

# **Access Key**

## **Phillip Island Nature Park Nobbies Visitor Centre and Antarctic Journey.**

**1320 Ventnor Road, Summerlands Victoria, 3922.**

**Phone: 03 5951 2800.**

**Website: [www.penguins.org.au](http://www.penguins.org.au)**

**Updated November 2018 Version 1.0**

## **Glossary**

**Taxidermic: the art of preparing, stuffing, and mounting the skins of animals with lifelike effect.**

**Please see the following link for further information.**

**<https://en.wikipedia.org/wiki/Taxidermy>**

## **Guidelines**

**Thank you for choosing to use an Access Key for Phillip Island Nature Park Nobbies Visitor Centre and Antarctic Journey.**

**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.**

**Download Access Key in its entirety - 30 pages in total.**

**Communication Board**

**A Nobbies Visitor Centre and Antarctic Journey Communication Board including symbols is available at the ticket counter.**

## **Did You Know?**

**The Nobbies Visitor Centre is at the western end of the Summerland Peninsula, and is home to the Antarctic Journey, spectacular clifftop boardwalks, the explosive blowhole and views to the Nobbies and Seal Rocks.**

**Entry is free to the boardwalks and the interpretive display on penguin conservation on Phillip Island which is located at the entrance to the Antarctic Journey.**

**Antarctic Journey is a paid attraction.**

**Please see the following link for ticketing information.**

**<https://www.penguins.org.au/buy-tickets/category/id/49>**

**Antarctic Journey Tours are available.**

**Please see the following link for further details.**

<https://www.penguins.org.au/buy-tickets/>

Bundle options are available online to allow visitors to see more of Phillip Island Nature Park attractions at a discounted rate.

Please see the following link for further details.

<https://www.penguins.org.au/buy-tickets/>

Watch Phillip Island's stunning video overview footage including Antarctic Journey.

Please see the following link for further details.

<https://www.youtube.com/watch?v=S9aejWbVGyY&t=1s>

### **Peak Holiday Periods**

If you are planning a visit from mid-December to late January, 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!

Please see the following link to pre-book tickets.

<https://www.penguins.org.au/buy-tickets/>

**Access to Summerlands Peninsula (Nobbies) is closed to visitors an hour before penguins are due until dawn for penguin safety.**

**Follow Phillip Island Nature Parks on Facebook or Instagram.**

**Click the following Facebook link.**

**<https://www.facebook.com/PhillipIslandNatureParks/>**

**Click the following Instagram link.**

**<https://www.instagram.com/phillipislandnp/>**

**Functions and wedding bookings are available.**

**Please see the following link for further information.**

**<https://www.penguins.org.au/attractions/recreational-areas/the-nobbies-2/weddings-and-functions/>**

**To provide feedback, please email**

**[info@penguins.org.au](mailto:info@penguins.org.au)**

## **Getting There**

**By car: Phillip Island is located 90-minutes drive from Melbourne.**

**By bus: Public transport is limited on Phillip Island. V-line operates a bus to Phillip Island's main town,**

**Cowes, from Southern Cross Station in Melbourne city.**

**Please note that the V-line bus does not go to the Nobbies Centre.**

**By taxi: Contact Phillip Island Taxis on 03 5952 2200 to arrange transfers on Phillip Island.**

**Tours and Transport: Contact a Visitor Information Centre in Melbourne on the following link.**

**<https://www.visitvictoria.com/Regions/Melbourne/Travel-information/Visitor-information-centres>**

**or on Phillip Island for tours and transport options on the following link.**

**<https://www.visitphillipisland.com/category/explore/information-centres/>**

## **Parking**

**General parking for Nobbies Visitor Centre and Antarctic Journey is located at the end of Ventnor Road.**

**There are two car parks available.**

**One to the left of Nobbies Visitor Centre and one to the right.**

**There are three accessible parking bays located in the carpark to the right of Nobbies Visitor Centre.**

**These parking bays are located next to Nobbies Visitor Centre and boardwalk entrances.**

**A drop off point and bus parking are available at the front of Nobbies Visitor Centre.**

## **Welcome**

**Nobbies Visitor Centre is open from 10am daily (2pm on Christmas Day) and closing times are one hour before penguin arrival time.**

**Please refer to the penguin arrival calendar for more information on these times.**

**Please see the following link.**

**<https://www.penguins.org.au/assets/Attractions/Penguin-Parade/pdf/1425-Penguin-Breeding-and-Arrival-Time-Calendar-V1.pdf>**

