an outdoor play space, located near Ranger Kids.

Includes:

- 3-level metal and tin play unit with play beads and a slide
- basket swing
- log steps
- horizontal swing bridge
- standing spinner
- raised hump with tunnel underneath and weave poles on top
- animal statues and tribal masks.

Accessibility Information:

- stepped access to level 2 and 3 of play unit
- slight step up to ground level of play unit
- ground surface - tanbark and soft-fall matting
- picnic benches.

Safety Information:

- play unit steps with handrails both sides, no step edging and no TGSi top or bottom.





Reptiles

The reptile habitat is a place to see some of Australia's most amazing and deadly scaled creatures.

Reptiles are different shapes and sizes. All reptiles have scales. Scales can be smooth, rough or bumpy, depending on the reptile.

Entry Summary:

- door 1 - manual. Push to open. Width 880mm
- opens to a void
- door 2 - manual. Push to open. Width 880mm.

Viewing Summary

The reptiles are viewed indoors, behind glass.



Exit Summary:

- door 1 - manual. Push to open. Width 1150mm
- opens to a void.
- door 2 - manual door. Push to open. Width 1150mm.

Habitat Accessibility:

- digital screens with information about each reptile located high above each habitat
- viewing area ground surface – carpet
- viewing area with variable heights 430mm AFFL to 1080mm AFFL
- one step up to viewing area
- small step from exit doors to outside area.

Habitat Safety:

- step up to viewing area with no handrail
- step from exit doors to outside area with no handrail, stair nosing or TGSi.

Native Grasslands

The native grasslands are past the reptile habitat.

Includes:

- undercover viewing shelter
- binoculars with standing platform
- range of native grasslands
- information pod
- wide outdoor viewing area with animal statues.

Accessibility Information:

- ground surface - gravel
- standing platform 1520mm AFFL
- information pod with audio, rotating handle at 800mm AFFL and viewing window at 930mm AFFL undercover area.

Tammar Wallaby



Tammar Wallabies look like small kangaroos. They have thick brown and grey fur with lighter grey bellies and cheeks. They have round faces and females have a pouch.

Entry Summary:

- gate 1 - double manual. Push to open. Lever at 1470mm AFFL. Width 1390mm
- opens to a void
- gate 2 - double manual. Push to open. Lever at 1130mm AFFL. Width 1130mm.

Viewing Summary

The Tammar Wallaby is viewed behind roped barriers.

Exit Summary:

- gate 1 - double manual. Push to open. Lever at 1450mm AFFL. Width 1220mm.
- opens to a void
- gate 2 - double manual. Push to open. Lever at 1450mm AFFL. Width 1340mm.

Habitat Accessibility:

- viewing area ground surface - concrete, wooden decking
- benches boardwalk with slight gradient.



Emus

Emus are large birds with long legs and necks. They have fluffy feathers all over their bodies. They have yellowish brown to black eyes and their beaks are brown/black.

Viewing Summary

The Emus are viewed outdoors, through a high wire fence.

Habitat Accessibility:

- viewing area ground surface - grass and gravel
- picnic tables with attached seating and log seating
- viewing area with grassed hill.

Habitat Safety:

- free roaming Kangaroos in area.





Chirnside Woolshed

The Chirnside Woolshed is a historical building, built in 1861. It was owned by the Chirnside family and used for sheep shearing.

Entry Summary:

- swing doors. Push to open. Width 1160mm.

Includes:

- static sheep shearing display
- sheep pens and sheep statues
- tool and wool displays.

Accessibility Information:

- one step up to enter building
- ground surface - wooden floorboards.

Safety Information:

- step up to building with no TGSI and no handrail
- uneven floor surface.



Eastern Grey Kangaroo

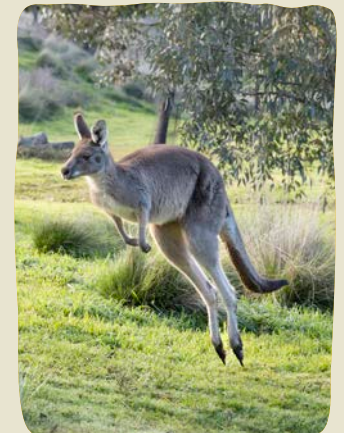
The Eastern Grey Kangaroo is a big animal with grey fur, a long tail and ears and powerful back legs. Females have a pouch to carry their young.

Viewing Summary

The Eastern Grey Kangaroos are free roaming. Visitors can view them as they move along the Australian Trail.

Habitat Accessibility:

- viewing area ground surface - gravel and grass.



Australian Trail



Orange-bellied Parrot Aviary



The Orange-bellied Parrot is a small, colourful bird with bright green feathers, an orange stomach and small wings.

Entry Summary:

- gate 1 manual. Pull out to open. Width 1070mm.
- opens to a void.
- gate 2 manual with plastic strip curtains. Push to open. Width 1160mm.

