

Accessibility Policy and Procedure

WildNets Adventures Pty Ltd — Port Macquarie and Newcastle
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OUR PROMISE

Adventure is for everyone. We want every visitor — whatever their age, ability or support needs — to feel welcome in the treetops, to know exactly what to expect before they arrive, and to be treated with warmth and respect while they are with us. This policy sets out how we make that happen, and how we hold ourselves to it.

Document control

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Version and revision history

Version	Date	Author	Summary of change	Approved by
0.1	May 2026	C. Denny	Initial draft — policy statement, scope, guiding principles, accessibility features, customer service procedures, assistance animals, training, feedback, review.	Draft — not approved
1.0	May 2026	WildNets management	First published release. Added legislative and standards framework, definitions, Companion Card, digital and information accessibility, complaint timeframes and external escalation, expanded roles and responsibilities, related documents, document control and version history. Scope extended to cover both park locations. WildNets brand applied.	Directors

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1. Purpose

WildNets is committed to creating an inclusive, welcoming and respectful environment where all visitors, employees, volunteers and contractors are treated with dignity and given fair opportunity to take part in our experiences.

This policy sets out our commitment to accessibility and the procedures that put it into practice — so that barriers to participation are identified, reduced and, wherever we can manage it, removed altogether.

It also makes clear where limits exist. We run adventure activities at height in a working forest. Some experiences carry physical and safety requirements that cannot be adjusted. Being honest about that up front is part of being accessible.

2. Scope

This policy applies to everyone who represents WildNets or takes part in a WildNets experience:

- Employees, including casual and seasonal team members
- Contractors and volunteers
- Visitors and their carers, support workers and companions
- Suppliers and partners when delivering services on our behalf

It covers both of our parks:

- **WildNets Port Macquarie** — within the Guulabaa – Place of Koala precinct, Cowarra State Forest.
- **WildNets Newcastle** — treetop ropes course and ziplines.

A note on shared facilities. At Guulabaa, some infrastructure — including car parks, roads, pathways, the Visitor Hub and amenities — is owned or managed by Forestry Corporation of NSW and our precinct partners rather than by WildNets. Where accessibility depends on shared facilities, we will advocate on our visitors' behalf and work with our partners to improve them, but we cannot unilaterally alter assets we do not control.

3. Definitions

Term	What we mean
Accessibility	Designing facilities, information and services so that people with disability can use them independently and with dignity.
Assistance animal	A dog or other animal accredited or trained to help a person with disability reduce the effect of that disability, and which meets standards of hygiene and behaviour appropriate for a public place — as defined in section 9 of the Disability Discrimination Act 1992 (Cth).
Barrier	Anything — physical, attitudinal, informational, communication-related or systemic — that prevents or limits a person's participation.

Term	What we mean
Carer or support person	A person who provides assistance to a visitor with disability, whether paid, unpaid, family or professional.
Companion Card	A card issued under the NSW Companion Card program that entitles a cardholder's companion to participate without paying a second admission fee.
Disability	Has the meaning given in the Disability Discrimination Act 1992 (Cth), including physical, intellectual, psychiatric, sensory, neurological and learning disabilities, and disability that is present, past, future or imputed.
Neurodivergent	Variation in how people think, learn, process information and experience sensory input — including autistic people and people with ADHD, dyslexia and related profiles.
Reasonable adjustment	A change to how we deliver something that enables a person with disability to participate, provided it does not compromise safety or impose unjustifiable hardship.

4. Policy statement

WildNets recognises that accessibility goes well beyond physical access. It includes providing inclusive experiences for people with:

- Physical disability and mobility limitations
- Sensory disability, including vision and hearing impairment
- Intellectual disability
- Neurodivergent profiles
- Mental health conditions
- Temporary injuries or medical conditions
- The needs that come with older age
- Families and groups with mixed accessibility needs

WildNets is committed to:

- Providing inclusive customer service at every stage of the visit.
- Identifying and reducing barriers to participation.
- Offering accessible facilities and services wherever reasonably practicable.
- Treating every person with dignity, independence and respect.
- Consulting with visitors about their individual needs rather than making assumptions.
- Never charging a person more, or offering them less, because of their disability.
- Handling personal and health information confidentially and only using it to support participation.
- Continually improving accessibility through feedback, training and review.

5. Guiding principles

Principle	In practice
Respect individual needs	Every visitor's requirements are unique. We ask; we don't assume.
Promote independence	We support people to take part under their own steam wherever possible.
Ensure inclusion	People of all abilities should have a genuine way to engage with WildNets.
Foster safety	Accessibility is balanced against the safety requirements of adventure activities at height. Safety is never traded away.
Be straight with people	Clear, honest information before booking lets visitors make their own decisions.
Pursue continuous improvement	Feedback, training and infrastructure improvements keep moving the bar.

