



Monarto Safari Park
Adelaide Hills

Recommendation Report

National Accessible Tourism Pilot Project
March 2022





22 April 2022

Jason Simpson
Monarto Safari Park

National Accessible Tourism Pilot Project Recommendation Report

Dear Jason,

Thank you for participating in the Austrade National Accessible Tourism Pilot Project, and for completing your WELCOME self-assessment!

Accessible and inclusive tourism is about providing a meaningful experience for more visitors. As such, you should feel proud to be playing a part in creating an inclusive tourism industry.

Your willingness to learn, invest and take action is a huge benefit to your business and the travelling community.

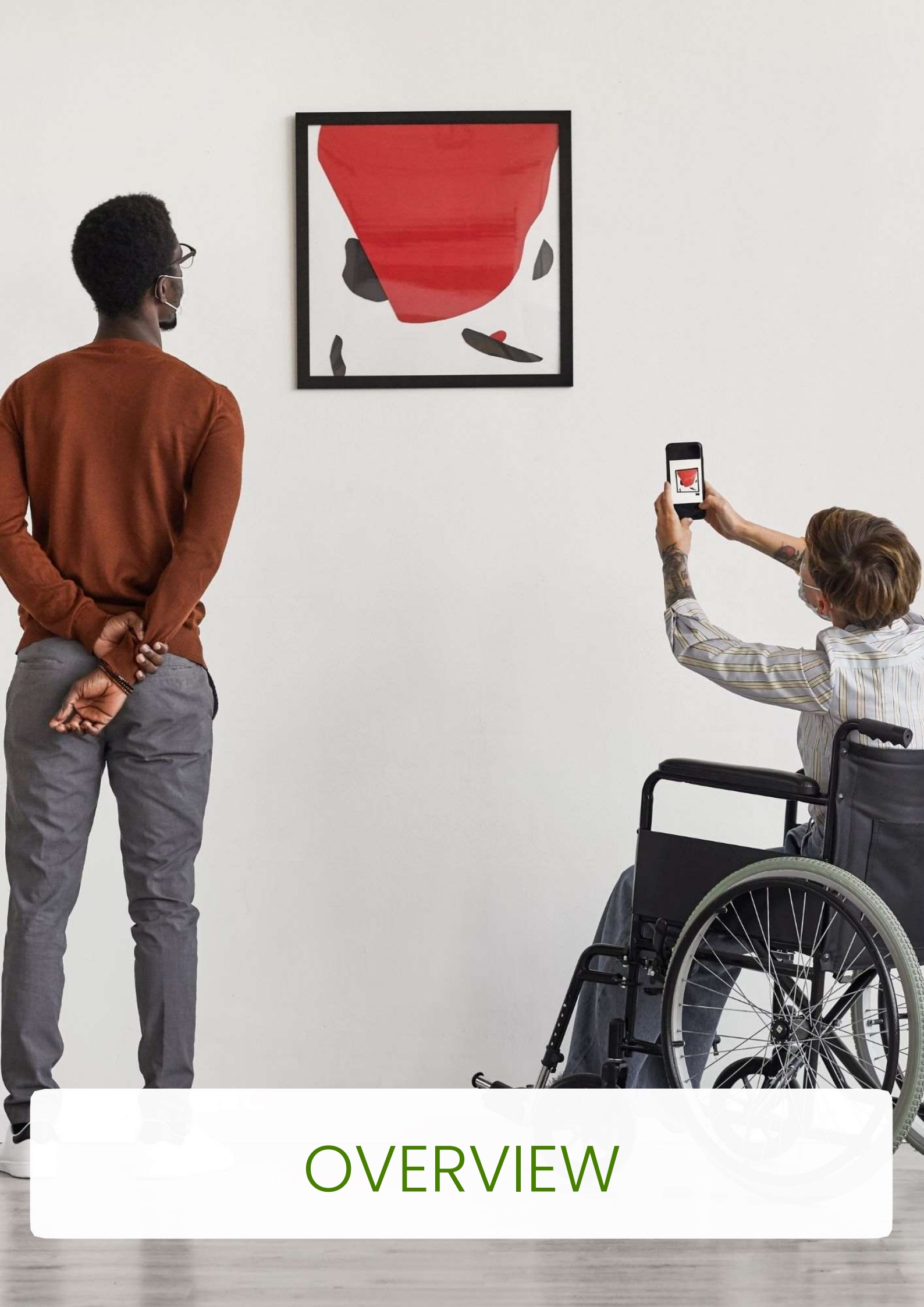
Through participating in the National Accessible Tourism Mentoring Pilot Project you will be more aware and have greater understanding on how to maximise the visitor experience for visitors with a wide range of ages, needs and abilities.

