



Glen Eadie Avenue
Healesville, Victoria, 3777
Phone 1300 966 784 (Zoos Victoria)

Updated December 2024 V1

Access Key

A customised accessibility guide

**HEALESVILLE
SANCTUARY**

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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 Healesville Sanctuary.

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 57.](#)
- [Safety information is located on page 58.](#)

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



Did you know?

Healesville Sanctuary is a zoo that specialises in native Australian animals.

Healesville Sanctuary 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 Healesville Sanctuary entry tickets [online](#).

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

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

The Healesville Sanctuary map is available [online](#).

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

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

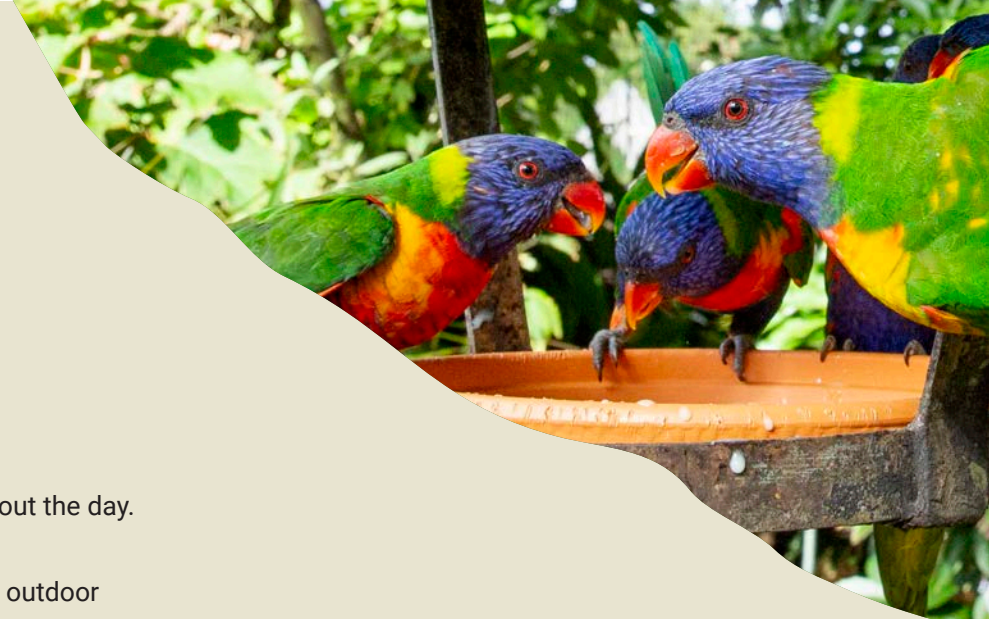
We have a range of indoor and outdoor [function spaces](#) available.

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 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

Healesville Sanctuary is located at Glen Eadie Avenue, Healesville.

See [Google Maps](#).

Train

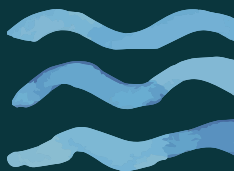
The nearest station is Lilydale Station, 24 kilometres from the Sanctuary.

The Lilydale line will get you there.

Bus

Bus Route 685 will transport you from Lilydale Station to Healesville Sanctuary. The nearest bus stop is outside the main entrance on Glen Eadie Avenue.

For further information on how to get to Healesville Sanctuary by public transport, please visit [Public Transport Victoria](#).



Parking

The most convenient parking for Healesville Sanctuary is within designated carparks onsite.

There are:

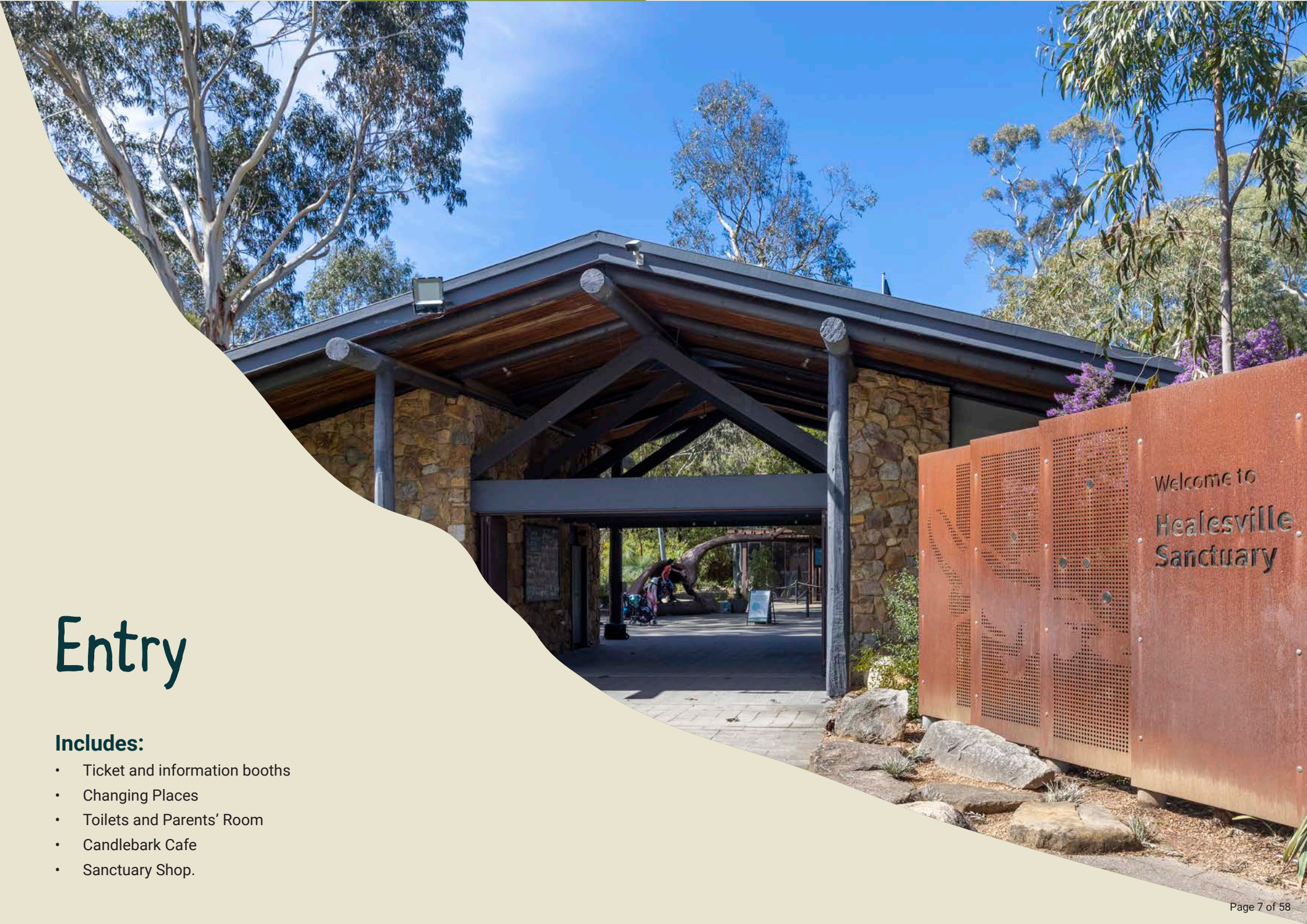
- eight accessible parking bays, 40 metres from the main entry gates. This pathway surface is a combination of asphalt and paving
- general parking with no restrictions
- bus parking
- bike racks outside the main entrance, to the left.