6. Legislative and standards framework

This policy is designed to meet our obligations under, and align with:

- *Disability Discrimination Act 1992* (Cth)
- *Disability (Access to Premises — Buildings) Standards 2010* (Cth)
- *Anti-Discrimination Act 1977* (NSW)
- *Disability Inclusion Act 2014* (NSW)
- *Work Health and Safety Act 2011* (NSW) and associated regulations
- *AS 1428 Design for access and mobility* — applied to built facilities where relevant
- *Web Content Accessibility Guidelines (WCAG) 2.1 Level AA* — our target for digital content
- The NSW Companion Card program

Where a legal requirement sets a higher standard than this policy, the legal requirement applies.

7. What we provide

7.1 Accessible precinct facilities

- Accessible parking within the Guulabaa precinct.
- Accessible pathways within key visitor areas.
- Accessible amenities at the Guulabaa Visitor Hub.
- Lift access within relevant precinct buildings.
- Seating and rest areas along the main visitor routes.

Visitors are welcome to enjoy the Visitor Hub, the forest trails and the wider precinct whether or not they take part in a WildNets activity.

7.2 Visitor information

- Clear pre-visit information about the physical requirements of each activity.

- Accessibility information published online, before the point of booking.
- Team members available to talk through individual requirements ahead of a booking.
- Our Accessibility Guide and Inclusion Commitment, available to download or by post.

7.3 Inclusive visitor experiences

- Flexible participation options wherever practical.
- Support for carers, support workers and companions.
- Adaptation of experiences where it is safe and feasible to do so.
- Quiet Canopy sessions — early, low-sensory sessions with fewer visitors, less noise, more staff on hand and no rush.
- Self-paced exploration and rest areas throughout the netted experience at Port Macquarie.

7.4 Team support

- Trained team members available to assist visitors with accessibility requirements.
- Individual assessment of a visitor's needs, made with the visitor, not about them.
- Respectful and confidential communication at all times.

8. Booking and enquiries

Our team will:

1. Encourage visitors to raise accessibility requirements before booking.
2. Give accurate information about physical requirements, access limitations, available support and accessible facilities.
3. Record accessibility requests in the booking notes, with the visitor's consent.
4. Offer to arrange a Quiet Canopy session or a quieter time of day where that would suit better.
5. Never turn a booking away on the basis of disability without first exploring what adjustments are possible.

9. Arrival and check-in

Our team will:

6. Welcome visitors warmly, respectfully and professionally.
7. Confirm any accessibility requirements already identified, so the visitor does not have to explain twice.
8. Explain the support available on the day.
9. Make sure the visitor understands the activity requirements, the safety briefing and what happens if they decide to stop.

10. Taking part in activities

Where it is safe and practical to do so, WildNets will:

- Modify how an activity is delivered or explained.

- Provide extra demonstrations, or break instructions into smaller steps.
- Allow additional time — there is no clock on getting it right.
- Permit a carer or support person to accompany a participant.
- Offer an alternative experience where participation is not possible for safety reasons.

Safety is not negotiable. Some WildNets activities involve climbing, balancing, elevated platforms, physical exertion, harness use and exposure to height. Where a safety requirement cannot be met, we will say so plainly and kindly, explain why, and help the visitor find something else to enjoy, at WildNets or elsewhere in the precinct.

11. Communication support

Our team will:

- Speak clearly and respectfully, and talk to the visitor rather than to their companion.
- Allow additional time for a person to respond.
- Use plain language and avoid jargon.
- Provide written information where that helps.
- Adapt the method of communication: writing, gesture, demonstration, images, to suit the person.
- Ask "how can I help?" rather than assuming what help is wanted.

12. Assistance animals

WildNets welcomes assistance animals as defined under Australian legislation.

Visitors accompanied by an assistance animal will:

- Be treated respectfully and without additional charge.
- Be permitted access to areas where it is safe and practical.
- Be told about any activity-specific restrictions that arise from safety requirements, and what support is available for the animal while the visitor takes part.

Our team may ask for evidence that an animal is an assistance animal where this is appropriate and permitted by law. Because WildNets Port Macquarie operates in a State forest alongside a wild koala breeding facility, we ask visitors to contact us before arrival so we can plan the visit properly, for the comfort of the animal as much as anything else.