Push Adventures is committed to working together to maximise the visitor experience for all visitors, and more specifically taking into consideration people with disabilities, the elderly, families with young children and people with a range of access needs.

I trust that you will find the recommendations and reflections contained herein useful, and I look forward to meeting you for your virtual mentoring session in the coming days.

Yours Sincerely,

Clair Crowley
Push Adventures



OVERVIEW

WELCOME to the National Accessible Tourism Pilot Project

By participating in this process, you represent one of the **first tourism operators nationally** to use the 'WELCOME' framework to improve your accessible experiences, and ultimately welcome more visitors by being accessible and inclusive.

A study completed by Tourism Research Australia in 2017 estimated that **20% of Australian adults have a disability or long-term health condition**, with this number expected to increase due to our ageing population.

The study also demonstrated the importance of thorough planning for a trip and the need for specific and detailed information to assist with planning. These needs are heightened & require a different level of depth for the accessible travel community, but accessible tourism outcomes also benefit other members of the community who may not be living with a disability but for whom greater accessibility would allow improved access to experiences. This group includes the elderly, those with temporary mobility issues & parents with prams. As such, we encourage you to consider this process a broad improvement opportunity, rather than a focus on a specific type of visitor.

Who are the Accessible Travel Community?

The accessible travel community is made up of not only the person with a disability or long-term health condition, but their entire travel party;

- family
- friends
- carers
- workmates
- sports groups...
- you name it!

It is important to remember that you are marketing your business to the whole community, and that not every member of a travel party may have the same requirements. We're all unique!

A man and a woman are working together in an office. The man, in the foreground, is wearing a yellow shirt and is looking intently at a laptop screen. The woman, in the background, is wearing a light-colored blazer and is also looking at the laptop. The office environment is blurred, showing a window and some office equipment.

WELCOME
RECOMMENDATIONS

BUSINESS	Monarto Safari Park	CONTACT	Jason Simpson
TOURISM SERVICE	Attraction	REGION	Hahndorf
Website	https://www.monartosafari.com.au/		
ATDW Accessibility Category	Actively welcomes people with access needs https://atdw.com.au/listing-detail/?id=56b26db72cbcbe7073ae603e		

Summary

Monarto Safari Park is an iconic experience in the Adelaide Hills, offering a range of experiences for all visitors to enjoy.

According to the South Australian Tourism Commission the Adelaide Hills is “Packed with world-class restaurants, award-winning wineries, incredible local food producers, picture-perfect country views and lush, leafy towns, it’s a whole world away from the hustle and bustle.”, and Monarto Safari Park supports visitors to experience this.

As a participant in the National Accessible Tourism Pilot Project, you have been provided an overall rating against the WELCOME Framework, based on the responses you provided in your self-evaluation. This is not a pass or fail accreditation, but an opportunity to highlight areas in which you are doing well, and areas in which there is room for improvement and reconsideration. Your rating in each section of the Framework is presented herein and can be discussed in your mentoring with Push Adventures.

How to read this report

The following review contains a summary of your WELCOME self-evaluation, and recommendations to maximise visitor your experience in your business as a result. These recommendations take into consideration user diversity across people with disabilities, elderly, families, people with vision or hearing impairments and a variety of other needs.

Each section of the report introduces a specific focus area from the WELCOME acronym and why that focus is important. It contains a snapshot of your current business activity based on the following scale:

✓	Well done! You are doing a great job to maximise the visitor experience.
⊙	Keep going. There are some areas that could use some thought and attention.
✗	Room for improvement. This is an opportunity for improvement.

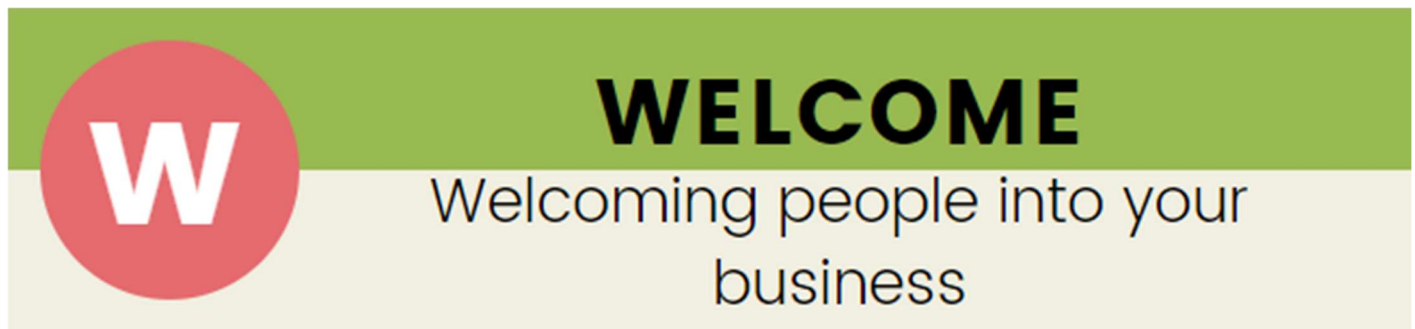
Short, medium, and long-term recommendations are also included for your consideration and planning.



