



# PENGUIN PARADE ACCESSIBILITY GUIDE

Phillip Island Nature Parks is committed to offering enjoyable nature-based experiences and has a range of accessible facilities available for all visitors. This following information aims to accurately describe the facilities and services that are offered at the Penguin Parade.

## PRE-ARRIVAL INFORMATION

The Penguin Parade is made up of indoor and outdoor attractions. The Penguin Parade Visitor Centre is the main access point to the attractions. The Penguin Parade offers easy access and is a certified sensory-inclusive site with professionally trained staff.

## TICKETING

The visitor centre opens at 12 pm everyday. For up-to-date times check our website [Phillip Island Opening Times | Phillip Island Nature Parks](#)

If you are planning a visit from mid-December to late January, or during a long weekend or school holiday period, please allow extra travel time as the traffic can get busy. Be sure to pre-book your tickets to avoid missing out as we do sell out. Please arrive at recommended time shown on the ticket as seating is limited and not guaranteed. Standing space is available.

# Little Wonders PENGUIN PARADE

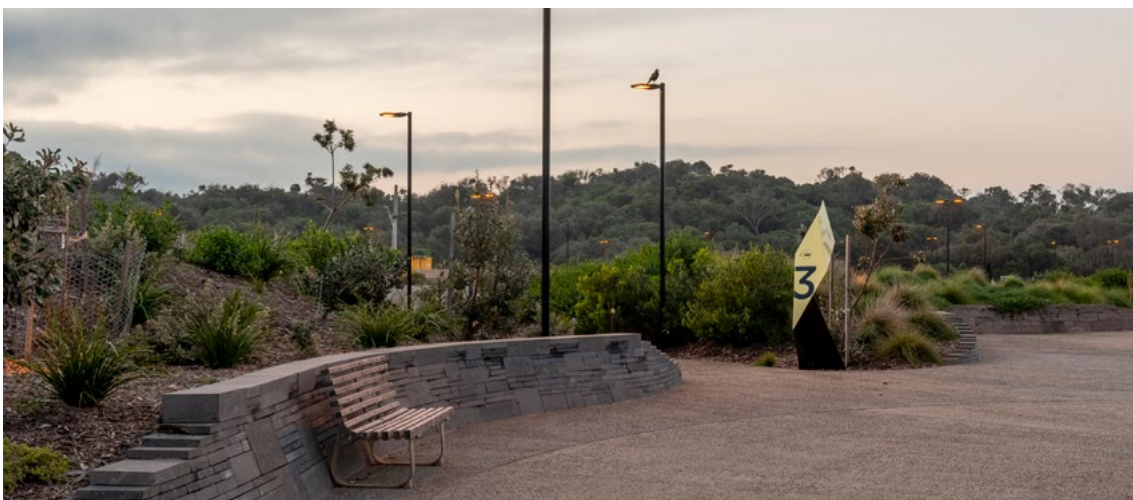


Phillip Island is located 90 minutes' drive from Melbourne. Allow a further 20 minutes from the bridge to get to the Penguin Parade.

## **Carparking**

There is free parking on site, including designated accessible parking bays. The designated accessible parking spaces are approximately 200 metres from the Penguin Parade Visitor Centre entrance.

The path to the entrance is generally flat with one section that is a gentle rise. Gradients throughout the rest of the area are generally flat.



# Little Wonders PENGUIN PARADE



## ARRIVAL INFORMATION

### Companion Card Holders

Discounts are available for holders of Australian pensioner cards, senior's cards, carer cards and DVA gold cards. The card holder's companion will be issued with a ticket at no charge to all Phillip Island Nature Parks attractions. Equivalent overseas cards are also valid. Entry for card holder is applicable adult, child or concession entry.

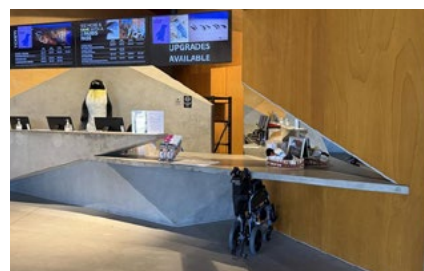


Visitors with a Victorian Carers Card are entitled to entry at the pensioner rate to all Phillip Island Nature Parks. All cards must be shown on arrival.

### Reduced Mobility

There are complimentary wheelchairs available for use. Ask the friendly staff at the ticketing desk. You will need to provide staff with your name and phone number.

There are wheelchair access viewing areas in the General Viewing, Penguins Premium, Penguins Plus and Underground Viewing areas.



### Assistance Dogs

Visitors who use assistance animals certified by a registered authority are welcome. Assistance animals must remain on designated paths and always restrained by a harness or lead.



## SENSORY GUIDE

We are a certified sensory-inclusive site with professionally trained staff. Sensory bags are available, equipped with noise-cancelling headphones, fidget tools and verbal cue cards. Weighted lap pads are available.

The bags and lap pads can be checked out for free by leaving an ID with our staff from the ticketing desk.



