

Antarctic Journey

NOBBIES OCEAN DISCOVERY

Access Key

A customised accessibility guide

Updated April 2022 V2.0



CONTENTS AND GLOSSARY

Guidelines	<u>3</u>
Communication Board	<u>4</u>
Did You Know?	<u>5</u>
Getting There	<u>6</u>
Car Parking	<u>7</u>
Welcome	<u>8</u>
Staff	<u>9</u>
Toilets	<u>10</u>
Antarctic Journey Entry	<u>11</u>
Map	<u>12</u>
Antarctic Journey	<u>13</u>
Virtual Seafood Menu	<u>14</u>
Research Station	<u>15</u>
Antarctic Chill Zone	<u>16</u>
Antarctic Multimedia Experience	<u>17</u>
Gift Shop Cafe	<u>18</u>
Nobbies Boardwalks	<u>19</u>
Accessibility	<u>20</u>
Safety	<u>21</u>

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

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

Antarctic Journey
**NOBBIES OCEAN
DISCOVERY**




GUIDELINES

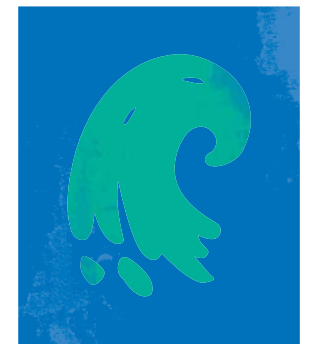
Thank you for choosing to use an Access Key for Nobbies Visitor Centre. This customised accessibility guide provides convenient information for Nobbies Visitor Centre. Access Keys are universally designed and suitable for all people, regardless of ability.

For your Access Key to be successful, we recommend you follow these guidelines:

- Access Keys are available online to help you prepare for your visit in advance.
- Access Keys to be read and shared in an environment free of distractions
- Access Keys can be read independently or shared with a friend, family member, carer or support worker to prepare for the visit.
- If sharing the Access Key with participant, help the participant comprehend key points, consistently monitoring for level of understanding.
- If sharing the Access Key with participant, contextualised photographs can be used to summarise information and experiences.
- If using the Access Key as a reflective tool, make sure to 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.
- Accessibility information is located on page [20](#).
- Safety information is located on page [21](#).
- Download Access Key in its entirety - 21 pages in total.

	<p>Access Ability Australia</p>	<p>Access Keys are designed and developed by AccessAbilityAustralia. To view the full range of free Access Keys available, go to AAA Library.</p> <p>For Access Keys in Braille or audio, please Contact Us.</p> <p>Please complete our short survey to help us ensure continuous improvement.</p>
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COMMUNICATION BOARD

Nobbies Visitor Centre

April 2022 V2.0

I Need help



Deaf /Hard of hearing



Write it down



I don't speak English



Tickets



How much?



Map



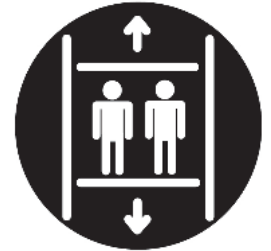
Toilet



Cafe/Shop



Lift



Rest area



Quiet place



Something is wrong



First aid



Time



Bus



Taxi



Yes



No



Wi-Fi



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 the Australian Fur Seal Colony at Seal Rocks which is located at the entrance to the Antarctic Journey.
- Antarctic Journey is a paid attraction. See [website](#) for ticketing information.
- Bundle options are available [online](#) at a discounted rate.
- Watch Phillip Island's stunning video overview footage including Antarctic Journey [here](#)

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 click [here](#) to pre-book tickets.
- Access to Summerlands Peninsula (Nobbies) is closed to visitors an hour before sunset (penguin arrival time) until dawn for penguin safety.
- Follow Phillip Island Nature Parks on [Facebook](#) or [Instagram](#).
- Functions and wedding bookings are available - inquire events@penguins.org.au
- To provide feedback please email info@penguins.org.au



GETTING THERE

By car: Phillip Island is a 90-minute 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 or on [Phillip Island](#) for tours and transport options.

For further information see Google Maps reference [here](#).



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 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 daily. Closing times are one hour before penguin arrival time (sunset).

Please refer to the penguin arrival calendar for more information on these times. Click [here](#) to download.

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.

Please refer to our [website](#) for opening hours.



STAFF

Ticketing, retail and cafe staff wear blue uniforms.

Rangers wear brown uniforms.



TOILETS

Location

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.

Includes:

- unisex, accessible toilet with artificial lighting
- manual door opening inward. Door clearance 790mm. Twist lock 900mm AFFL
- cubicle space 2260mm x 2320mm
- grab bars to the right of toilet
- toilet seat at height 480mm AFFL with right hand transfer
- sink height 810mm AFFL with lever tap 920mm AFFL
- baby change.