Overall Monarto Safari Park received a rating of:



Well done! You are doing a great job to maximise the visitor experience.



Results

For Welcome, MONARTO SAFARI PARK received a rating of:



Well done! You are doing a great job to maximise the visitor experience.

Recommendation

All visitors want to feel welcome and included, starting from the moment they engage with your business online or onsite. The accessible travel community want to see evidence that you have considered their vast range of needs and identified any potential barriers to participation.

When visitors research your business, they should be able to find specific access information. When they arrive onsite, your physical environment needs to be welcoming.

Implementing recommendations from this Welcome review will make you feel more confident in welcoming visitors from the accessible travel community.

BUSINESS OVERVIEW

Arriving both online and onsite has been well executed at Monarto Safari Park. Additional imagery of the main built visitor attractions e.g the bus/stops and animal experiences would build visitor confidence.

Area of Review	Rating	Recommendation
ARRIVAL ONLINE	✓	Showcase your business on an owned website that is accessible to all. Your website; <ul style="list-style-type: none"> • meets the WCAG 2.0 accessibility standards • welcome statement/detailed visitor information • multiple ways for visitors to contact you.
ARRIVAL ONSITE	✓	Designated accessible parking spot. Designated drop off spot. The accessible entrance is physically accessible. Ensure the accessible entrance; <ul style="list-style-type: none"> • has a path of access that is slip resistant and level • has an entrance lip/sill less than 1.3cm • has adequate lighting • has an automatic door

		<ul style="list-style-type: none">• doors have contrasting colours to surrounding walls• has an entryway wider than 82 cm <p>The main reception area should include;</p> <ul style="list-style-type: none">• a counter or ticket office at 90-110cm high• seating• adequate lighting• low noise• be free from clutter
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ENVIRONMENT

The physical considerations
of a place

Results

For Environment, MONARTO SAFARI PARK received a rating of:



Well done! You are doing a great job to maximise the visitor experience.

Recommendation

The accessible travel community need to "know before they go", and there is some key information that you can provide to make it easier for visitors to understand how they can experience your business. Therefore, understanding how your physical environment may impact visitor participation, and effectively communicate this will enable you to maximise visitor participation.

HANDY MEASUREMENTS according to Australian standards 1428:

- accessible carpark 240 x 540cm
- doorways min 82cm
- ramps preferred gradient 1m over 14 cm high
- accessible toilet approx. 265 x 200cm
- counter height approx. 85cm
- continuous paths of travel or pathways 100cm

BUSINESS OVERVIEW

The physical environment achieves a high standard of accessibility.

The onsite mentoring session will provide an opportunity to discuss any improvements to the built environment and will create an opportunity to explore the additional activities on offer at the Monarto Safari Park e.g Giraffe feeding and find more ways for visitors to participate.

Area of Review	Rating	Recommendation
GETTING AROUND	✓	<p>Visitors can confidently get around Unassisted and by the bus on paths and corridors that are step free and clear from obstacles.</p> <p>Continue to ensure staff are familiar with the paths and seating options, and ensure areas are maintained and kept;</p> <ul style="list-style-type: none"> • clear from low hanging branches • free from cracks

