



ACCESSIBILITY GUIDE

Access and Inclusion Action Plan (AIAP) Disability Access and Inclusion Plan (DAIP)

OUR COMMITMENT

At Willinga Park, we believe remarkable experiences should be accessible to everyone.

We are committed to creating an environment where all people feel welcomed, respected and able to participate with confidence, regardless of age, ability or individual needs.

Accessibility is an ongoing journey. Through thoughtful design, continual improvement and a culture of inclusion, we aim to ensure every visitor can enjoy the beauty, facilities and experiences that make Willinga Park unique.

Accessibility is not simply about compliance. It is about creating an environment where every guest feels welcomed, valued and able to enjoy the full Willinga Park experience.

OUR VISION

To become one of Australia's most welcoming and inclusive destinations for conferences, events, weddings, accommodation, equestrian competitions and tourism experiences.

OUR OBJECTIVES

1. Accessible Facilities

- Maintain accessible parking close to key facilities.
- Provide accessible toilets throughout the precinct.
- Continue improving pathways and circulation.
- Ensure accessible seating is available at major events.
- Improve lighting and wayfinding.
- Consider accessibility during all future developments.

2. Information and Communication

- Provide accessible information on our website.
- Offer alternative formats upon request.
- Use clear signage.
- Ensure event information includes accessibility details.
- Make maps easy to understand.
- Use plain language.

3. Customer Experience

- Provide disability awareness training.
- Ask 'How can we assist?'
- Respect assistance animals.
- Provide assistance where practical.
- Allow additional time when required.

4. Conferences, Events and Weddings

- Provide accessible registration, seating, step-free access where possible, accessible amenities, dietary options, quiet spaces where available and tailored support.

5. Accommodation

- Provide accessible parking nearby, accessible information before arrival and assistance with luggage if required.

6. Employment and Volunteers

- Support equal opportunity, flexible work, accessible recruitment and an inclusive workplace.

7. Continuous Improvement

- Review accessibility through visitor feedback, staff feedback, event debriefs, inspections, annual reviews and consultation.

ACCESSIBILITY FEATURES

Accessible parking, accessible toilets, wide walkways, lifts where available, assistance animals welcome, accessible conference facilities, outdoor seating, drop-off zones and accessible viewing areas where practical.

VISITOR SUPPORT

Guests are encouraged to contact us before arrival regarding mobility, accommodation, dietary, hearing or vision assistance, conference or event access, or other support needs.

FEEDBACK

We welcome feedback to continually improve accessibility and inclusion. If you experience any barriers during your visit, or have suggestions that would improve accessibility, we encourage you to contact our team. Every piece of feedback helps us create a more welcoming experience for future guests.

MEASURING SUCCESS

Visitor satisfaction, accessibility feedback, improvements completed, staff training participation, website accessibility, inclusive event planning and repeat visitation.

ACCESSIBILITY ACTION PLAN

Focus Area	Action	Priority	Success Measure
Accessibility Policy	Review the Accessibility Guide and AIAP/DAIP annually to ensure it remains current and effective	High	Annual review completed and documented
Physical Access	Continually check pathways are clear and make improvements	High	Audit completed and improvement plan developed
Staff Awareness	Ensure staff are aware of the Willinga Park Accessibility Guides	High	Include in Company Policies with 100% read rate
Customer Service	Deliver disability awareness and inclusive customer service training to all staff	High	100% staff complete training
Outdoor Experiences	Assess sculpture walks, botanic gardens and visitor experiences for accessibility and provide alternative routes where necessary.	High	Accessible route information available for visitors

Focus Area	Action	Priority	Success Measure
Accommodation	Publish accessibility information for each accommodation type and assist guests in selecting suitable options	High	Accessibility information available online and in booking confirmations
Emergency Management	Review emergency evacuation procedures to include people with disability and mobility requirements	High	Emergency procedures updated and tested.
Monitoring and Reporting	Review progress against AIAP/DAIP each year and updated priorities as required	High	Action plan updated annually