Entry

Includes:

- Ticket and information booths
- Changing Places
- Toilets and Parents' Room
- Candlebark Cafe
- Sanctuary Shop.



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.

At the Entry to Healesville Sanctuary, I might:

Feel

- Change in ground surface
- Flying insects
- Heating/Cooling (parents' room)
- 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)
- Heating/Cooling (parents' room)
- Nature
- Soundscape stories
- Toilet flushing (toilets)
- Water running (creek and toilets)

See

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





Welcome

Welcome to Healesville Sanctuary.

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

There is one entrance with an undercover area.

The entrance is reached from the carpark off Glen Eadie Road.

Entry is through an open space with queuing pathways for people to go to the ticket counters.

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.

Both ticket counters have a height of 1060mm AFFL.

There is an information booth past the main entrance, where the Wurundjeri Walk meets the Main Track. The information counter has a height of 1340mm AFFL. Visitors can scan the QR code for an online map of the zoo.

When exiting the zoo to the car park, you can go through the queue bollards in the entry area. You can also exit from the Sanctuary Shop exit doors. These are automatic sliding doors with a clearance of 1230mm.



Changing Places

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

Location

Inside the main entrance, to the left.

Includes

- all genders, fully accessible toilet and adult change facility with artificial lighting
- automatic sliding door with a 960mm space for you to pass through. Push button lock at 1160mm AFFL
- cubicle space 4400mm x 3200mm
- retractable grab bars on the left and right of toilet
- toilet height 470mm AFFL with left- and right-hand transfer
- toilet with padded backrest
- sink height 820mm AFFL with lever tap at 1020mm AFFL
- shower with bench seat, shower curtain and grab bars
- privacy screen
- electronically height adjustable adult change table with maximum load 200kg

- Guldmann GH3 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.

If you do not have your own MLAK key, please collect from the ticket counter.



Toilets

There is one set of toilets in the entry area.

Location

Inside the main entry, to the left, past the Changing Places.

Includes:

- outdoor ramp to toilets. Length 13 metres with gradient 1:14 (6.97%). Ramp with handrails both sides and TGSi top and bottom
- one all genders, accessible toilet with sensor lighting
- manual door that you push open with a 900mm space for you to pass through
- twist lock at 830mm AFFL
- cubicle space 3200mm x 3740mm
- grab bars to the right and behind toilet
- toilet height 460mm AFFL with right hand transfer
- colour contrast toilet seat and padded back rest
- sink height 810mm AFFL with lever tap at 940mm AFFL
- baby change area.

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

Separate Parents' Room: "The Pouch"

Includes:

- manual door that you push open, with an 800mm space for you to pass through
- baby change table
- sink
- microwave
- nappy disposal bins
- children's table and chairs
- separate, lockable feeding room with couch and chair with backrests
- two small tables in feeding room
- air conditioning.



Candlebark Cafe

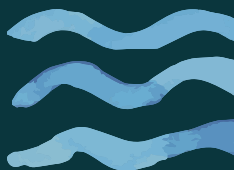
Location: Inside the main entry, to the right, next to the Sanctuary Shop.

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

Cashless.

Accessibility Information:

- serving and pick up counter height 880mm AFFL
- seating with back and armrests and a bench seat with no backrest
- table heights 730mm AFFL with knee clearance 690mm AFFL
- Wheelchair circulation space
- ground surface – concrete and paving.



Sanctuary Shop

The Sanctuary Shop is a retail shop within Healesville Sanctuary.

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

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

Entry Summary:

- automatic sliding door, width 1450mm.

Accessibility Information:

- serving counter height 990mm AFFL.

Exit door to carpark:

- automatic sliding door, width 1230mm.





Staff and volunteers at Healesville Sanctuary 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 Track

There are many animals to see, educational opportunities, historical buildings and places to relax and play along the 1.2km Main Track.

Includes:

- Echidnas
- Emus
- Fighting Extinction Headquarters
- Fighting Extinction Aviary
- Bunjil Nature Play
- Picnic Area
- Robert Eadie Pavilion
- Heritage Shelter
- Reptile Pavilion
- Reptile Picnic Area
- Reptiles
- Land of Parrots
- Guthega Skinks
- Flight Arena
- RACV Lyrebird Aviary
- Spotted Tree Frogs
- Toilets.

Sensory Guide

On the Main Track, I might:

Feel

- Change in ground surface
- Cool air (Fighting Extinction Aviary Conservation Hut, Reptile House and Lyrebird Aviary and Spotted Tree Frogs)
- Flying insects
- Plastic strip curtains (Fighting Extinction Aviary Conservation Hut)
- Shared personal space
- Water mist (Land of Parrots)
- Weather

Hear

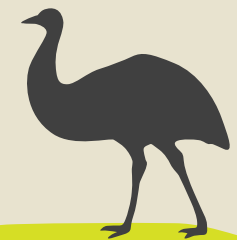
- Air conditioner (Fighting Extinction Aviary Conservation Hut)
- Animals
- Amplified voices (Flight Arena)
- Birds
- Children playing
- Echo (Reptile House)
- Flying insects
- Nature
- Water mist (Land of Parrots)
- Water running

See

- Birds
- Birds flying overhead (Flight Arena)
- Children playing
- Dark lighting (Reptiles)
- Digital screens (Fighting Extinction Headquarters and Fighting Extinction Aviary Conservation Hut)
- Flying insects
- Glare
- Bright lights (Heritage Shelter)
- Movement of people
- Nature
- Water mist (Land of Parrots)

Smell

- Animals
- Barbeque cooking (Bunjil Nature Play, Picnic Area and Robert Eadie Pavilion)
- Dust
- Eucalyptus
- Moss (Lyrebird Aviary and Spotted Tree Frogs)
- Nature
- Plastic strip curtains (Fighting Extinction Aviary Conservation Hut)
- Sunscreen
- Tanbark





Echidnas

Echidnas are mostly brown or black in colour and have a round body covered in spiky hair, a pointy face with a long snout, small eyes and ears and strong claws for digging.

Echidnas can be found to the left of the main entry.

Viewing Summary

The echidnas are viewed behind glass windows.

Habitat Accessibility

- viewing area ground surface – gravel
- glass windows at 470mm AFFL
- bench seat, no backrest.



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.