		<ul style="list-style-type: none"> • clearly signposted, without blocking the path • have adequate lighting.
VISITOR FACILITIES OUTDOOR	✓	<p>Continue to offer;</p> <ul style="list-style-type: none"> • Resting places or seats on paths and slopes longer than 15 metres • Well lit car parking facilities • Well lit pathways • Pathways & corridors wider than 100cm • Mainly flat or levelled ground (and pathways). That means that the path has a firm surface and has little or no slope • Permanent ramps at a gradient of less than 14 cm high over 1m • Long ramps (more than 10m in length) have a gradient of less than 20 cm high over 1 metre • Ramps with a raised edge of at least 10cm • Step free outdoor pathways (includes picnic areas, barbecues and shelters) • Outdoor pathway surfaces made of concrete, asphalt, smooth paving or hard packed fine gravel • Kerb ramps if a pavement or walkway needs to be crossed • Wheelchair accessible picnic tables (picnic tables require 72cm knee clearance and 80cm maximum height and step free access) • A place to store medical equipment, such as oxygen, insulin, etc • A wheelchair/scooter charging station (power point) in an accessible location • Flexible seating arrangements. For example in stadiums, theatrettes and dining areas.
LIFT	✓	<p>Lift should have;</p> <ul style="list-style-type: none"> • Enough space for people using a mobility aid to enter and turn around. • Buttons at accessible height. • Audio enabled controls • Raised tactile buttons • Operated independently by the visitor
STEPS	✓	<p>Where you have more than 3 Steps in a row you should have;</p> <ul style="list-style-type: none"> • Handrails that extend 30 cm beyond the top and bottom step. • The top and bottom steps easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators). • The steps have closed risers/backing. • If applicable, the underside of the staircase is enclosed or protected to a height of at least 2 metres.
BATHROOM	✓	<p>For maximum usability an accessible toilet should be step free and have;</p> <ul style="list-style-type: none"> • Ample turning space for a wheelchair • Doorway is at least 82 centimetres wide • Access without the need for a key • Lever taps • The use of non-slip tiles or slip resistant matting • Under sink clearance/semi recessed sink bowl



LINKS

How to connect your business with the local community

Results

For Links, MONARTO SAFARI PARK received a rating of:



Well done! You are doing a great job to maximise the visitor experience.

Recommendation

Your business represents one link in the tourism supply chain. As such, considering how government and other local operators support your visitors' experience is critical; especially given that visitors will utilise a range of public and private amenities when they visit your region.

Joining the dots between transport, accommodation, experiences, attractions and retailers etc. make it easier for the accessible travel community to immerse themselves in your region and spend more time and money.

Connection and collaboration will enable your region to achieve improved access and inclusion and create an inclusive destination benefiting visitors and locals alike.

BUSINESS OVERVIEW

It's important to discuss access and inclusion with key stakeholders in your region and working with a local accessibility advocate is an excellent option. Consider who else could benefit from knowing more about your accessible features and services. This maybe your region Visitor Information Centre, a local disability support organisation or an aged care facility as an example.

Area of Review	Rating	Recommendation
LINKS TO LOCAL SERVICE PROVIDERS	✓	<p>Sharing details of your services and experiences with local service providers helps to complete the tourism supply chain. You can continue to achieve this by connecting with;</p> <ul style="list-style-type: none"> • Local operators • Regional tourism organisation • Disability service organisations <p>And introducing access and inclusion to the agenda, working together will make creating an accessible destination easier.</p>
LINKS TO GOVERNMENT	✓	<p>Maximising the use of public services will make your business more widely accessible. Continue to advise your local council if footpaths, lighting, transport, signage etc are not up to scratch for visitors to your business.</p>



COMMUNICATION

How to engage
with all visitors

Results

For Communication, MONARTO SAFARI PARK received a rating of:



Well done! You are doing a great job to maximise the visitor experience.

Recommendation

Everyone engages with businesses differently. Providing multiple touchpoints can support your visitors through their journey from research, to visitation, and into repeat patronage.

Understanding how visitors engage with your business, will enable you to consider of alternative forms of information delivery is required.

For example, easy read documentation can help people with a disability, but is also very beneficial to those who do not speak English as their first language.

The accessible travel community trust others with similar abilities when it comes to planning a trip. Therefore review platforms like TripAdvisor can be a powerful tool to support your efforts to be accessible and inclusive.

Providing detailed information, including imagery, about your accessible experiences and experiences builds confidence, reduces enquires and increases bookings. The aim is to ensure you are delivering accurate information to more customers.

BUSINESS OVERVIEW

Maintaining multiple channels of communication is an important aspect of inclusion and it is great to see that Monarto Safari Park achieves this.

Update the Encounter and Experiences webpage to display the universal symbol of access (wheelchair symbol) against the experiences that can be participated in from a wheelchair.

The introduction of a social story would be advantageous.

Revisit your ATDW listing and add necessary details.

Area of Review	Rating	Recommendation
RESEARCHING	✓	Continue to have and maintain an online presence on a number of platforms. Consider sharing positive accessibility reviews on your website or through your digital platforms.