There are Headphone Zones and designated quiet areas in the visitor centre.

### While at the Penguin Parade you may experience:

Feel	Sounds	Sights	Smells
Different ground surfaces	People	Bright lights and glare	Disinfectants
Shared personal space	Audio presentations	Reflections	Nature
Weather; wind, rain	Penguins and birds	Penguins and birds	Strong animal smells
Sea spray	Animals	Animals	
	Wind	Ocean and beach	
	Ocean	Trees and plants	
		People, some in groups	

### Social Scripts

The Penguin Parade is a KultureCity certified sensory inclusive venue. The social story is available here [KultureCity - Venue](#)

# Little Wonders PENGUIN PARADE



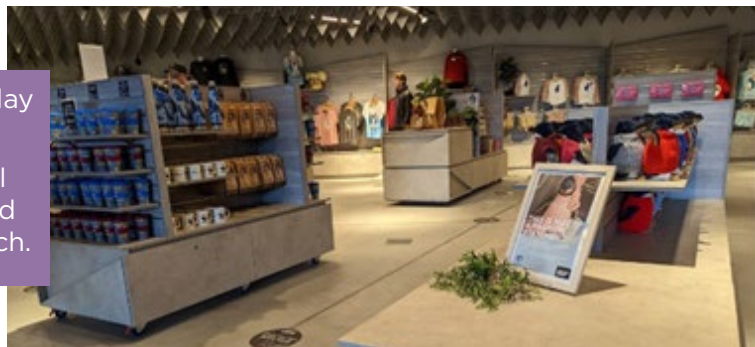
## THE VISITOR CENTRE

The visitor centre incorporates a ticketing area, a restaurant and separate cafe, souvenir shop, theatre, and interpretive displays.



Wide spaces between display in Souvenir Shop

The souvenir shops are well laid out with wide aisles and most stock within easy reach.



## THE HABITAT

It is an interactive area with educational opportunities where you can learn about penguins, their neighbours and the environment they live in. Pictures below.

This area can get a little loud too, so it's also listed as a Headphone Zone.



In the event of evacuation trained team members will direct guests toward the safest exit points.



## DINING

There are two options for eateries in the visitor centre. They are the Chicks Café or the Shearwater Restaurant. Opening hours for the café and restaurant vary throughout the year. Order your food from the counter and you will be given a buzzer to let you know when it is ready. Vegetarian and gluten free options are available. There is a range of seating in both areas. Some seating has views to the outside. Chairs are easily moved to allow wheelchair access.



## ACCESSIBLE TOILETS AND CHANGING PLACES

There are multiple unisex accessible toilets outside the entrance and inside the visitor centre.

**There is a Changing Places facility inside the visitor centre.**

This includes:

- height adjustable adult sized change table
- constant charging ceiling track hoist system
- centrally located peninsula toilet
- circulation spaces as defined in the design specifications
- an automatic door with a clear opening of 950 mm at a minimum (1100 mm for beach and lake locations)
- a privacy screen

There are male and female ambulant toilets inside the visitor centre.