Viewing Summary

The Orange-bellied Parrot flies freely within the aviary. Visitors stand behind a wooden picket fence.

Exit Summary:

- gate 1 - manual with plastic strip curtains. Pull out to open. Width 1170mm
- opens to a void
- gate 2 - manual. Push to open. Width 1070mm.

Habitat Accessibility:

- viewing area ground surface - patterned concrete
- wooden viewing fence height 900mm AFFL
- benches
- undercover.



Koala

Koalas look like small bears with grey-brown fur, a large round head, black noses and furry ears.

Viewing Summary

The Koala is viewed outdoors.

Exit Summary (to African River Trail)

- gate 1 - manual. Pull out to open. Width 1060mm
- opens to a void
- gate 2 - manual gate. Push to open. Width 1090mm.

Habitat Accessibility:

- viewing area ground surface - gravel
- viewing area fence 900mm AFFL
- log seating
- koala tree playspace next to habitat.



Toilets

There is one set of toilets on the Australian Trail.

Location:

Past the main entrance, to the left, before entry to the trail.

Includes:

- one all genders, accessible toilet with manual light switch
- manual door that you push open with an 800mm space for you to pass through
- twist lock at 1170mm AFFL
- cubicle space 2570mm x 2310mm
- grab bars to the right and behind toilet
- toilet height 460mm AFFL with right hand transfer
- sink height 760mm AFFL with knee clearance 710mm AFFL. Lever tap at 930mm AFFL

Separate men/boys and women/girl's toilets.

Separate Parents' Room

Location:

Opposite the men/boys and women/girl's toilets.

Includes:

- automatic sliding door entry
- microwave
- nursing station
- sink
- change tables
- high chair
- toys.





Werribee River Trail

The Werribee River Trail is a 1-kilometre picturesque trail.

Trail closes daily at 4pm.

Entry/Exit Summary:

- gate 1 - manual. Push to open. Width 1170mm
- opens to a void
- gate 2 - manual gate. Push to open. Width 1170mm.

Includes:

- walking trail
- river viewing platform.

Accessibility Information:

- ground surface of trail – gravel, wooden boardwalk
- boardwalk width 1610mm
- river viewing platform with wooden railings. Height 1020mm AFFL
- river viewing platform with bench
- trail with log seating, picnic tables
- steep, variable gradients throughout trail.

Safety Information:

- two bridges - one with roped barriers, one without roped barriers.