		Revisit your ATDW listing and add details as necessary.
BOOKING	🎯	<p>Showcase your accessible facilities and experiences so the accessible travel community know about them.</p> <p>Maintaining multi avenues for visitors to contact you is important.</p> <p>Consider servicing;</p> <ul style="list-style-type: none"> • SMS <p>As guests with vision impairments may use voice to text tools to help communicate.</p> <p>Clearly labelling your products and services helps convert bookings. Use words such as easy access, step free, accessible, family friendly etc to describe your products and services to make them easily identifiable.</p> <p>Continue to acknowledge booking requests for specific requirements to give visitors piece of mind that you have received their request and that you can confidently meet the request.</p> <p>Pre arrival information such as a map or social scripts can help visitors orientate themselves and prepare for the experience.</p>
ARRIVING	✓	<p>Navigating a new environment can be hard for many visitors, make it easy by;</p> <ul style="list-style-type: none"> • Provide a map, instructions or information in multiple formats, e.g. easy to read. • Ensure signage uses clear and simple English or pictograms <p>This will increase participation and enjoyment levels.</p>
PARTICIPATING	✓	<p>Your visitors' ability to participate is supported with the following;</p> <ul style="list-style-type: none"> • Step free map or guide • Provide Braille or tactile signage on key information and paths of travel • Provide audio descriptions of performances and/or displays/enclosures • Apply a QR code to any written information e.g. exhibit descriptions that links to the digital version • Have transmitter receivers for tour guides • A strong WIFI signal • Open/display captions on digital displays • Translate key information into other languages.
LEAVING	✓	<p>Continue to support visitors to leave safely by ensuring;</p> <ul style="list-style-type: none"> • Exit signs • Audio /visual alerts <p>are free from obstruction and in working order.</p>



OPERATION

Business training & considerations to improve inclusion for visitors

Results

For Operations, MONARTO SAFARI PARK received a rating of:



Well done! You are doing a great job to maximise the visitor experience.

Recommendation

Exceptional customer service lies in consistency, with every visitor having the same opportunity to understand the experience and to evaluate potential barriers to enjoyment. Internally, consistency must be led by training so that your team can understand and implement well considered policies & procedures.

Training, and operational policies and procedures support excellent customer service delivery and will help to build trust with visitors.

Access and inclusion is an integral part of running a business, so addressing accessibility as part of existing business policies and procedures will enable you to build a strong foundation.

Considering the Operational side of your business will support you to deliver a safe, considered, consistent and comfortable experiences for all your visitors, whilst reducing the need to make 'special arrangements' for some.

BUSINESS OVERVIEW

There is a strong foundation for building upon. Continue on with training and developing staff and be sure to promote acceptance of Concession and Companion Cards.

Area of Review	Rating	Recommendation
HUMAN RESOURCES	✓	Maintain inclusive workplaces practices including; <ul style="list-style-type: none"> On the job training Actively seek input from all employees across all facets of running a business
CUSTOMER SERVICE	✓	Continue to support to visitors who travel with support workers and carers by; <ul style="list-style-type: none"> Accepting concession and companion cards Make sure these options are promoted appropriately. Giving visitors multiple opportunities to advise if they have any specific requirements is important, this maybe online or in person.

		Continue to ensure the process of relaying visitor requirements, including booking of adaptive equipment to necessary staff to enable the delivery of a seamless visitor experience.
TEAM TRAINING	✓	<p>Training and development support an inclusive workplace, consider offering training to all staff that covers;</p> <ul style="list-style-type: none"> • Attitude, flexibility, problem solving and friendliness • Inclusive language and terminology • Disability awareness customer service • To respond to allergic reactions • In the use of adaptive equipment & technology • Regular site familiarisations <p>And encourage feedback from frontline staff who may be exposed to more customer interactions and may identify solutions to increase participation.</p>
FUTURE INVESTMENT/ DEVELOPMENT	✓	<p>Developing new experiences, facilities is an optimal time to consider how you can welcome visitors with a wide range of needs.</p> <p>Read up on Universal Design principles to get started.</p>
COVID 19 MANAGEMENT	✓	<p>COVID can impact both staff and visitors.</p> <p>Be mindful that some visitors may find it hard to communicate with staff wearing masks, consider if you have alternate options, like utilising written or audio instructions.</p>
ALLERGY MANAGEMENT	⊙	<p>Look into;</p> <ul style="list-style-type: none"> • Modifying your cooking and cleaning practices to cater for people with food allergies or chemical intolerances (could include menus with meals free from nuts, dairy, seafood, eggs, gluten, etc) • Adhering to The Food Authority requirements for allergy management in food preparation • Providing toiletries, cleaning products and deodorizers which are chemical and fragrance free (where possible)
ASSISTANCE ANIMALS	✓	<p>Assistance animals are allowed to go most places. Exemptions exist for zoos and some areas of hospitals.</p> <p>It is not mandatory to provide provisions for assistance animals, it simply makes it easier for visitors.</p>
EMERGENCIES	✓	<p>Ensure the process for registering the booking of visitor a with access needs includes the step to make a note in the guest log for emergency evacuation purposes.</p> <p>Maintain medical equipment to a high standard.</p>



