



WildNets Accessibility Guide & Inclusion Commitment 2026

Welcome to WildNets

WildNets is committed to providing inclusive, welcoming and enjoyable nature-based experiences for people of all ages, abilities and backgrounds.

Located within the Guulabaa – Place of Koala precinct in Cowarra State Forest, WildNets combines adventure, nature connection, environmental education and cultural experiences in a unique forest setting.

We recognise that every visitor has different needs and abilities. This guide has been developed to assist visitors in planning their visit and understanding the accessibility features available throughout WildNets and the broader Guulabaa precinct.

If you have specific accessibility requirements, we encourage you to contact us prior to your visit so we can discuss how we can best support your experience.

Our Inclusion Commitment

WildNets is committed to:

- Providing welcoming and respectful experiences for all visitors.
- Identifying and reducing barriers to participation wherever practical.
- Supporting people with disability, neurodiverse visitors, families and carers.
- Providing clear information to help visitors make informed decisions.
- Training staff to respond positively and respectfully to diverse visitor needs.
- Continually improving accessibility through visitor feedback and ongoing review.

We believe everyone should have opportunities to connect with nature, experience adventure and enjoy the benefits of outdoor recreation.

Planning Your Visit

Before You Arrive

Visitors are encouraged to contact WildNets before their visit if they:

- Have mobility limitations.
- Have sensory sensitivities.
- Require assistance during activities.
- Require support from a carer or support worker.
- Have medical conditions that may affect participation.
- Require additional information regarding accessibility.

Our team will work with visitors to identify suitable experiences and discuss any specific requirements.

Arrival and Parking

Visitors arriving at Guulabaa have access to:

- Designated accessible parking spaces.
- Visitor drop-off areas.
- Clearly marked pathways.
- Accessible entry to the Visitor Hub.
- Seating areas for rest and recovery.

Staff are available to assist visitors requiring support from the parking area to reception.

Visitor Hub Accessibility

The Guulabaa Visitor Hub has been designed to support a wide range of visitors and includes:

- Accessible building entry.
- Lift access within the facility.
- Accessible toilets.
- Accessible café and dining areas.
- Indoor and outdoor seating.
- Visitor information services.
- Accessible interpretive displays.

Visitors may choose to enjoy the Visitor Hub facilities even if they are not participating in WildNets activities.

Accessibility at WildNets

Suspended Nets Experience

Many WildNets experiences have been designed to provide opportunities for participation by a broad range of visitors.

Features include:

- Enclosed netted play areas.
- Large elevated net structures.
- Treehouses and forest viewing platforms.
- Opportunities for self-paced exploration.
- Resting areas throughout the experience.

Participation requirements vary between activities and visitors should discuss any concerns with staff prior to booking.

High Ropes and Adventure Activities

Some WildNets activities involve:

- Climbing.
- Balancing.
- Elevated platforms.
- Physical exertion.
- Harness use.
- Height exposure.

These activities may not be suitable for all visitors.

Staff can provide guidance regarding suitability, participation requirements and alternative experiences available within the precinct.

Quiet Canopy Sessions

WildNets recognises that some visitors may benefit from a lower-sensory experience.

To support these visitors, WildNets introduced Quiet Canopy sessions.

These sessions include:

- Reduced visitor numbers.
- A calmer environment.
- Reduced noise levels.
- Additional staff support.
- More time and flexibility for participation.

Quiet Canopy sessions are designed to support:

- Neurodiverse visitors.
 - Visitors with sensory sensitivities.
 - Young children.
 - First-time participants.
 - Visitors seeking a quieter nature experience.
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Supporting Neurodiverse Visitors

WildNets welcomes neurodiverse visitors and aims to provide an environment where all guests feel comfortable and supported.

Visitors are encouraged to advise staff of any specific needs prior to arrival.

Staff can assist by:

- Explaining activities in advance.
 - Providing reassurance and encouragement.
 - Allowing additional time where practical.
 - Identifying quieter spaces within the precinct.
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Families and Young Children

WildNets provides a family-friendly environment with:

- Clearly defined activity areas.
- Safe enclosed net structures.
- Family seating areas.
- Accessible amenities.
- Staff support throughout the experience.

Many families choose WildNets because it provides opportunities for shared experiences across multiple age groups.

Support Workers, Carers and Companions

WildNets recognises the important role played by carers, support workers and companions.

Carers of customers with companion cards can participate for free.

Visitors requiring support are encouraged to discuss arrangements with staff at the time of booking.

WildNets will work with visitors and support persons to facilitate participation wherever practical and safe to do so.

Assistance Animals

Visitors who require assistance animals should contact WildNets prior to arrival so appropriate arrangements can be discussed.

WildNets will work with visitors to ensure assistance animals can be accommodated wherever practical while maintaining visitor safety and animal welfare.

Safety and Accessibility

Visitor safety is our highest priority. All participants receive:

- Safety information and briefings.
- Activity instructions.
- Access to trained staff.
- Emergency response support if required.

Our team is trained to provide assistance in a respectful, professional and supportive manner.

Education and Inclusion

WildNets believes accessibility extends beyond physical infrastructure.

Through our experiences, visitors are encouraged to:

- Connect with nature.
- Learn about environmental conservation.
- Understand the importance of protecting koalas and their habitat.
- Appreciate Aboriginal cultural connections to Country.
- Build confidence through outdoor recreation.

We strive to ensure these opportunities are available to as many people as possible.

Continuous Improvement

WildNets is committed to ongoing accessibility improvements.

We regularly review:

- Visitor feedback.
- Customer surveys.
- Staff feedback.
- Operational procedures.
- New accessibility opportunities.

Recent initiatives include:

- Introduction of Quiet Canopy sessions.
- Ongoing staff training and development.
- Enhanced visitor information resources.
- Improved accessibility information available prior to booking.

Accessibility and inclusion will continue to form an important part of WildNets' planning, operations and visitor experience delivery.

Contact Us

WildNets Adventure Park

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If you have any questions regarding accessibility or inclusion, please contact our team before your visit and we will be pleased to assist.