

ATIC Accessibility

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

This report prepared for:

Business name:	Crocosaurus Cove Pty Ltd
Address:	58 Mitchell Street
Town:	Darwin
Date:	2024-07-30 15:14

ATIC Accessibility

The following pages provides travellers with information on the businesses facilities and amenities which aims to support the traveller to make an informed decision on whether the business is suitable for their individual needs.

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OVERVIEW

Business Overview

The business has the following products/services available

- Attraction
- Food and Drink

Our business caters for the following disability types:

- Limited mobility
- Wheelchairs or mobility scooters
- Food allergies or intolerances

Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our forms have high contract boxes and submit boxes
- Staff have undergone disability awareness and training

Emergency Management

- The business has an emergency management and evacuation plan for guests with a disability
- Emergency and evacuation procedures are explained on arrival

We ensure exit access is free and clear at all times by: Nothing is ever placed in front of any exit points throughout the park.

- There is an emergency refuge that has an intercommunication system linked and has sufficient fire resistance levels.



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

Communications

- An accessibility guide is available on the website

<https://accreditation.qualitytourismaustralia.com/report/AccessReportPublicHtml2/913556f8-fb5c-ee11-a993-002248144916>

- Our business offers the following alternative communication methods
- Plain English

We have a deaf AUSLAN speaking guide who is available to be specially booked in advance should the customer wish.

- There is easy to read signage and information (e.g. menus and emergency information)

Other Information

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

The business provides the following services for services animals: Water available in the cafe if required.

GENERAL

Pre-arrival, arrival and reception

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

- There is a reception/public entryway.
- Seating available at reception
- A lower counter at reception/ticket office
- A clipboard to allow check-in/ticket purchase whilst seated
- A tablet with text to voice or pen and paper at reception to aid in communication
- Lighting in the reception area is even and glare free
- Information and maps are available in written form
- A step free map/guide
- A familiarisation tour

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: We have 3 terminals at the front desk to ensure customers are checked in quickly and are able to enter the park. Once within the park, the presentation times are spaced out throughout the day to ensure that customers almost always have something to watch. Outside of these times, there are plenty of other things for the guests to watch to keep themselves entertained between shows. Our cafe sells mainly grab-n-go items to ensure the service is fast.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)

Car Park and Access amenities

The business has the following Car Park and Access amenities

- A drop off zone
- Designated disabled parking bays
- Level or ramped access from the car park to the entrance
- The accessible entrance is clearly signed from the parking bay

Entry

The business has the following amenities/systems in place for entry

- A drop off point close to the entrance
- A path of access to the building is slip resistance and even
- A path of access to the building is clear of obstruction
- Self opening entry doors or fitted with a self closer
- Glass doors are fitted with a visual sighting strip
- Door jams/doors are of a contrasting colour to surrounding walls
- Signage is written in a contrasting colour
- The entry door is a minimum of 850mm wide
- The entry door has self opening or a light opening pressure (for manual operations)
- The entrance sill is less than 13mm
- There a clear space of at least 1500mm x 1500mm in front of all doors.

Lifts

- The lifts have the following amenities in place

Lift Location: Cave Entrance

- This lift is available to all public floors
- The lift contains a visual method of identifying the floor level
- There is a breakdown procedure for lifts containing guests with a hearing impairment
- The emergency procedures within the lift have an SMS contact number
- The lift doors contrast with the surrounding wall finishes
- The lift call buttons contrast with the surrounding wall finishes
- The lift floor buttons have large print numbers
- The lift buttons have braille floor numbers
- The lift has audio floor announcements
- The lift has an easily identifiable/tactile emergency button
- There is an external tactile or braille floor indicator near the lift call button
- The doors open to a clear span of 880mm
- The minimum size of the lift 1100mm wide by 1400mm deep
- The control button heights are between 900mm and 1200mm
- There is a handrail of a minimum length of 600mm

Lift Location: Middle of park (next to Burt's pen)

- This lift is available to all public floors
- The lift contains a visual method of identifying the floor level
- There is a breakdown procedure for lifts containing guests with a hearing impairment
- The emergency procedures within the lift have an SMS contact number
- The lift doors contrast with the surrounding wall finishes
- The lift call buttons contrast with the surrounding wall finishes
- The lift floor buttons have large print numbers
- The lift buttons have braille floor numbers
- The lift has audio floor announcements
- The lift has an easily identifiable/tactile emergency button
- There is an external tactile or braille floor indicator near the lift call button
- The doors open to a clear span of 880mm
- The minimum size of the lift 1100mm wide by 1400mm deep
- The control button heights are between 900mm and 1200mm
- There is a handrail of a minimum length of 600mm