MARKETING

How to appeal
to more visitors

Results

For Marketing, MONARTO SAFARI PARK received a rating of:



Well done! You are doing a great job to maximise the visitor experience.

Recommendation

75% of Australians with a disability travel, representing a market worth \$8.0 billion annually, and an additional market segment worth \$1.8 billion could be unlocked if there were sufficient products or services available.

Sharing information that is easy to find and absorb, well-structured, and references specific needs, addresses one of the biggest barriers identified by the accessible tourism community and places your business in the best position to capitalise on visitation.

Building upon your existing Marketing efforts to showcase your business to the travel decision maker is an efficient way to build trust and confidence to enable more visitors to participate.

Promote your business effectively and, demonstrating ways to participate and improving the visibility of accessible options, and utilise inclusive imagery and language.

BUSINESS OVERVIEW

Utilising promotional videos of Monarto Safari Park is a fantastic way to appeal to a broad audience.

Area of Review	Rating	Recommendation
PRODUCT	✓	<p>Providing thorough details will empower decision making and reduce enquiries. As a minimum;</p> <p>Explain where you are located and include details of any transport options, including if self-drive is the only option.</p> <p>Explain what visitors should bring to set themselves up for the best experience.</p> <p>Explain how major events and/or seasonal weather may affect visitor experience.</p>
PROMOTION	✓	<p>Providing details online is one of the most effective things you can do to help the accessible travel community. We encourage you to provide information that is easy to find i.e. in the general Visitor Information section and your FAQ's</p>

		<p>Details should include –</p> <ul style="list-style-type: none"> • a written statement acknowledging that we 'Welcome visitors to participate' • the main experience you want visitors to have • uses video/images of the main experience to show visitors the environment where the experience takes place • lists accessible features, including toilets, and services available • details how experiences can be enjoyed in numerous ways. • lists business policies and procedures that support your efforts to be an accessible and inclusive business • contact details for a knowledgeable person in your business <p>Promotional material should represent our multi cultural and diverse population.</p> <ul style="list-style-type: none"> • push it through all your promotional channels/platforms • search engine optimisation is a powerful tool for visitors conducting research online. Using terms such as access, inclusive, step free, accessible, family friendly, etc to describe your products and services to make them easily identifiable. <p>Take confidence in promoting your accessible products and services.</p>
PEOPLE	✓	Continue to seek feedback from all your visitors as a tool for business improvement. And share reviews and testimonials as appropriate.



EXPERIENCE

Welcome everyone via visitor focussed service & meaningful experiences

Results

For Experience, MONARTO SAFARI PARK received a rating of:



Well done! You are doing a great job to maximise the visitor experience.

Recommendation

Your physical environment may pose some obvious challenges that may have been identified during the Environment section. However, investing in ways more visitors can have an experience is within your control, this may be achieved with the introduction of adaptive/communication technology or assistive equipment.

The accessible travel community comes with a wide range of needs, and may require different or increased service provision to aid participation and enjoyment. Think beyond compliance and be creative whilst focusing on increasing participation.

Taking a continual improvement approach to increasing participation and raise the standard of access and inclusion amongst the Australian tourism industry and will maximise the visitor experience.

BUSINESS OVERVIEW

The Monarto Safari Park delivers an exceptional experience for many visitors. Consider providing more detail around the animal experiences to your website.

Area of Review	Rating	Recommendation
Hero experience	✓	Look for a way for more visitors want to find a way to participate. Using adaptive technology, for example VR to enable visitors that can't enter enclosures to have an immersive experience and creating promotional videos of all animal experiences. Additionally explore the opportunity to create a tactile/sensory tour.
Assistive and adaptive equipment	⦿	Advise if there is any mobility aids to hire, including wheelchairs, prams, umbrellas etc.
Allergy and Sensory considerations	✓	There are a number of factors that can affect participation, solutions to overcome these may include; <ul style="list-style-type: none"> • early opening times with reduced stimuli • quiet spaces • advising how visitors can touch, smell or taste certain elements

		<ul style="list-style-type: none">• advising of extreme changes in temperature• advising visitors where they may encounter common allergens• chemical free zones by using cleaning products, toiletries and deodorizers which are chemical and fragrance free
Transport	⦿	<p>For some visitors there can be challenges to using transport;</p> <ul style="list-style-type: none">• Utilise portable steps or similar to support guests boarding the bus• Boarding assistance, such as doors that stay open long enough to safely board• Designated accessible/easy access seating, which is clearly signed• A clear image/visuals of entryways onto any transport• Clear instructions on using the accessible bus.