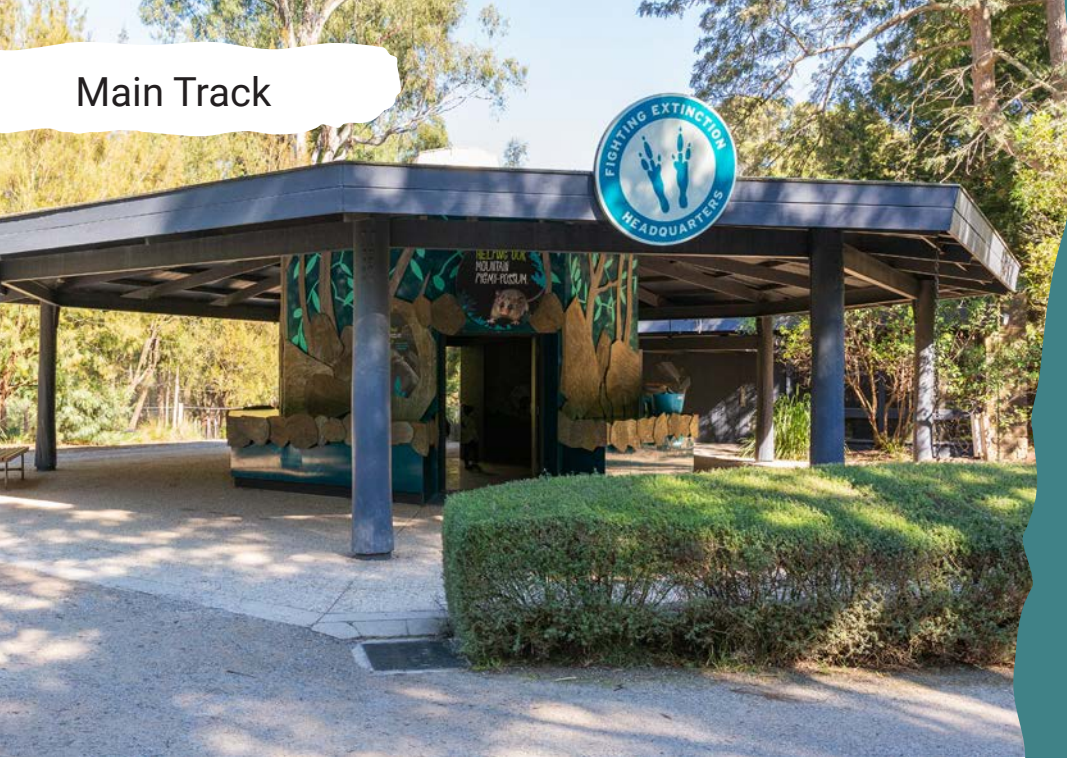
Viewing Summary

The emus are viewed behind wire fencing with a wooden barrier.

Habitat Accessibility

- viewing area ground surface – gravel
- wire fence with wooden barrier at 1070mm AFFL
- emu touch point information sign in Braille and large print.





Fighting Extinction Headquarters

Zoo Victoria's Fighting Extinction program aims to support the recovery of native threatened species in Victoria. Our headquarters can be found at Healesville Sanctuary.

Accessibility Information

- ground surface – pebbledash
- door leading to Mountain Pygmy Possum Information booth with 1320mm space for you to pass through
- bench seating, no backrests.





Fighting Extinction Aviary

Our Fighting Extinction Aviary aims to support the recovery of native threatened birds.

Entry Summary

- gate 1 - manual gate. Pull out to open. Width 1130mm.
- opens to a void
- gate 2 – manual gate with plastic strip curtains. Pull out to open. Width 1130mm.

Viewing Summary

The birds are viewed within a meshed aviary. There is a conservation hut within the aviary.

The conservation hut is a habitat for Northern and Southern Corroboree frogs. You can see keepers working behind the scenes with both species.

Habitat Accessibility

- viewing area ground surface: Aviary - gravel . Conservation hut - concrete
- entry to conservation hut through an open space with plastic strip curtains and a 1000mm space for you to pass through
- viewing windows at 900mm AFFL
- aviary with rock seating. Conservation hut with bench seating and back and armrests
- small step into conservation hut.



Conservation Hut

Bunjil Nature Play



Includes:

- clatter bridge
- rope course
- tunnel
- slide
- sandpit
- viewing platform with rock steps.

Accessibility Information

- ground surface – tanbark
- bench seating with back and armrests, logs and sleepers
- shade sail.

Safety Information:

- rock steps with no handrails or TGSi.

Picnic Area



There is a picnic area near the Bunjil Nature Play.

Includes:

- lawn area
- surrounding rock seating
- barbecue shelter
- picnic tables with attached bench seating.

Accessibility Information:

- ground surface – artificial grass and tanbark
- barbecue heights 990mm AFFL, no knee clearance
- barbecue shelter undercover.

Safety information:

- rock seating with sharp edges.



Robert Eadie Pavilion



The Robert Eadie Pavilion is near the picnic area and is available for hire. To book, please contact us on 1300 966 784.

Entry Summary:

- Open entry. Width 940mm.

Includes:

- undercover shelter
- picnic tables with attached bench seats

- seating for up to 80 people
- open fireplace in the cooler months.

Accessibility Information:

- ground surface – concrete
- table heights 780mm AFFL. No knee clearance

Heritage Shelter



Entry Summary:

- two sets manual doors. Push to open
- width 760mm to 1090mm.

Includes:

- benches
- display cases with history information.

Accessibility Information:

- ground surface – concrete
- bench seating around inside perimeter of shelter.

Reptile Pavilion



The Reptile Pavilion and picnic area are next to each other.

Entry Summary:

- open entries. Widths 1190mm and 1730mm.

Includes:

- undercover shelter
- picnic tables with attached seats
- open fireplace.

Accessibility Information:

- ground surface - concrete
- table heights 730mm AFFL, with 700mm knee clearance.

Reptile Picnic Area



Includes:

- picnic tables with bar stools.

Accessibility Information:

- ground surface – gravel
- table heights 770mm AFFL.





Reptile House

The Reptile House is a place to see some of Australia's most amazing scaled creatures including the Endangered Guthega Skink. Reptiles are different shapes and sizes. All reptiles have scales. Scales can be smooth, rough or bumpy, depending on the reptile.

Entry Summary:

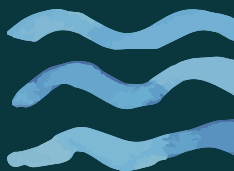
- manual door. Permanently open, width 830mm.

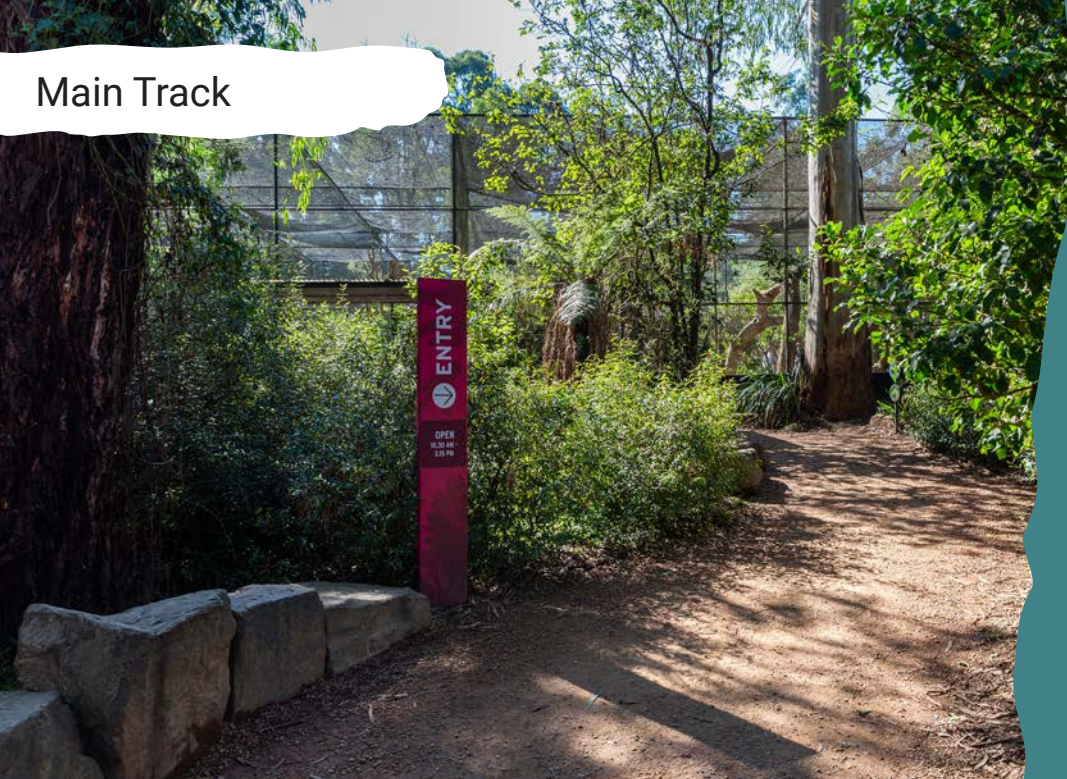
Viewing Summary:

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

Habitat Accessibility:

- viewing window height 960mm AFFL
- Guthega Skink viewing window height 790mm AFFL.
- digital screens with information about each reptile located high above each habitat
- Reptile house viewing area ground surface - concrete . Guthega Skink - brick paving.