**Entry into Nobbies Visitor Centre is located on the right-hand side of the building and clearly signed 'Entry'.**

**Visitors enter through two sets of accessible glass automated doors.**

**For bus and school group arrival, please follow the same process as above.**

**A small undercover area is available at the entrance to the centre.**

**Complimentary wheelchair hire is available within the centre.**

**Please see staff for assistance.**

**Exit from Nobbies Visitor Centre is to the left of the gift shop.**

**Visitors exit through two sets of accessible glass automated doors.**

## **Staff**

**Ticketing and retail staff wear blue uniforms.**

**Rangers wear brown uniforms.**

## **Toilets**

**Toilets are located inside Nobbies Visitor Centre, to the right of the entry door.**

**During opening hours, these toilets can also be accessed from outside of Nobbies Visitor Centre.**

**Nobbies Visitor Centre offers;**

**An accessible toilet (including a parent room) with manual door opening inwardly.**

**Separate male toilets and female toilets.**

**In the Antarctic Journey Lab, located on the lower level of Nobbies Visitor Centre, there are additional male and female toilets.**

## **Sensory Guide Toilets**

### **Feel**

- **Different ground surfaces**
- **Heating/Cooling**
- **Shared personal space**

### **Sounds**

- **Hand dryers**
- **People**

- **Toilet flushing**
- **Water running**

## **Sights**

- **Bright lights**
- **Mirror/Reflection**

## **Smells**

- **Air Freshener**
- **Bathroom smells**
- **Disinfectants**

## **Antarctic Journey Entry**

**Antarctic Journey is located on the lower level of Nobbies Visitor Centre.**

**First, visitors enter Antarctic Journey via a 9-metre access ramp located directly opposite Nobbies Visitor Centre entrance.**

**Next, visitors proceed to the ticket counter located at the bottom of the access ramp.**

**Tickets can be purchased via cash or eftpos.**

**If visitors have pre-purchased tickets, please show tickets to the ticket staff at the counter.**

**Then, visitors enter Antarctic Journey through a set of clear perspex swing gates followed by a set of stairs with handrail.**

**For bus and school group arrival, please follow the same process as above.**

**For visitors with accessibility requirements, please see a ticketing staff for directions to the lift.**

**Wheelchair hire is available.**

**Pram parking is available at the entry point, to the left.**

## **Antarctic Journey**

**Antarctic Journey is a self-guided experience.**

**There are a range of activities available in the Antarctic Journey Lab including a Virtual Seafood Menu, a Research Station, an Antarctic Chill Zone, an Antarctic Landscape Multimedia Experience and an Augmented reality.**

**There is also a range of information for visitors to view as well as some taxidermic animals on display.**

**To help with navigation, visitors can follow the penguin footprints placed on the floor throughout.**

**Male and female toilets are available in the Antarctic Journey Lab.**

**They are located to the right of the Chill Zone.**

**To exit the Antarctic Journey Lab, follow the signs marked 'Exit' and proceed up a set of steps with handrail marked 'this way out'.**

**Visitors requiring the lift to exit, please return to the Lab.**

## **Virtual Seafood Menu**

**Virtual Seafood Menu is located in the Antarctic Journey Lab.**

**Visitors sit down at the table on one of the two benches set up at the Virtual Seafood Menu display.**

**Different kinds of virtual seafood dishes appear on the table, projected by an overhead projection system.**

**Visitors then place one or two fingers on the projected seafood dish gently pulling the image towards the placemat in front of them, keeping their fingers on the dish.**

**Once on the placemat, the projected seafood dish will give information on the origin of the seafood and if it is a good or bad choice for the future of that species.**

## **Sensory Guide Virtual Seafood Menu**

### **Feel**

- **Heating/Cooling**
- **Shared personal space**
- **Touch screen**

### **Movement**

- **Finger dexterity**

### **Sounds**

- **Antarctic winds (background)**
- **People**

### **Sights**

- **Bright screen lighting**
- **Dim lab lighting**
- **Flashing lights**

## **Research Station**

**The Research Station is located in the Antarctic Journey Lab.**

**The Research Station offers an insight into the sights and sounds of Antarctic wildlife with animal calls, microscopes and fascinating specimens.**

## **Sensory Guide Research Station**

### **Feel**

- **Heating/Cooling**
- **Shared personal space**

### **Movement**

- **Finger dexterity**

### **Sounds**

- **Antarctic winds (background)**
- **People**
- **Squeaking equipment**

## **Sights**

- **Bright magnifier light**
- **Dim lab lighting**
- **Magnified display**

## **Antarctic Chill Zone**

**The Antarctic Chill Zone is located in the Antarctic Journey Lab.**

**First, visitors stand in front of the thermal imaging camera to see their thermal image projected onto the TV monitor, and take note of their body's different colours based on their heat signature.**

**Next, they step into the Antarctic Chill Zone to feel the Antarctic chill for up to 30 seconds.**

**It is very cold in the Chill Zone with temperatures set to around 4 or 5 degrees Celsius, similar to a domestic fridge.**

**Entry into the Chill Zone is via a plastic strip door.**

**Then, visitors return to the thermal image monitor outside of the Chill Zone to compare their thermal image to that of an Emperor Penguin, and also to**

their own previous image before they entered the Chill Zone.