Separate male and female toilets.



SENSORY GUIDE



Feel

Different ground surfaces
Heating/Cooling
Shared personal space
(excl accessible)



Sounds

Hand dryers
People
(excl accessible)
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 EFTPOS.

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

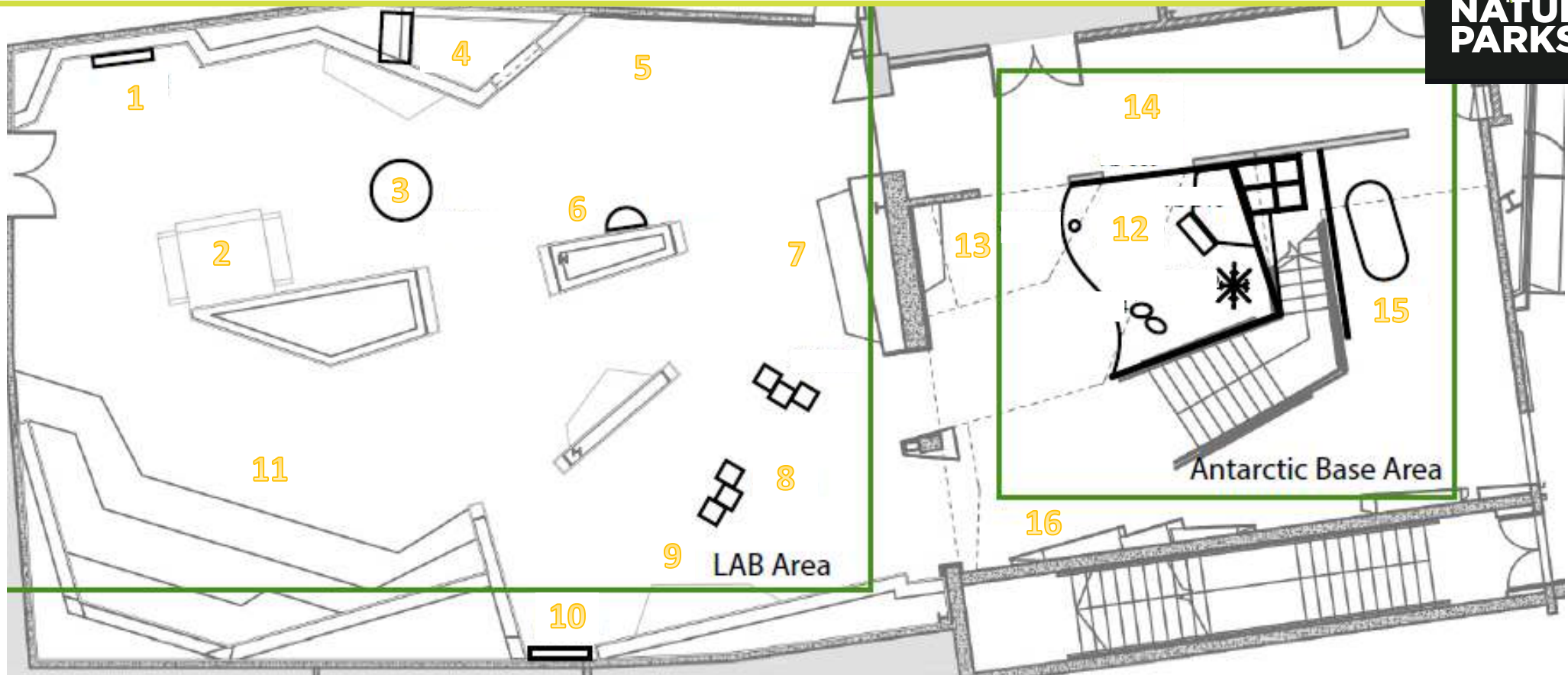
Then
Visitors enter Antarctic Journey through a set of clear perspex swing gates followed by a set of stairs with handrail.

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.





Interactives

1. Climate Change Map
2. Seafood Menu
3. Whale Migration Game
4. Chill Zone
5. Thermal Imaging
6. Ice Cores
7. Research Station

8. Touch and Smell
9. Fur Seal
10. Marine Debris
11. Discovery Theatre
12. Antarctic Base
13. Sound Lab
14. Species Wall
15. Skidoo
16. Map

ANTARCTIC JOURNEY

Antarctic Journey is a self-guided experience.