Land of Parrots

The Land of Parrots is a walk-through aviary featuring Australian birds such as parrots, cockatoos, lorikeets, budgerigars and finches. This aviary is staffed.



Entry Summary:

- gate 1 - manual with plastic strip curtains. Push to open. Width 1010mm
- opens to a void
- gate 2 – manual. Push to open. Width 900mm.

Viewing Summary:

The birds are free roaming within the aviary, mostly perched up high on branches.

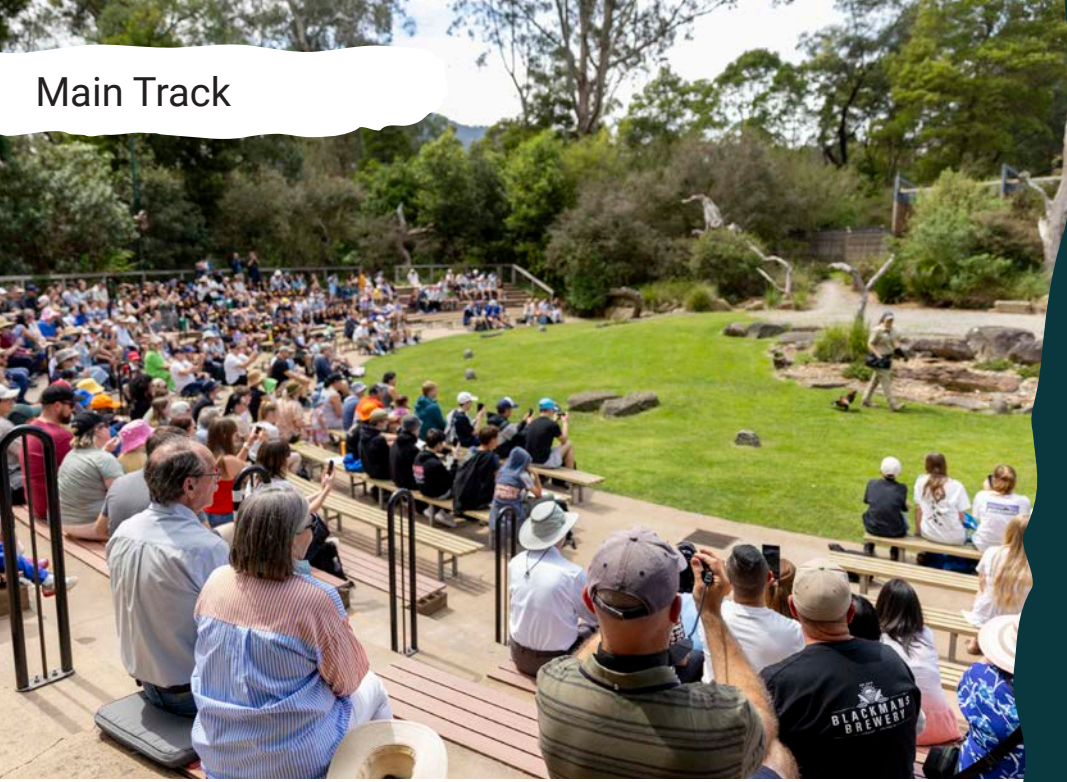
Entry to Red-tailed Black Cockatoo (located within the Land of Parrots aviary)

- gate 1 - manual with plastic strip curtains. Pull out to open. Width 1080mm
- opens to a void
- gate 2 – manual. Pull out to open. With 1070mm.

Habitat Accessibility:

- viewing area ground surface – concrete.





Flight Arena

The Flight Arena is where the “Spirits of the Sky” presentations are held. Come see a bird presentation where birds fly above you. Visitors can watch native birds like eagles, buzzards, owls, and colourful parrots. See how they fly and learn about each species of bird. Enjoy their beauty and learn about what makes them special.

Presentations are held daily at 12pm and 3pm and are included in your admission to Healesville Sanctuary.

Includes:

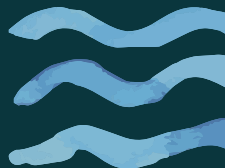
- tiered bench seating.

Accessibility Information:

- entrance to flight arena has bench seat with backrests
- ground surface - concrete
- steps within tiered bench seating
- presentation with amplified audio
- live venue audio via ListenWIFI App, available in the App Store and Google Play
- food not permitted during presentation. Drinking is allowed.
- a volunteer can be arrange to wait with service animal outside the arena.

Safety Information:

- steps in tiered bench seating with vertical balance barriers, no stair nosing and no TGS
- during the show, spectators are encouraged to remain seated. Standing room is available at the back of the arena.





RACV Lyrebird Aviary



A Lyrebird is large bird with brown feathers covering its body. It has a small head with a sharp beak and tail feathers shaped like a lyre, which is a musical instrument. That's why it's called a Lyrebird! This aviary is staffed.

Entry/Exit Summary:

- gate 1 - manual. Push to open. Width 1130mm
- opens to a void
- gate 2 – manual. Pull out to open. Width 1140mm

Viewing Summary

The Lyrebirds are free-roaming within the aviary.

Habitat Accessibility:

- viewing area ground surface – concrete
- entry to aviary with bench seat, no backrest
- pathway width 1790mm
- pathway with gradient
- undercover tree canopy
- netting overhead
- aviary viewing platform with stepped access.

Habitat Safety:

- step to viewing platform with handrail both sides, no TGSI.



Spotted Tree Frogs

A Spotted Tree Frog is a small frog with smooth, shiny skin that can be green, brown, or grey, with darker spots or blotches all over its body, eyes that are big and round and long legs for jumping.

The Spotted Tree Frogs are located at the entrance of the Lyrebird Aviary

Viewing Summary

The Spotted Tree Frogs are viewed behind glass.

Habitat Accessibility:

- viewing area ground surface – concrete
- viewing window height 950mm AFFL
- bench seat, no backrest
- viewing area undercover.



Toilets and Parents Room

Set 1

Location: : Near the Sanctuary Harvest Café.

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 1080mm AFFL
- cubicle space 2125mm x 1770mm
- grab bars to the right and behind toilet
- toilet height 480mm AFFL with right hand transfer
- sink height 890mm AFFL with lever tap at 1100mm AFFL.

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

Sanitary provisions in all women/girl's toilets.

Safety Information:

- step up into men/boys and women/girl's toilets – no hand rail or stair nosing.

Parents' Room

Includes:

- automatic sliding door
- access buttons 1520mm AFFL
- sink
- microwave
- change tables
- seating
- private nursing cubicle
- parent and child toilet
- AV screen
- children's furniture.