Lift Location: Staff lift near cafe

- The lift contains a visual method of identifying the floor level
- There is a breakdown procedure for lifts containing guests with a hearing impairment
- The emergency procedures within the lift have an SMS contact number
- The lift doors contrast with the surrounding wall finishes
- The lift call buttons contrast with the surrounding wall finishes
- The lift floor buttons have large print numbers
- The lift buttons have braille floor numbers
- The lift has audio floor announcements
- The lift has an easily identifiable/tactile emergency button
- There is an external tactile or braille floor indicator near the lift call button
- The doors open to a clear span of 880mm
- The minimum size of the lift 1100mm wide by 1400mm deep
- The control button heights are between 900mm and 1200mm
- There is a handrail of a minimum length of 600mm
- In addition, the following further information can assist guests:

The lift available to all public floors

Internal Spaces

- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen

- Floors, walls, counters and furniture are of contrasting colours
- Any protruding or overhanging obstructions are at least 2meters above the floor or are protected
- Menus are available in large print or Braille
- Floor surfaces are hard or short pile carpet
- Seating is available for guests unable to stand for long periods
- Accessible facilities are clearly signed and visible from all areas
- All corridors greater than 900mm

Public areas

The public areas have the following amenities in place

- Even lighting
- Seating

Displays, exhibits, commentary and live performances

For displays, exhibits, commentary and live performances the following amenities are in place

- Seating
- Wheelchair accessible spaces/seating

External Paths

External paths of travel have the following amenities are in place

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)
- Pathways are wider than 900mm
- Any paths having steps are clearly identified as non-wheelchair accessible
- Step free routes clearly signed
- In addition, the following further information can assist guests:

Please ask the details while you arrival or before coming.

Steps

Steps have the following amenities are in place

- There are steps.
- Top and bottom steps are easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators)
- All steps or staircases have enclosed risers
- The underside of all staircases are enclosed or protected to a height of at least 2 metres
- Handrails fitted to all open sets of steps
- Handrails extend 300mm beyond the top and bottom step
- Where steps are present are there three steps or less
- In addition, the following further information can assist guests:

Details will provide upon arrival or at the time of booking.

Public Toilets/Adult change facilities

Public Toilets/Adult change facilities have the following amenities are in place

- There is an accessible toilet for public use
- The door is at least 850mm wide
- There is a minimum of 850mm beside the toilet
- Handrails are fitted
- The toilet seat is 460mm above the floor
- ❖ There is 1.5m mm of clear space in front of the toilet
- The toilet seat of a contrasting colour to the floor
- The toilet seat is 460mm above the floor

ATTRACTIONS

Attractions Basics

- A park map is available here:

https://www.crocosauruscove.com/wp-content/uploads/2023/06/PARK-MAP_LR.pdf

Zoos and Wildlife Parks

- Guide and service dogs are welcome

Guide and service animals should observe the following rules: Service animals are allowed within areas of the park providing they do not come into contact with any of our animal collection due to biosecurity. Owners must show appropriate paperwork and service animals must wear service vests.

- Displays have glass or mesh viewing panels for children or people seated in wheelchairs
- Signage is positioned between 800mm and 1200mm above the ground
- Signage is in a font larger than 18 point
- Signage and information provide pictorial information

The following alternative information sources are available: We currently are in the process of adding captions to our tour guide app which is an app that you download on your phone using our free wifi and customers can have a guided tour throughout our app. The app is currently available in different languages, however we are working on having captions on the tours so that hearing impaired customers can use that.

- Seating is provided at regular intervals
- Airlocks provide sufficient room for a wheelchair
- In addition, the following further information can assist guests:

We don't have aviaries.

[Image\(s\)](#)



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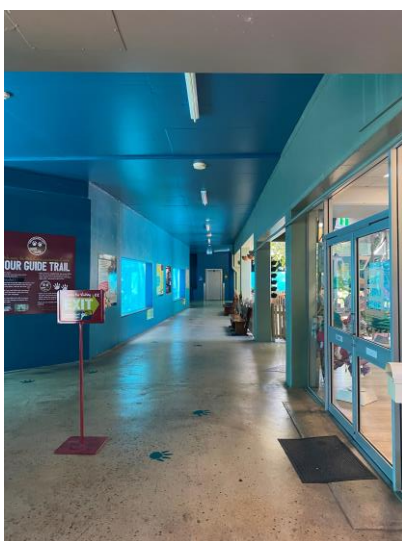
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COMMON AREAS

FOOD AND DRINK

Dining Spaces

The dining spaces have the following facilities/amenities in place

- The entrance has level access
- The doorway is at least 850mm wide
- There is level access through the dining area
- Chairs are moveable to allow for wheelchairs to be seated at the tables
- All glass doors and full height windows have contrast markings
- There are areas of full lighting
- There are large print menus
- There are Plain English menus
- There is an accessible toilet

Our business caters for the following dietary requirements

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

Food and Beverage Image(s)



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Report Disclaimer

Please note that this business report, provided as a result of the use of the diagnostic assessment, is for information purposes only.

Australian Tourism Industry Council (ATIC) cannot guarantee the accuracy of respondent's answers, or that they are fully representative of your business. Therefore, ATIC does not warrant or guarantee any particular outcome in respect of your businesses self-assessment.

This report is intended as guidance only for your business and should not be relied on for future marketing considerations. ATIC recommends that you seek your own independent advice as well as the results from the diagnostic.

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