There are a range of activities available in the Antarctic Journey Lab including:

- Virtual Seafood Menu
- Research Station
- Antarctic Chill Zone
- Antarctic Landscape Multimedia Experience

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

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



Feel

- Finger dexterity
- Heating/Cooling
- Shared personal space
- Touch screen



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



Feel

- Finger dexterity
- Heating/Cooling
- Shared personal space



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

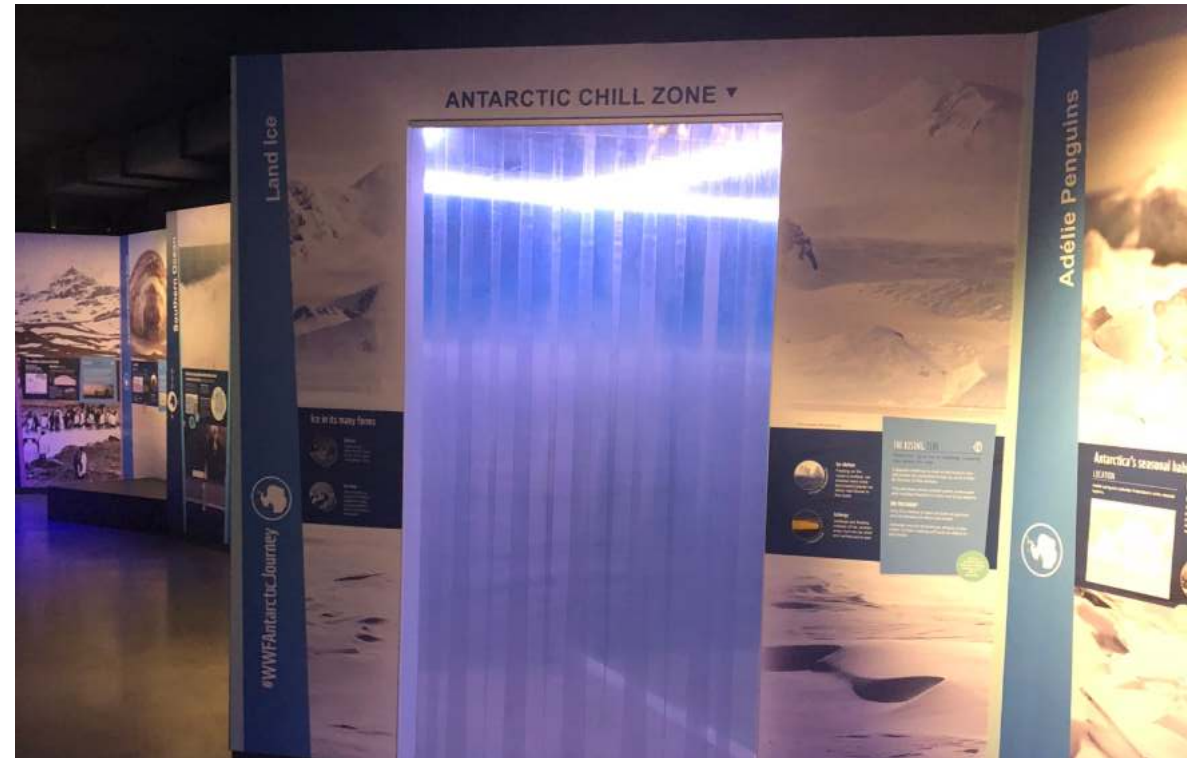
They step into the Antarctic Chill Zone to feel the Antarctic chill for up to 30 seconds.

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



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



Feel

Heating/Cooling
Shared personal space



Sounds

Music
People



Sights

Video imagery
Floor light show
Dim lighting
Reflection/Mirror

GIFT SHOP | CAFE

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

The café is open daily. 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.

Fish and chips lunch and light snacks are served.

Visitors to order and collect meals from the counter.

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

EFTPOS is available.

Gift shop

The Gift Shop is located at the entry and exit points of Nobbies Visitor Centre and is open daily. 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.

EFTPOS only.

Please refer to our [website](#) for opening hours.



NOBBIES BOARDWALKS

Nobbies Visitor Centre offers cliff top boardwalks.

There are two walks 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.