## **Sensory Guide Antarctic Chill Zone**

### **Feel**

- Cold air
- Enclosed space
- Heating/Cooling
- Shared personal space

### **Sounds**

- Antarctic winds(loud)
- Fans
- People

### **Sights**

- Dim lab lighting
- Reflection

## **Antarctic Landscape Multimedia**

### **Experience**

The Antarctic Landscape Multimedia experience is located to the left of the Lab's entry steps.

**Entry/exit is via steps or ramps with handrails.**

**The access ramp is approximately 20-metres in length.**

**This is an open space with various large screens, fictitious icebergs and seating.**

**Visitors are welcome to relax in this space and enjoy the stunning multimedia audio and visual experience of the wonderful world of Antarctica and its beautiful wildlife.**

**Step on the floor activated sensors to hear the sounds of Antarctic wildlife animal calls.**

## **Sensory Guide Antarctic Landscape**

### **Multimedia Experience**

#### **Feel**

- **Heating/Cooling**
- **Shared personal space**

#### **Sounds**

- **Music**
- **People**

## **Sights**

- **Video imagery**
- **Floor light show**
- **Dim lighting**
- **Reflection/Mirror**

## **Augmented Reality**

**The augmented reality is located in the Antarctic Landscape Multimedia experience, to the left of the Lab's entry steps.**

**Augmented reality allows visitors the opportunity to have photographs taken whilst they pretend to pat a penguin, stroke a seal or get up close to a whale.**

**First, visitor to stand on the artificial piece of floating ice.**

**Next, photographer to stand on the photo point.**

**The photo point is clearly indicated on the floor.**

**Then, visitor to wait for the animal to appear on the screen that they would like to have a photo taken with and 'strike a pose'.**

## **Sensory Guide Augmented Reality**

## **Feel**

- **Heating/Cooling**
- **Shared personal space**

## **Movement**

- **Change in body position**

## **Sounds**

- **Animal sounds**
- **Music**
- **People**

## **Sights**

- **Dim lighting**
- **Visual interaction**
- **Reflection**
- **Video imagery**

## **Gift Shop/Cafe**

### **Café**

**Nobbies Visitor Centre café is located in the heart of the centre.**

**The café is open from 10am daily (2pm on Christmas Day) and closing times are one hour before penguin arrival time.**

**The café extends over two levels.**

**Both levels are accessible via steps or ramps with handrails.**

**Lunch and light snacks are served.**

**Visitors to order and collect meals from the counter.**

**Benches, stools, chairs with backrests and tables are available.**

**Cash or eftpos is available.**

### **Gift Shop**

**The Gift Shop is located at the entry and exit points of Nobbies Visitor Centre and is open from 10am daily (2pm on Christmas Day) and closing times are one hour before penguin arrival time.**

**The Gift Shop offers a range of souvenir gifts, clothing and toys.**

**The store is accessible with wide internal walkways and is suitable for people of all ages.**

**Cash or eftpos is accepted.**

## **Nobbies Boardwalks**

**Nobbies Visitor Centre offers cliff top boardwalks.**

**There are two boardwalks available which extend over a 1.2-kilometre loop.**

**One boardwalk is fully accessible, the other includes stepped access.**

**The accessible boardwalk extends over a 690-metre loop.**

**Both boardwalks have a decline on the way down and an incline on the way back to the centre.**

**Visitors can enjoy the spectacular views of the ocean, the Nobbies blowhole, Seal Rocks as well as some possible wildlife sightings along the way including birds overhead, echidnas, wallabies and penguins or penguin boxes.**

**The Nobbies blowhole can be very windy all year round. Visitors to take care and to make sure to keep belongings secure.**

**Binoculars are available on the boardwalk at varying heights.**

**They are operated by a \$2 coin.**

**There are benches with backrests along the boardwalks for visitors to relax and enjoy the views.**

## **Sensory Guide Nobbies Boardwalks**

### **Feel**

- **Change in gradient**
- **Different ground surfaces**
- **Shared personal space**
- **Weather**
- **Wind**