Safety Information

Parent's' Room entry door with contrast safety bands.



Toilets

Set 2

Location: : Near the Reptile Picnic Area.

Includes:

- one all genders, accessible toilet with artificial lighting
- sliding door with a 920mm space for you to pass through
- sensor pad lock – 990mm AFFL to open and 1090mm AFFL to lock
- cubicle space 3790mm x 2105mm
- grab bars to the right and behind toilet
- colour contrast toilet seat
- toilet height 460mm AFFL with right hand transfer
- sink height 800mm AFFL, with knee clearance 690mm AFFL. Lever tap at 1020mm AFFL
- baby change area.

Separate men/boy's toilets with ambulant cubicle and separate women/girl's toilets with ambulant cubicle and sanitary provisions.



Wurundjeri Walk

Wurundjeri Walk is a place to learn about Indigenous culture. It celebrates the life of Wurundjeri Elder, William Barak.

Includes:

- sculpture of William Barak
- Dreaming Place
- ancient scar tree
- bark canoe
- soundscapes
- Creek play area, open in warmer months
- barbecues near the Dreaming Place.

The Koala Picnic area is along the Wurundjeri Walk and includes:

- flower misters. Visitors can turn these on to feel a fine mist of water come out of the flowers
- large sculpture of a yellow tailed black cockatoo
- rocks under a paperbark tree
- acacia blackwood tree
- grassed area with shade umbrellas
- picnic tables with attached bench seats, no backrests
- barrel tables.

Accessibility Information:

- ground surface – gravel, grass, sand (creek play) and tanbark
- picnic tables and barrel tables in Koala Picnic area over tanbark
- bench seats with back and armrests
- barbecues near Dreaming Place at 990mm AFFL and undercover area
- barbecue area near Dreaming Place with picnic tables with attached seats as well as bench seats with no backrests
- one picnic table in barbecue undercover area
- Dreaming Place with rock seating.

Safety Information:

- children to be supervised around creek play area
- rock seating with sharp edges.



Sanctuary Harvest Café

Location:

Near the Bunjil Nature Play Area.

Sanctuary Harvest Café is a self-service café with indoor and outdoor seating. This café offers a range of hot and cold beverages, hot and cold food and ice creams. Ben and Jerry's is located here.

Vegan and low-gluten options are available.

Cashless.

Entry Summary

There are four entry points into the Sanctuary Harvest Café.

Entry 1 - From toilet/parents' room:

- automated glass sliding door. Width 1400mm.

Entry 2 - From the main trail, near the playspace:

- automated glass sliding door. Width 1390mm
- exit button 1090mm.

Entry 3 - Gate from main trail to café outdoor and indoor areas

- manual gate. Pull out to open. Width 1150mm.

Entry 4 - door from café to additional outdoor seats:

- automatic glass sliding door. Width 1390mm
- exit button 1090mm.

Accessibility Information:

- serving and pickup counter height 900mm AFFL
- exterior Ben and Jerry counter 870mm AFFL
- indoor seating includes seats with backrests, stools and benches with backrests
- indoor round tables with height 750mm AFFL, not wheelchair accessible
- indoor eatery bench with height 900mm AFFL
- outdoor tables with height 730mm AFFL and knee clearance 660mm AFFL
- outdoor seating includes benches with no backrests and seats with backrests
- outdoor area with shade umbrellas
- wheelchair circulation space
- ground surface – linoleum (indoors) and paving (outdoors)

Safety Information:

- three automated glass sliding entry doors with decal stickers.



Pavilion Cafe

Location:

Near the Reptile Pavilion.

Open weekends and school holidays 11am - 3pm.

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

Cashless.

Accessibility Information:

- serving and pickup counter height 1090mm AFFL
- cafe picnic tables with attached seats. Table heights 730mm AFFL with 700mm AFFL knee clearance
- cafe picnic tables with bar stools. Table heights 770mm AFFL
- additional undercover seating in the Reptile Pavilion, opposite cafe. Service team can assist by delivering food and drink to wheelchair users
- wheelchair circulation space
- ground surface – gravel.



Wetlands

Visitors can see native water birds and hear the frogs along our 320-metre wetlands track.

Includes:

- Swans
- Royal Spoonbills
- Black-necked Storks
- Pied Herons
- Glossy Ibises.



Sensory Guide

In the wetlands, I might:

Feel

- Change in ground surface
- Flying insects
- Plastic strip curtains
- Shared personal space
- Uneven ground surface
- Weather

Hear

- Animals
- Birds
- Flying insects
- Nature
- Water misters
- Water pump

See

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

Smell

- Animals
- Dust
- Eucalyptus
- Nature
- Plastic strip curtains
- Sunscreen
- Wetlands water





Wetlands

Entry Summary:

- manual gate. Pull to open. Width 1200mm
- opens to a void then through plastic strip curtains.

Viewing Summary

Birds are viewed behind rope fencing with a wooden ledge. Visitors can see through and over the fence.

Swans and Bird Hide

Within the Wetlands there is a gate to the viewing area for the swans:

- entry with plastic strip curtains
- opens to a void
- manual gate. Pull out to open. Width 1150mm.

There is an exit gate from the swan's viewing area to a bird hide:

- manual gate. Pull out to open. Width 1200mm
- opens to a void then through plastic strip curtains.

The bird hide includes open partitions for bird watching.

There is an exit gate from the bird hide:

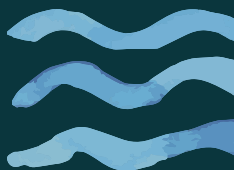
- plastic strip curtains then open to a void
- manual gate. Pull out to open. Width 1200mm.

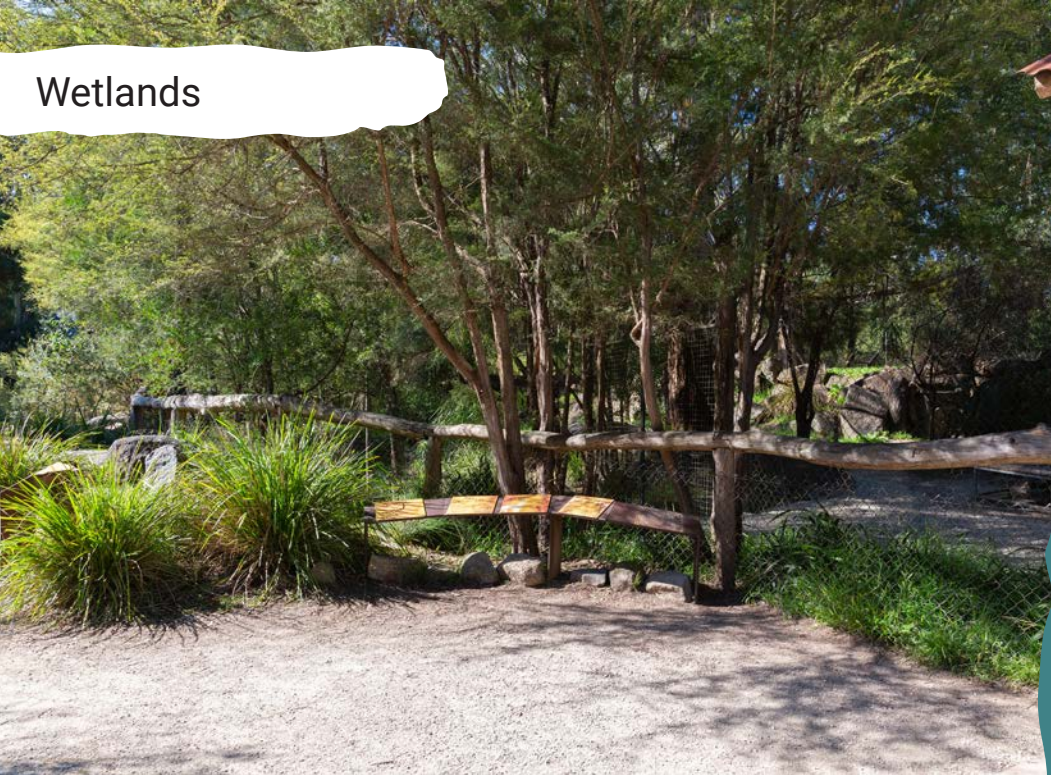
Accessibility information:

- ground surface – concrete, metal bridges and gravel
- bench seats, some with back and armrests.