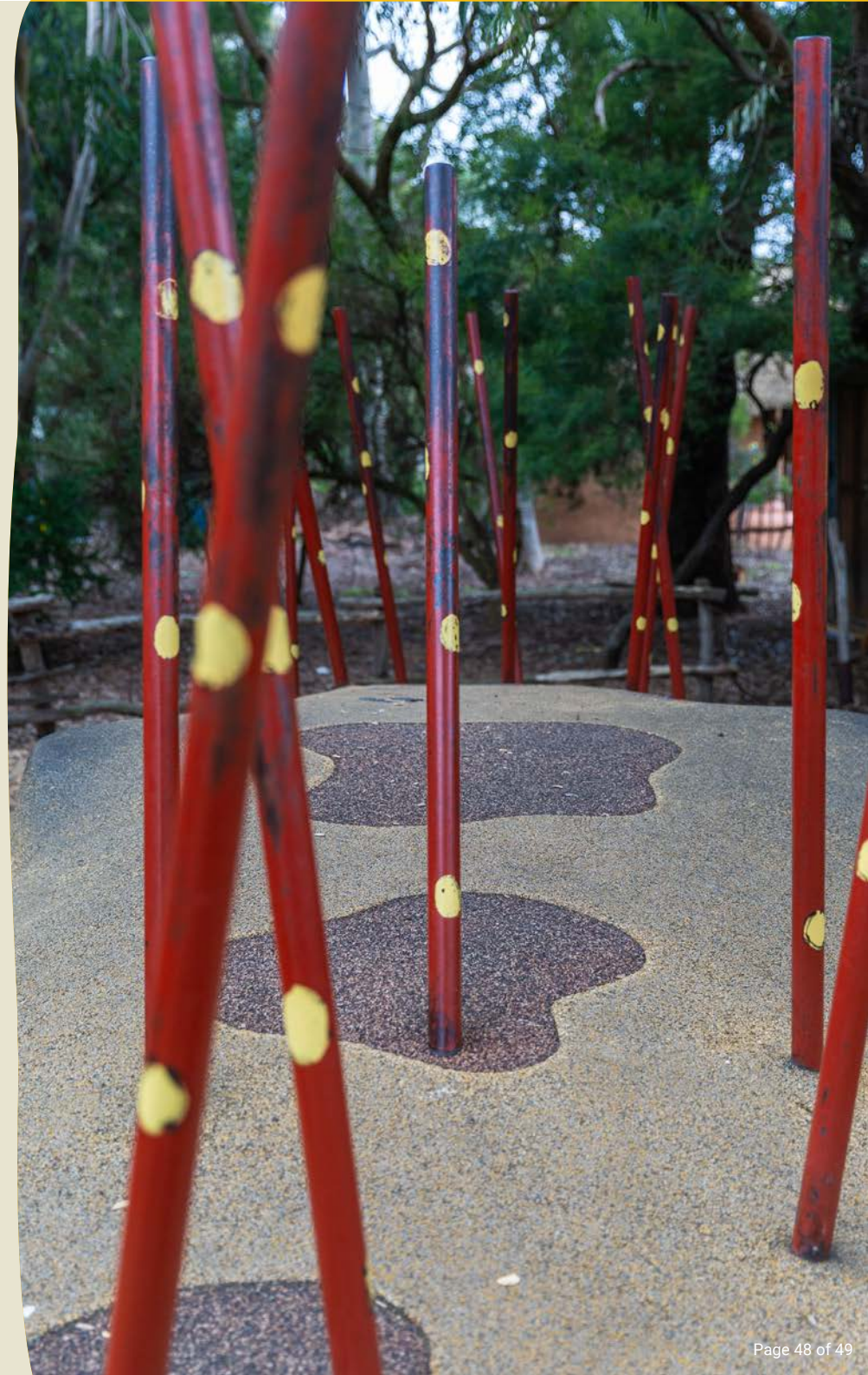
Accessibility



- Website meets AA standards
- Online bookings
- Bookings phone line with taped message about events, services and facilities
- Pathway from carpark to main entry with pram ramps
- Werribee Open Range 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.
- Online zoomable PDF [map](#)
- Free Wi-Fi. Please see staff for log in details
- Wide, accessible pathways throughout zoo trails
- Manual wheelchairs available for hire, free of charge. Photo identification required. Please see our [website](#) to book a wheelchair. Collect from Village Trader.
- [Strollers available for hire](#). Photo identification and credit card are required. For further information and costs, please see our website. Collect from Village Trader.
- Water stations through zoo trails. Spout height 830mm AFFL with knee clearance 760mm AFFL. Bottle refill button 1060mm AFFL
- Zoo buggies driven by staff members may make a beeping sound
- Assistance animals that are certified by a registered authority are welcome at the Zoo. However, for the safety of all animals, assistance animals are not permitted at:
 - » Deluxe Safari Adventure
 - » Australian Experience
 - » Australian Trail
 - » Lion Viewing Area
 - » Lion Encounter
 - » African Cat Encounter
 - » Gorilla Behind the Scenes
 - » Giraffe Encounter
 - » Cheetah Encounter
 - » Slumber Safari
 - » If you would like to be part of these experiences, a staff member or volunteer guide would be happy to escort you. Your assistance animal will be cared for while you enjoy these experiences.
- Our admissions staff can help you with any queries. Just ask us when you arrive. Mobile guided tours available. Zoo volunteers offer free tours in an electric golf cart. Vehicles carry up to 3 passengers. Carts travel at a slow pace so that carers, families and friends can walk alongside. Tours run for approximately 60 minutes. Mobile guided tours run in the mornings, but may not be available every day. Please book in advance by calling 9731 9610
- Keeper Talks amplified
- Varied external terrain of concrete, grass, tanbark, wooden decking, dirt pathways and gravel pathways
- Varied internal terrain of carpet and wooden decking
- 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
- Auslan interpreters may be used for accessible zoo events. Please call us on 1300 966 784 to enquire
- Pen and paper for exchanging information at ticket office, bistro/catering outlets, Information Hut and zoo shop
- Staff and volunteers available to read information to visitors
- Venue supportive and welcoming of LGBTIQIA+ community. Member of The Welcome Here Project
- Staff very accommodating to people of all abilities
- Please see our Werribee Open Range Zoo [Sensory Map](#) to plan around high and low sensory areas of the zoo. Low sensory areas are quieter and less busier spaces
- Werribee Open Range Zoo, in consultation with Amaze, has developed a [Social Script](#) to prepare children for what they might experience during their zoo visit

Safety

- TGSIs between main entrance and carpark
- Pedestrian crossing between main entrance and carpark
- No smoking or vaping
- Wet floor signage may be displayed, both indoors and outdoors
- All staff with Working with Children Checks
- 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
- Cable covers on ground in various sections of 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 onsite
- First Aid kits at multiple locations throughout the zoo. The First Aid room is located near the toilet block at the front entry. Please notify any staff member if you require First Aid
- The Defibrillators are positioned at the following sites:
 - » Staff lunch room
 - » Tourist Centre
 - » Slumber Safari site
 - » First Aid room
 - » Veterinary hospital reception
- 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

Werribee Open Range Zoo

K Road

Werribee South, Victoria, 3030

Phone 1300 966 784 (Zoos Victoria)

www.zoo.org.au/werribee

contact@zoo.org.au



**WERRIBEE
OPEN RANGE ZOO**