OUTCOMES

WELCOME STATEMENT

By completing your WELCOME Assessment, you've identified the content to create a WELCOME Statement that can be used to provide potential visitors with enough information to allow them to decide if your experience is suitable for their needs.

The following content is an example of suggested text to be used as a guide only, outlining aspects of your business in thorough detail, the more detail the better.

Note – much of this information has already been identified, however it content could be supported further with more imagery and video content.

Content Location

Suggested web content structure and detail for consideration;

<https://www.monartosafari.com.au/visitor-information/>

WELCOME

Creating a welcoming, safe and inclusive experience is important to Monarto Safari Park. We hope you find the following information useful to enable you to enjoy the experience.

HOW TO GET HERE

Provide details on public transport or other options.

BE PREPARED

The weather at the ATTRACTION can be DETAILS, we encourage you to wear/bring DETAILS.

DETAIL dates of any major events.

ACCESSIBILITY

To help you participate we have the following facilities and services;

- the park is step free to all main visitor areas
- accessible bathrooms with foldable change table are located throughout the park
- accessible carparking
- there are many seating options around the Safari Park
- paths DETAILS
- we continue to train and educate our staff to deliver welcoming customer service.

A number of our encounters and experiences are accessible;

- DETAILS e.g lion 360

Café accessibility

We have a range of options including DETAILS e.g. vegan, gluten free etc.

BOOKING YOUR TICKETS

You can purchase tickets online (LINK) or by calling DETAILS or EMAILING.

We accept Concession and Companion Cards, please be prepared to show the card on arrival.

FURTHER INFORMATION

We are committed to creating a great experience for everyone, if we can make your visit more enjoyable or you have feedback please contact Name, email and phone number.

Link to floorplan/sitemap or access & inclusion policy or other relevant information.

Insert a video showcasing your site.

ACTION PLAN

A summary of actions suggested to maximise the visitor experience at your business;

Short Term

High priority, low cost and minimal effort

1. Update website with suggested content, and ensure it meets WCAG 2.0 standards
2. Revisit ATDW accessibility details and amend as necessary
3. Additional imagery of built environment and animal experiences
4. Consider using a variety of images across website/marketing material to represent user diversity
5. Online 'General Enquiry' form, specify when a visitor can expect enquiry to be responded to and how any feedback will be handled
6. Apply a QR code to any written information e.g. exhibit descriptions that links to the digital version
7. Appoint an Access Officer to champion access and inclusion, and ensure it is a regular agenda item and considered as part of a strategic plan
8. Introduce a 'cheat sheet' at reception to outline the answers to common access questions
9. Promote acceptance of Companion Card and any concessions and make sure this is bookable through all channels
10. Ensure bookable products (animal encounters and experiences) have access detail and/or link to detailed visitor information
11. Introduce SMS booking and enquiry options
12. Consider the introduction of quiet times or tours that are designed with tactile or sensory considerations
13. Connect with regional stakeholders as appropriate.