Safety Information:

- children are to be supervised around the wetlands.





Dingo Country

Dingoes are wild dogs with a bushy tail and a howling call.

Dingo Country is a small track off the Wurundjeri Walk.



Viewing Summary

Visitors can see the Dingoes through and over a fence.

There is a second viewing area within Mason's Hut. This is an alpine hut, named after Kevin Mason, the longest serving employee of Healesville Sanctuary.

Mason's Hut includes:

- glass viewing area to dingoes.

Habitat Accessibility:

- viewing area ground surface – gravel. Mason's Hut - concrete
- bench seat with back and armrests outside Mason's Hut
- bench seat with no backrest within Mason's Hut.



Woodlands Track

The Woodlands Track is 800 metres in length and is a home for forest animals.

Includes:

- Pademelon
- Quoll
- Goannas
- Woodland Birds
- Brush-Tailed Rock Wallabies
- Arid Birds
- Pelicans
- Eclectus Parrot
- Kookaburras
- Satin Bowerbird
- Tasmanian Devils
- Wombats
- Animals of the Night
- Corroboree Frog Nature Play.



Sensory Guide

On the Woodlands Track, I might:

Feel

- Change in ground surface
- Flying insects
- Plastic strip curtains
- Sand (Corroboree Frog Nature Play)
- Shared personal space
- Uneven ground surface (Woodland Birds and Brush-Tailed Rock Wallabies)
- Water (Corroboree Frog Nature Play)
- Weather

Hear

- Animals
- Birds
- Children playing
- Flying insects
- Frog sounds over speakers (Animals of the Night)
- Nature
- Presentation from nearby Great Flight Aviary
- Water running

See

- Animal movement
- Birds flying
- Dark lighting (Animals of the Night)
- Flying insects
- Glare
- Movement of people
- Nature
- Red lighting (Animals of the Night)

Smell

- Animals
- Dust
- Eucalyptus
- Nature
- Plastic strip curtains
- Sunscreen



Woodlands Track



Pademelon

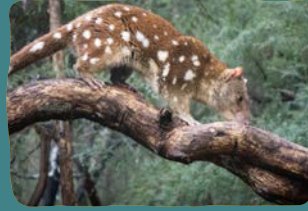
A Pademelon looks like a small kangaroo with soft brown fur and a cute face.

Viewing Summary

Visitors can see the Pademelon through and over a fence.

Habitat Accessibility

- viewing area ground surface – gravel
- bench seat with no backrest.



Quolls

A Quoll looks like a small spotted cat with a long tail and pointy ears.

Viewing Summary

Visitors can see the Quolls through and over the fence.

Habitat Accessibility

- viewing area ground surface – gravel
- bench seat with back and armrests
- talking point sign with Braille.



Goannas

A Goanna looks like a big lizard with rough, scaly skin and a long tail.

Viewing Summary

The Goannas are viewed behind glass.

Habitat Accessibility

- viewing area ground surfaces – gravel
- bench seat with no backrest.





Woodland Birds

Woodland birds are native birds that can include Owls, Cockatoos, Finch's and Honeyeaters.

Entry/Exit Summary:

- manual gates. Push to open. Width 1140mm
- opens to a void then plastic strip curtains. Width 1140mm.

Viewing Summary

The woodland birds are viewed along the aviary walkway. Birds fly freely in this aviary.

Habitat Accessibility:

- viewing area ground surface – concrete
- bench seat with no backrest.



Brush-Tailed Rock Wallabies

A Brush-Tailed Rock Wallaby is a small kangaroo-like animal with fluffy fur and a long tail, often found hopping around rocky areas.

Entry Summary:

- gate 1 - manual. Push to open. Width 1250mm
- opens to a void
- gate 2 – manual gate. Push to open. Width 1200mm.

Viewing Summary:

The Brush-Tailed Rock Wallabies are viewed behind a rope barrier.

Habitat Accessibility:

- viewing area ground surface – gravel
- bench seat with no backrest before habitat entry gates.





Arid Birds

Arid birds are found in dry climates with little or no rain. They may include the Diamond Firetail, Gouldian Finch and Princess Parrot.

Entry/Exit Summary

- gate 1 - manual. Push to open. Width 930mm
- opens to a void
- gate 2 – manual with plastic strip curtains. Push to open. Width 930mm.

Viewing Summary

The arid birds are viewed in an enclosed area, behind glass.

Habitat Accessibility:

- viewing area ground surface – paving.



Pelicans

A Pelican is a large bird with a long beak, a big throat pouch and white feathers, often seen near water catching fish.

Entry Summary:

- gate 1 - manual. Push to open. Width 1200mm
- opens to a void
- gate 2 – manual. Pull out to open. Width 1250mm.

Viewing Summary:

The Pelicans can be viewed from the woodlands track.

Habitat Accessibility:

- viewing area ground surface – gravel.



Eclectus Parrot

An Eclectus parrot is a colourful bird with bright green feathers for males and deep red feathers for females.

Entry Summary:

- manual gate. Push to open. Width 1200mm
- opens to a void.

Viewing Summary

The Eclectus Parrot's habitat is located within the void.

Void Exit Summary:

- manual gate with plastic strip curtains. Push to open. Width 1150mm.

Habitat Accessibility:

- viewing area ground surface – concrete.





Kookaburras

A Kookaburra is a big, brown-and-white bird with a big head and a loud call that sounds like laughter. Other birds in this area may include the Emerald Dove, Wonga Pigeon, the Tawny Frogmouth and Regent Bowerbird.

Entry Summary

The void exit gate from the Eclectus Parrot habitat, takes you directly into the Kookaburra habitat.

Viewing Summary

The Kookaburras are viewed within an aviary.



Exit Summary:

- manual gate with plastic strip curtains. Push to open. Width 1200mm
- opens to a void where the satin bowerbird habitat is located.

Habitat Accessibility:

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



Satin Bowerbird

A Satin Bowerbird is a shiny blue-black bird with bright eyes.

Viewing Summary

The Satin Bowerbird's habitat is located within a void.

Void Exit Summary:

- manual gate. Push to open. Width 1200mm.

Habitat Accessibility:

- viewing area ground surface – textured concrete.





Tasmanian Devils



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

Viewing Summary

The Tasmanian Devils are viewed along a boardwalk, behind a glass window.

There is a second viewing area at the end of the boardwalk, within the “Devil’s Playground” structure, behind glass.