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



SENSORY GUIDE



Feel

Change in gradient
Different ground surfaces
Shared personal space
Weather
Wind



Sounds

Blowhole
Ocean
People
Wildlife
Wind



Sights

Glare
Magnified views
Waves crashing

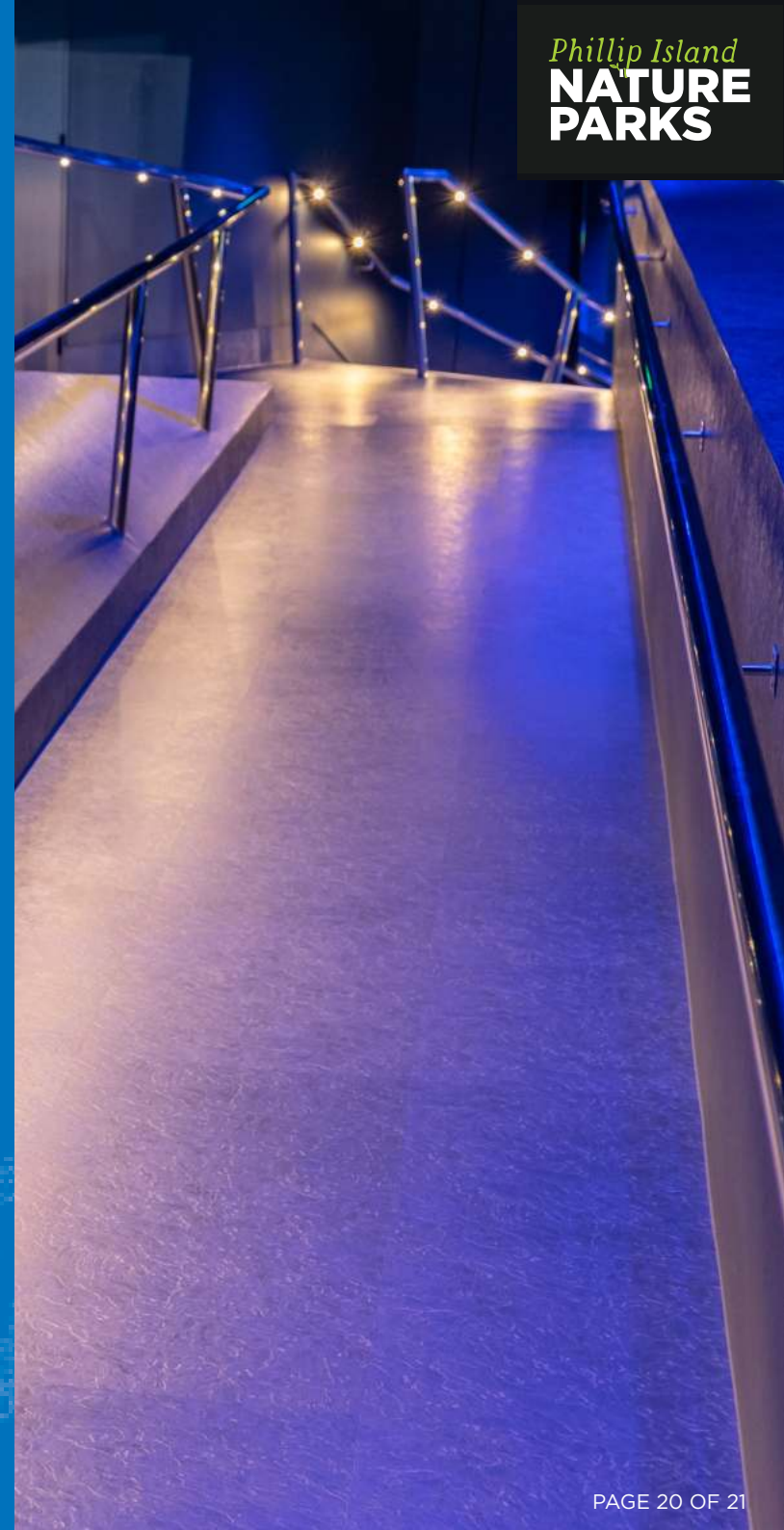


Smells

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
- • 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



SAFETY

Visitor Centre And Antarctic Journey

- Door mat placed on ground at centre entry
- No contrast markings on entry/exit doors or adjacent panels
- Signage for wet floors may be displayed
- Handrails and slip resistant edges installed on steps and ramps throughout
- Tactile ground surface indicators installed prior to steps and ramps throughout
- Antarctic Journey access ramp with small varied gradient
- Lighting installed on steps/ramps in Antarctic Journey
- Concrete pillars throughout Antarctic Journey Lab
- Multimedia experience small raised edge at entry
- Multimedia experience with dulled mood lighting, varying in colour
- Raised platform on one display in centre of multimedia experience
- Fictitious icebergs scattered throughout multimedia experience

Boardwalk

- Boardwalks with handrails
- Raised chicken wire on some areas of boardwalks

General

- Varied terrain throughout; concrete, asphalt, tiles, vinyl, wooden boardwalk, chicken wire; some with varied gradient
- If first aid is required, please see a staff member
- Defibrillator 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)
- For up to date COVID information, please visit our [website](#)

