



# **NATIONAL** **ZOO** **& AQUARIUM** C A N B E R R A

## **National Zoo & Aquarium Access and Inclusion Plan**







# STRATEGIC APPROACH

The National Zoo and Aquarium (NZA) is committed to creating a welcoming, safe, and inclusive environment for all visitors, staff, and volunteers.

This Access and Inclusion Action Plan (nAIAP) outlines our strategic approach to identifying and removing barriers, fostering equal opportunity, and embedding accessibility and inclusion into every aspect of our operations.

This plan aligns with:

- The Disability Discrimination Act 1992 (Cth)
- The Australian Human Rights Commission guidelines
- The ACT Government's Inclusion Framework



# VISION & PRINCIPLES



## Vision:

A zoo and aquarium experience where everyone—regardless of ability, background, age, or identity—can fully participate, connect with wildlife, and enjoy learning about conservation.

## Guiding Principles:

- **Equity:** Ensure fair access to experiences and services.
- **Participation:** Encourage and enable full involvement of all community members.
- **Respect:** Foster dignity, independence, and cultural awareness.
- **Sustainability:** Commit to continuous improvement in access and inclusion.





# OBJECTIVES



## Accessibility of Facilities

Ensure all pathways, exhibits, enclosures, rest areas, and amenities are physically accessible.

Provide accessible parking and entry points.

Expand seating and shade in high-traffic areas.

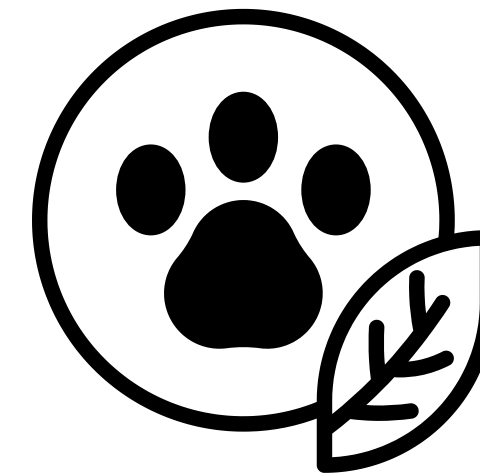


## Inclusive Communication

Develop accessible signage, maps, and guides (Braille, tactile, large print, easy-read).

Provide Auslan-interpreted tours and captioned multimedia.

Enhance the website with WCAG 2.1 compliance.



## Inclusive Programs & Services

Offer sensory-friendly days with adjusted lighting and sound.

Introduce programs tailored for visitors with cognitive or sensory disabilities.

Ensure education materials and keeper talks are accessible to diverse learning needs.





# OBJECTIVES



## Employment and Volunteering

Promote inclusive recruitment practices.

Provide workplace adjustments and training for staff with disability.

Build awareness of cultural diversity and accessibility among staff and volunteers.



## Community Engagement

Partner with disability advocacy groups and cultural organisations.

Seek ongoing feedback from visitors and staff with lived experience.

Engage First Nations communities in inclusive cultural and educational programs.



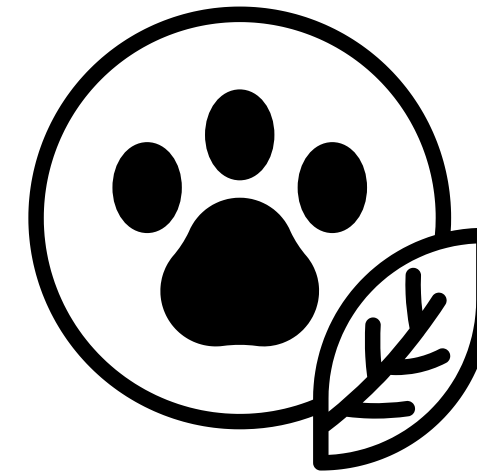
# OBJECTIVES



## Training and Awareness

Provide staff training in disability awareness, cultural competency, and inclusive communication.

Establish an internal access and inclusion working group.



## Monitoring and Accountability

Set measurable goals and timelines.

Publish annual progress reports on the NZA website.

Regularly review and update the plan in consultation with stakeholders.







# ACTIONS AND TIMELINES



## ACTION

## RESPONSIBILITY

## TIMELINE

## OUTCOME

Audit all facilities for accessibility gaps

Operations Team

Year 1

Improved physical access

Update signage and visitor guides for accessibility

Visitor Services

Year 1–2

Inclusive communication

Launch sensory-friendly zoo days

Programs Team

Year 2

Enhanced visitor experience

Introduce accessible recruitment practices

HR

Year 1

Inclusive workforce

Staff disability awareness training

HR + Partnerships

Ongoing

Improved staff capability

Establish Access & Inclusion Advisory Group

Executive

Year 1

Ongoing community input



# REVIEWING AND REPORTING

The nAIAP will be reviewed every three years.

Annual reports on progress will be made  
publicly available.

Key performance indicators will measure  
improvements in visitor satisfaction,  
accessibility of facilities, and staff inclusivity.





# CONCLUSION

The National Zoo and Aquarium, Canberra recognises that accessibility and inclusion are essential to delivering on its mission of conservation, education, and community connection.

By committing to this nAIAP, the NZA will ensure that all people have equal opportunity to participate, learn, and enjoy the Zoo and Aquarium experience.