Habitat Accessibility:

- viewing area ground surface – wood decking boardwalk
- bench seat with no backrest outside Devil’s Playground
- Devil’s Playground viewing area undercover
- shade sails along parts of boardwalk/viewing area.

Wombats

Wombats are plump marsupials with fluffy fur and big noses.

Viewing Summary:

The Wombats are viewed along the same boardwalk as the Tasmanian Devils. Part of this viewing area is behind glass.

Habitat Accessibility:

- viewing area ground surface – wood decking boardwalk
- viewing area partly under shade sails.



Animals of the Night



Enter the darkness to see a variety of native animals that come out at night. You might see Possums, Bandicoots and Bilbies.

Viewing Summary

The Animals of the Night are viewed indoors, behind glass.

Exit Summary:

- door remains open during visiting hours. Width 950mm.

Habitat Accessibility:

- viewing area ground surface – carpet
- entry pathway with steep gradient
- audio visual screen.

Habitat Safety:

- metal grate and mat in entry to Animals of the Night building
- handrail along left-hand-side perimeter of interior of building.

Corroboree Frog Nature Play



Corroboree Frog Nature Play is an outdoor play space.

Includes:

- two large yellow and black Corroboree Frog statues
- boardwalks
- cubby houses
- water pumps
- sandpit with digging equipment
- sand table, surrounded by rocks.

Accessibility Information:

- ground surface – gravel, sand, wood decking and tanbark

- water pumps and sandpit in elevated area, not accessible
- sand table height 860mm AFFL – accessible for wheelchair users
- picnic tables
- rock seating along perimeter of play space
- shade sails over sandpit/water pumps
- steps within sandpits.

Safety Information:

- steps within sandpits with no TGSi top or bottom, no handrails and no stair nosing
- rock seating with sharp edges.

Koala Forest- Kangaroo Country

Move along the boardwalk to see our beloved koalas, before moving on to meet our mob of happy hoppers in Kangaroo Country.

Includes:

- Koalas
- Red Kangaroos
- Echidnas
- Pouch House
- Kangaroo Island Kangaroos
- Goodfellow's Tree-Kangaroos
- Parma Wallabies
- Seating.



Sensory Guide

On the Koala Forest Kangaroo Country, I might:

Feel

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

Hear

- Animals
- Children playing
- Echo (Pouch House)
- Flying insects
- Nature

See

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

Smell

- Animals
- Dust
- Eucalyptus
- Nature
- Sunscreen





Koalas

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

Viewing Summary

The Koalas are viewed in various habitats along the track.

Habitat Accessibility:

- viewing area ground surface – gravel
- viewing fences at 870mm AFFL
- touch point sign with Braille and large print.



Red Kangaroos

A Red Kangaroo is a large marsupial with reddish-brown fur, long ears and a powerful tail.

Entry Summary:

- gate 1 - manual. Push to open. Width 1000mm
- opens to a void
- gate 2 – manual. Pull out to open. Width 1000mm.

Viewing Summary:

The Red Kangaroos are viewed from the track.



Habitat Accessibility:

- Red Kangaroos entry gates ground surface with metal ramp and slight gradient
- viewing area ground surface – wooden boardwalk and gravel.

Habitat Safety:

- wooden boardwalk with metal ramp with intermittent TGSi and handrails both sides.

Echidnas



The Echidnas are found in two locations in Koala Forest-Kangaroo Country.

Location 1:

Near the Koalas.

Viewing Summary:

The Echidnas are viewed behind glass.

Habitat Accessibility:

- viewing area ground surface – gravel
- undercover area
- viewing window that shows the underground burrowing and nest of echidna at 310mm AFFL.

Habitat Safety:

- rocks on ground in viewing area.

Location 2:

At The Pouch House.

Viewing Summary

The echidnas are viewed over a wooden fence with a ledge. The echidnas cannot be viewed through the fence in this viewing area.

There is a second viewing area where the echidnas can be viewed through a glass window.

Exit Summary:

- manual gate. Push to open. Width 1000mm
- gate 1 opens to a gravel pathway
- gate 2 (after gravel pathway) – manual. Push to open. Width 1000mm
- gate 2 opens to a void
- gate 3 – manual. Push to open. Width 1000mm.

Accessibility Information:

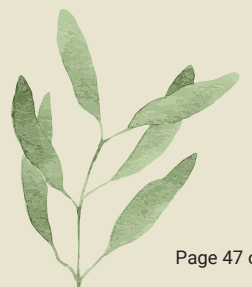
- viewing area one with wooden fence 940mm - 1160mm AFFL
- viewing area ground surfaces – gravel
- “Climb and Recline” area between this habitat and the kangaroos with log seating and climbing opportunities.



Location One



Location Two





Pouch House

Pouch House is an indoor play/educational area where visitors can learn about kangaroos.

Before the Pouch House, there is a manual gate that you push to open. Width 1000mm.

Entry Summary:

- Wombat burrow-style entry into Pouch House
- two other accessible entry points.

Includes:

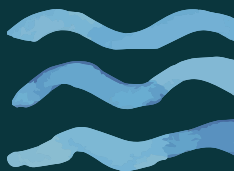
- low interactive table with information about kangaroos
- pouch chairs
- audio visual screen.

Accessibility Information:

- ground surface – wooden floorboards
- information table at 460mm AFFL
- audio visual screen.

Safety Information:

- mats at entry doors (excl. burrow entry).





Kangaroo Island Kangaroos

Kangaroos are large marsupials with powerful back legs used for hopping, a long strong tail and a pouch.

Viewing Summary

The Kangaroo Island Kangaroos are viewed from the track.

Habitat Accessibility:

- viewing area ground surface – gravel.



Goodfellow's Tree Kangaroos

A Goodfellow's Tree Kangaroo is a small, fluffy marsupial with brown fur, a long tail and golden cheeks.

Entry Summary:

- gate 1 - manual. Push to open. Width 1000mm
- opens to a void
- gate 2 – manual. Pull out to open. Width 1000mm.

Viewing Summary

The Goodfellow's Tree Kangaroos can be viewed through or over a fence.

Habitat Accessibility:

- viewing area ground surface – gravel.



Parma Wallabies

A Parma Wallaby is a small marsupial with greyish-brown fur, a white belly and a dark stripe running down its back.

Viewing Summary

Parma Wallabies are viewed along the track.

Exit Summary:

- gate 1- manual. Push to open. Width 1000mm
- opens to a void
- gate 2 – manual. Pull out to open. Width 1000mm.