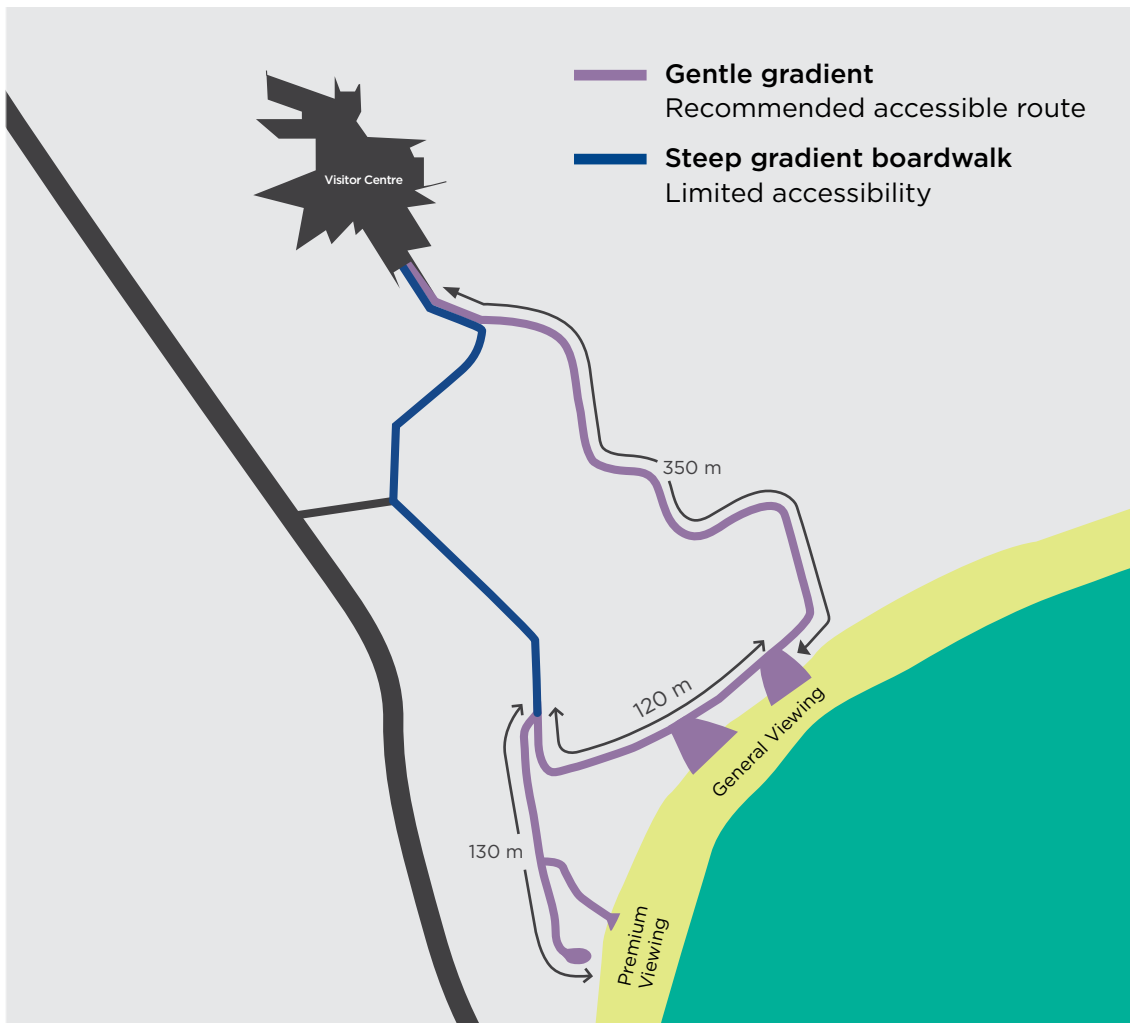
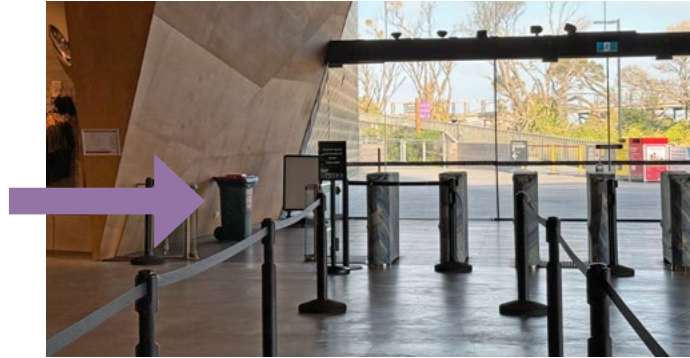
## PENGUIN VIEWING EXPERIENCES

The Penguin Parade offers a variety of activities suitable for all ages and abilities.

Some areas of the Penguin Parade can get a little loud. There are Quiet Zones and Headphone Zones around the viewing areas. They are clearly marked, but you can also ask a staff member for directions.

## EXITING BACK DOORS TO VIEWING AREAS.

Upon exiting the scanning doors from the Visitor Centre, access to the boardwalks and viewing areas is provided. Visitors requiring accessible access are directed to the designated accessible queue on the left.



# Little Wonders PENGUIN PARADE



## GENERAL VIEWING

There is tiered seating in the general viewing grandstands. They overlook the picturesque Summerlands beach. The access to this area is via the boardwalks. There is allocated space at the top of the grandstand for wheelchairs with a limited number of seats. The grandstand seating is timber and concrete and there are grabrails for support to access the lower levels via the stairs. There is a nightly presentation by Visitor Experience Guides is provided and sensory bags are available from staff at this location.





## UNDERGROUND VIEWING

This is an underground area where you can watch the little penguins waddle right past the window, some might even come up to the glass to say g'day. This area has ramp access, with a gentle 1:14 gradient, and a nightly presentation by guides is provided.

## PENGUINS PLUS

This area allows for a closer viewing experience, also with tiered seating, and ramp access with a gentle 1:14 gradient. A nightly presentation by Visitor Experience Guides is provided.



Penguins Plus viewing platform  
ramp access



Penguin Plus accessible  
viewing platform

# Little Wonders PENGUIN PARADE



## PENGUINS PREMIUM

Enter the penguin colony through this premium beachfront viewing experience. Access is via a secluded, narrow boardwalk within the colony, which may limit accessibility for some visitors. Wheelchair seating is available at the top of the tiered seating platform. Minimum age 12 years.

## ULTIMATE ADVENTURE TOUR, FAMILY WILDLIFE TOUR, GUIDED PENGUIN TOUR

Due to the nature of these tours, uneven ground surfaces, distance, shared personal space and viewing area requirements they are not accessibility friendly.



## CONTACT

Penguin Parade  
1019 Ventnor Road  
Summerlands, VIC 3922  
[www.penguins.org.au](http://www.penguins.org.au)



**YOU CAN PRINT AND TAKE THIS COMMUNICATION BOARD WITH YOU WHEN YOU VISIT THE PENGUIN PARADE.**