Medium Term

Things to think about implementing in the future

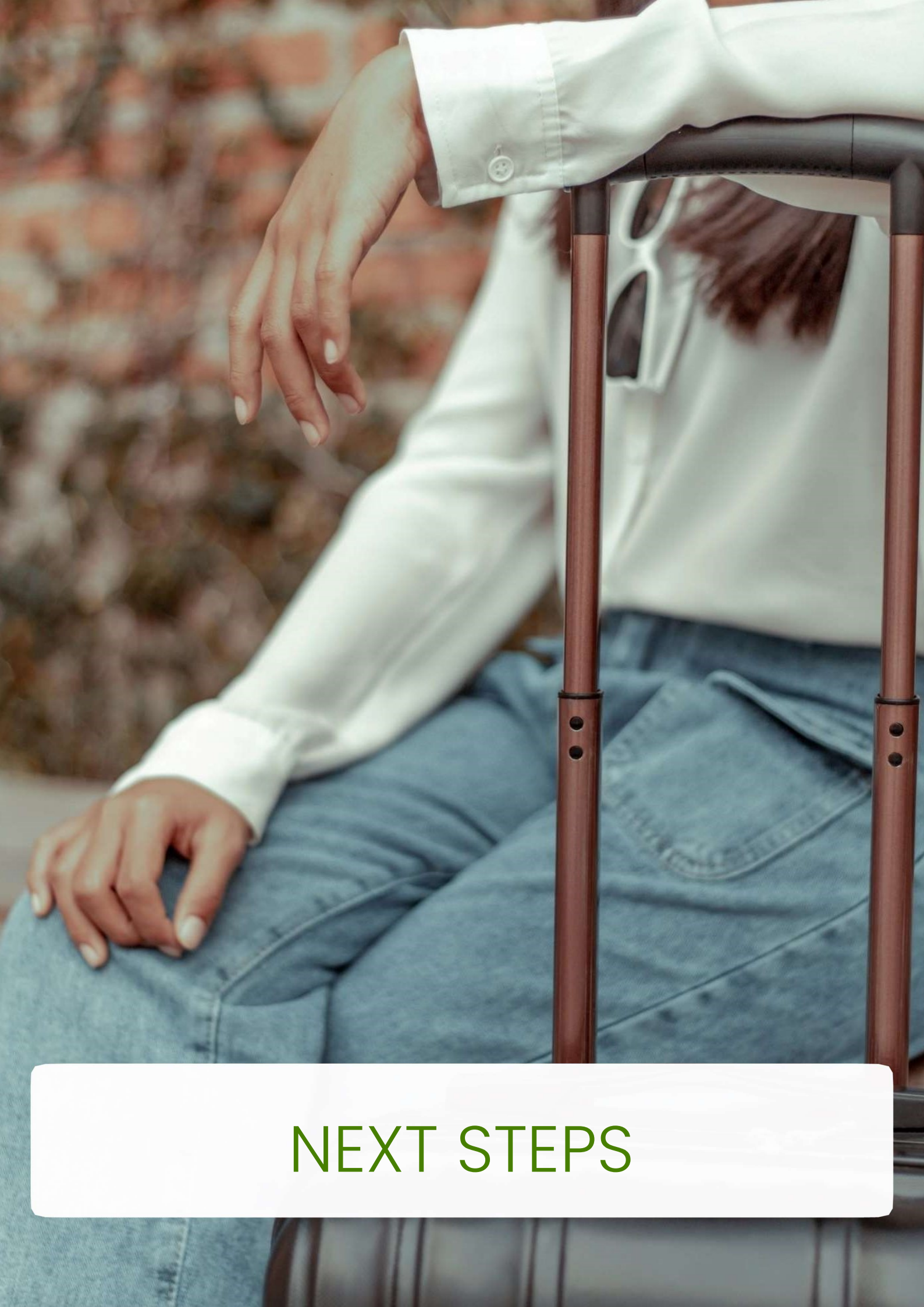
1. Create a promotional video/drone footage to show a fly through of the Safari Park
2. Identify any signage that is small, and upgrade signage to be larger and bolder and with clear and simple language and/or pictograms
3. Consider introducing Virtual Technology to enable more visitors to participate in animal encounters and experiences

4. Continue creating training opportunities.

Long Term

Structural changes to be project managed, factoring in time and cost

1. When installing new railings, consider adding braille descriptions or stories as an example.
2. Consider investing in a Changing Places Facility



NEXT STEPS



What's Next?

DATE	ACTIVITY	PLEASE NOTE
From 28 March 2022	Virtual Mentoring	Your one-on-one mentoring session will be an opportunity to pick Push Adventures brain on any specific issues you see facing your business, and an opportunity to unpack complex recommendations.
From 26 April 2022	On-Site Visitation	A member of the Push Adventures Team will visit your business to check-in after your mentoring session, monitor your progress toward welcoming more visitors, and support you with any complex on-site issues that need an expert eye.

How to Prepare

1. Read this report thoroughly
2. Prepare any areas of concerns or questions for your one-on-one virtual mentoring session.
 - a. To book a time to chat with Clair, visit <https://calendly.com/pushadventures/one-on-one-mentoring>
 - b. You will be able to choose a day and time that suits you best
 - c. The session will be held on Google Meet, so please ensure you have tested your technology to ensure you can be seen and heard.
3. Take action!
 - a. Update your website and/or procedures e.g better engagement for feedback
 - b. Make connections in region including partnerships that may be of value.



We look forward to meeting you soon.



Contact

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