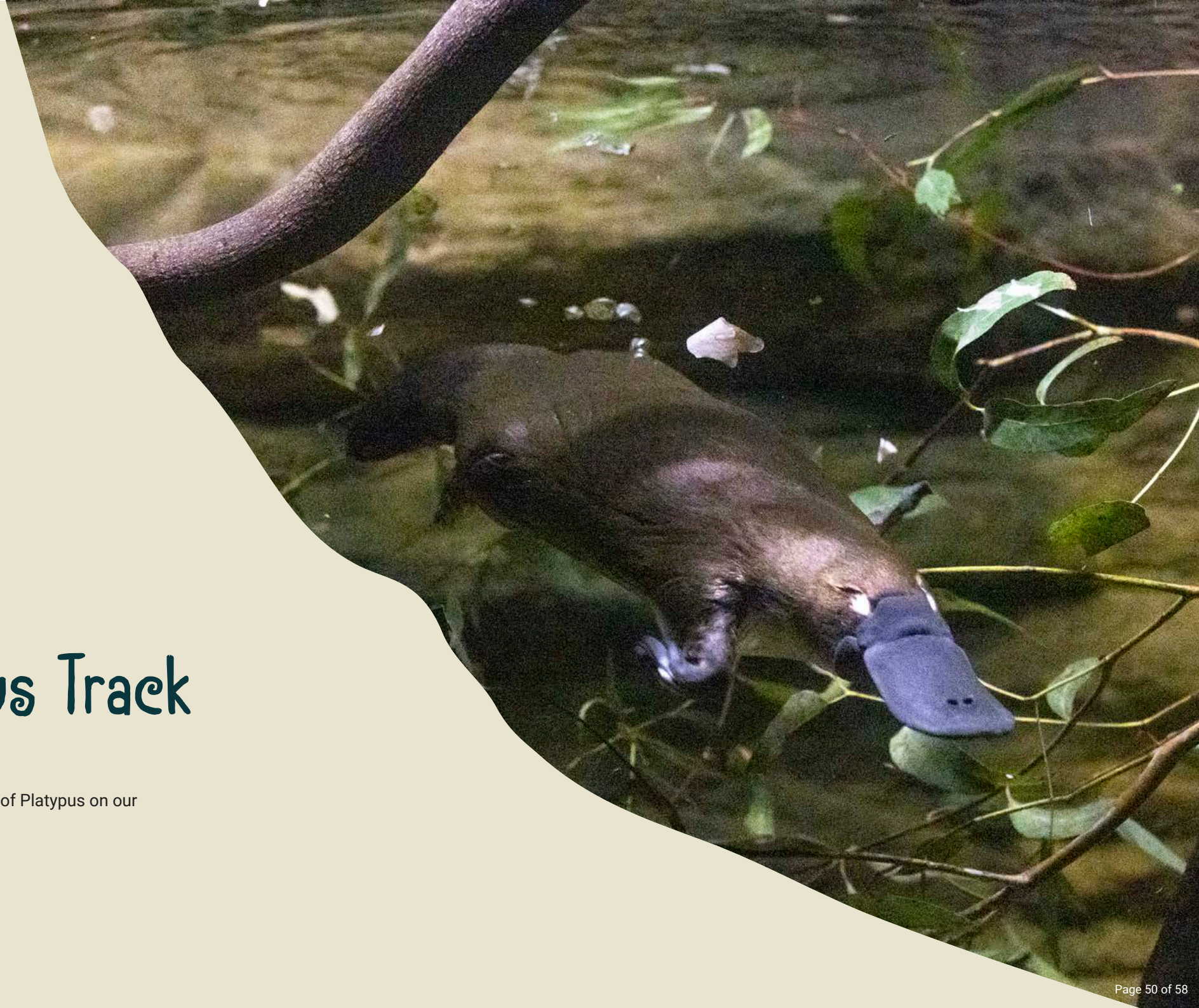
Habitat Accessibility:

- viewing area ground surface – gravel.



Platypus Track

You will find The World of Platypus on our
Platypus Track.



Sensory Guide

On the Platypus, I might:

Feel

- Change in ground surface
- Cool air
- Shared personal space
- Uneven ground surface

Hear

- Audio visual screen
- Insect noises over speaker
- Water trickling

See

- Animal movement
- Artificial water reflection lighting on ground (exit area)
- Dark lighting
- Movement of people
- Red lighting within World of Platypus

Smell

- Animals
- Dust
- Eucalyptus



Platypus Track



Platypus Track

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

Viewing Summary

The Platypus is viewed indoors, behind a glass window. The Platypus viewing area is dark.

No flash photography allowed within The World of Platypus

The Platypus Habitat is a Quiet Area. A quiet area is a place where there is not much noise.

Habitat Accessibility:

- foyer space ground surface - decking
- World of Platypus floor surface – decking and concrete
- bench seats with back and armrests before entry
- bench seats against wall inside World of Platypus
- pathway inside World of Platypus with varying gradient
- audio visual screen with captioning
- touch point sign with Braille.





Wildlife Hospital Track

Includes:

- Raptor Rehabilitation Centre
- Australian Wildlife Health Centre.

There is a bridge to the Wildlife Hospital Track.

Sensory Guide

On the Wildlife Hospital Track, I might:

Feel

- Change in ground surface
- Heating/Cooling
- Shared personal space

Hear

- Children playing (Future Vets)
- Heating/Cooling
- Water running (creek)

See

- Animals in examination rooms
- Children playing (Future Vets)
- Movement of people

Smell

- Disinfectants
- Dust
- Eucalyptus
- Sunscreen



Australian Wildlife Health Centre



The Australian Wildlife Health Centre is where a veterinary team treat around 2,000 wildlife each year, as well as care for the animals that live at Healesville Sanctuary.

The centre is open from 9am to 4:30pm, daily.

Entry Summary:

- double manual glass doors. Pull out to open. Width 840mm-1650mm.

Includes:

- display cabinets around perimeter of walkway
- audio visual screens on walls
- animal examination/treatment rooms,
- laboratory
- animal surgery
- interactive table.

Future Vets Playspace

“Future Vets Playspace” is inside the Australian Wildlife Health Centre. This is a vet-themed play area open from 9am to 4pm daily.

Includes:

- plush toy animals for children to care for
- toy examination tables
- veterinary dress ups
- audio visual screen.

Accessibility Information:

- ground surface – vinyl laminate
- bench seating throughout walkway
- some audio-visual screens with captioning
- interactive table height 900mm AFFL
- examination table heights 550mm AFFL.

Safety Information:

- glass entry doors to Wildlife Health Centre with no contrast safety bands
- metal grill on ground after entry doors.

Raptor Rehabilitation Centre

The Raptor Rehabilitation Centre is where injured birds are rehabilitated, with the aim of releasing them back into the wild.

The centre is not open to the general public.



Accessibility

- Website meets AA standards.
- Online bookings
- Bookings phone line with taped message about events, services and facilities
- Healesville Sanctuary 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. Go to information booth
- [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 ticket counter
- Strollers available for hire. Photo identification and credit card are required. For further information and costs, please see our [website](#). Collect from the Sanctuary Shop at front entrance
- 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 ticket booth staff 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 through zoo trails, including waterspouts and bottle refills
- Zoo buggies driven by staff members may make a beeping sound
- Keeper Talks amplified
- Varied external terrain of concrete, asphalt, grass, tanbark, artificial grass, wooden decking, dirt pathways, gravel pathways, paved pathways, pebbledash, metal flooring and sand
- Varied internal terrain of carpet, soft-fall matting, wooden floorboards, vinyl laminate and linoleum
- Zoo with "Fast Track" shortcuts between trails. Please see [map](#) for more information
- 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 available for mobility aids. Please enquire at ticket counter.
- Auslan interpreters may be used for accessible zoo events
- Pen and paper for exchanging information
- Staff 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 [Healesville Sanctuary Sensory Map](#) to plan around high and low sensory areas of the zoo. Low sensory areas are quieter and less busier spaces
- Healesville Sanctuary, in consultation with Amaze, has developed a [Social Script](#) prepare children for what they might experience during their zoo visit



Safety

- No TGSI 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
- 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
- Audible alerts in the case 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

Healesville Sanctuary
Glen Eadie Avenue
Healesville, Victoria, 3777
Phone 1300 966 784 (Zoos Victoria)
<https://www.zoo.org.au/healesville>
contact@zoo.org.au



**HEALESVILLE
SANCTUARY**