13. Companion Card

WildNets is a Companion Card affiliate. A cardholder's companion may take part alongside them without paying a second admission fee. Please present the card at check-in, or mention it when booking so we can set the ticket up in advance.

14. Digital and information accessibility

Most visitors meet WildNets online long before they meet us in the forest, so our digital information needs to be as accessible as our pathways.

- We aim for our website to meet WCAG 2.1 Level AA as a minimum standard.
- Accessibility information is published before the point of booking, not buried after it.
- We write in plain English and keep sentences short.
- Documents published on our website use real headings, sufficient colour contrast and descriptive alternative text on images.
- This policy and our Accessibility Guide are available in large print, plain text or read aloud over the phone, just ask.
- Where an online booking or digital waiver is difficult to complete, our team will complete it with the visitor over the phone or on arrival.

15. Team training

Every WildNets team member receives training covering:

- Disability awareness and inclusive customer service.
- Respectful communication and appropriate language.
- Accessibility procedures and how to respond to a request.
- Supporting neurodivergent visitors and visitors with sensory sensitivities.
- Delivering Quiet Canopy sessions.
- Emergency procedures involving visitors who need assistance, including evacuation from height.

Accessibility awareness forms part of induction and of ongoing professional development, and is recorded in the Team Member Training Matrix.

16. Feedback and complaints

We want to hear when we get it right, and we especially want to hear when we don't. Feedback about accessibility is welcome through any of these channels:

- Visitor surveys, including the QR code survey at the Guulabaa Hub
- Email or telephone — see section 20
- Social media
- A conversation with any team member on site

16.1 How we handle accessibility complaints

Step	What happens
1. Acknowledge	Within 2 business days of receiving the complaint.
2. Investigate	Reviewed by the Park Manager, escalated to the General Manager where required.

Step	What happens
3. Respond	A substantive response within 10 business days. If we need longer, we will say so and explain why.
4. Resolve respectfully	Handled confidentially and without any detriment to the person raising it.
5. Learn from it	Logged and reviewed at management level to identify improvement opportunities.

If a visitor is not satisfied with our response, they may take the matter to the Australian Human Rights Commission or to Anti-Discrimination NSW. We will provide contact details for both on request, and we will not treat anyone less favourably for exercising that right.

17. Continuous improvement and review

WildNets reviews accessibility performance through visitor feedback, team feedback, customer satisfaction surveys, incident reporting, infrastructure reviews and monitoring of industry best practice. Improvement opportunities are carried into annual business and operational planning.

17.1 Policy review

This policy is reviewed annually, or sooner if:

- Legislative requirements change.
- Significant operational or site changes occur — including new locations or new activities.
- Feedback or a complaint identifies a need for improvement.
- A new accessibility initiative is introduced.

Every review is recorded in the version history on page 2.

18. Roles and responsibilities

Who	Responsible for
Directors	Approve this policy. Support and resource accessibility initiatives. Review accessibility performance annually.
General Manager	Own this policy. Ensure it is applied consistently across both parks, kept current, and published in an accessible form.
Site Managers	Implement the policy on site. Ensure training is completed and recorded. Handle accessibility complaints in the first instance. Monitor day-to-day performance.
Team members	Deliver inclusive customer service. Follow these procedures. Raise accessibility concerns and ideas, the best ones usually come from the floor.
Contractors, volunteers and partners	Act consistently with this policy when delivering services on behalf of WildNets.

19. Related documents

- WildNets Accessibility Guide and Inclusion Commitment
- WildNets Operational Management Plan
- WildNets Operation Training Manual
- Team Member Training Matrix
- Work Health and Safety Policy
- Emergency Response Plan
- Visitor Feedback and Complaints Procedure
- Privacy Policy
- Equal Employment Opportunity Policy

Our commitment

WildNets believes nature-based tourism should be accessible, welcoming and enjoyable for everyone. We are committed to an environment where visitors of all abilities can connect with nature, challenge themselves, make memories and share in the adventure of the forest canopy — and where every visit helps protect the wild koalas who live alongside us.

20. Talk to us before you visit

The single most useful thing a visitor can do is get in touch before booking. A two-minute conversation lets us plan the visit properly — and it means nobody arrives to a surprise.

Contact	Details
WildNets Port Macquarie	Guulabaa – Place of Koala, Cowarra State Forest, Lake Innes NSW 2446 0478 048 748 portmacquarie@wildnets.com.au
WildNets Newcastle	Treetops Road, Minmi NSW 2287 0435 422 447 newcastle@wildnets.com.au
Online	wildnets.com.au
Alternative formats	Need this policy in large print, plain text or read aloud? Call us and we will sort it out.