### **Sounds**

- **Blowhole**
- **Ocean**
- **People**
- **Wildlife**
- **Wind**

### **Sights**

- **Glare**

- **Magnified views**
- **Waves crashing**

## **Smells**

- **Animals**
- **Ocean smells**

## **Accessibility**

**An internet booking system is available.**

**Companion cards and Australian pensioner cards accepted.**

**Clear path of travel from outdoor to Nobbies Visitor Centre.**

**Ramped and stepped access throughout Nobbies Visitor Centre.**

**Visual Communication Board at ticket counter.**

**Hearing awareness card at ticket counter to support hard of hearing or Deaf visitors.**

**Staff available to read information if required.**

**Pen and paper for exchanging information available at ticket counter.**

**Complimentary wheelchair available for use within Nobbies Visitor Centre.**

**Contrast toilet seat in accessible toilet.**

**Wide internal pathways for prams and wheelchairs.**

**Pram parking available.**

**Clear large print external and internal directional signage including symbols throughout.**

**Raised tactile lift buttons at accessible height.**

**Both café levels accessible via ramp access.**

**Interpretive displays at wheelchair eye height.**

**Circulation space at exhibition areas.**

**Information in large print.**

**Assistance animals welcome but must remain on designated paths and restrained by a harness or leash.**

**Wide, clear external boardwalks for prams, wheelchairs and mobility aids.**

**Boardwalk gradients do not exceed 1:12.**

**Clear and accessible visibility through boardwalk handrails.**

**Coin operated boardwalk binoculars at wheelchair height.**

## **Safety**

**At the Nobbies Visitor Centre there is a door mat on the ground at the entry.**

**There are no contrast markings on entry/exit doors or adjacent panels.**

**Throughout the centre, signage for wet floors may be displayed.**

**Handrails and slip resistant edges are installed on steps and ramps throughout.**

**Tactile ground surface indicators are installed prior to steps and ramps throughout.**

**The Antarctic Journey has an access ramp with small varied gradient.**

**Lighting is installed on steps/ramps in the Antarctic Journey.**

**Concrete pillars are placed throughout the Antarctic Journey Lab.**

**The Multimedia experience has a small raised edge at the entry, dulled mood lighting varying in colour and fictitious icebergs scattered throughout.**

**There is also a raised platform on one display in the centre of the multimedia experience.**

**All boardwalks have handrails and raised chicken wire on some areas.**

**Additional safety features include varied terrain throughout including concrete, asphalt, tiles, vinyl, wooden boardwalk, chicken wire; some with varied gradient.**

**If first aid is required, please see a staff member.**

**Defibrillator is available in Nobbies Visitor Centre at ticketing counter.**

**Nobbies Visitor Centre and boardwalks are a no smoking zone.**

**Children must be supervised at all times.**

**Emergency exits are signed.**

**In the event of an emergency, staff are on hand to assist with any evacuation requirements (including the provision of audible fire alarms, fire wardens,**

**accessible and hazard free emergency exits and assembly areas on accessible routes).**

**Access Ability Australia logo**

**PO Box 2207**

**Rowville Victoria 3178**

**Mobile 0403 670 942**

**Mobile 0412 206 923**

**Email [info@accessabilityaustralia.com](mailto:info@accessabilityaustralia.com)**

**Website [www.accessabilityaustralia.com](http://www.accessabilityaustralia.com)**

**Access Keys are designed and developed by AccessAbilityAustralia.**

**To view the full range of free Access Keys available, go to the following link**

**<https://accessabilityaustralia.com/access-keys-2/>**

**For Access Keys in Braille or audio, please contact us <https://accessabilityaustralia.com/contact-us/>**

**Please complete our short survey on the following link to help us ensure continuous improvement.**

**<https://www.surveymonkey.com/r/F666XYK>**

**We really appreciate your feedback.**

**© AccessAbilityAustralia, All Rights Reserved. 2017**

**Disclaimer: All materials provided through AccessAbilityAustralia are not intended to replace professional advice.**

**All necessary care has been taken to design and produce Work(s).**

**Full implementation guidelines are supplied in accordance with Work(s) in its entirety.**

**You acknowledge and agree that you are using all services and facilities provided by**

**AccessAbilityAustralia at your own risk and you agree to defend, indemnify, save and hold AccessAbilityAustralia harmless from any and all demands, liabilities, costs, losses and claims, howsoever suffered, including but not limited to legal fees that may arise directly or indirectly from any service provided or agreed to be provided by AccessAbilityAustralia.**

**You agree that this indemnification extends to all aspects of the Work(s), including but not limited to implementation and usage.**

**AccessAbilityAustralia are indemnified of all claims, liability, and expenses that may arise from use of Work(s) as per usage and acceptance of these terms and conditions.**

**This Access Key is not to be altered by any parties without express permission of AccessAbilityAustralia.**

**End of document.**

