

ACCESSIBILITY & INCLUSION INFORMATION

To provide practical information for visitors with accessibility needs



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1. Welcome & Accessibility Statement

Capricorn Caves is committed to providing an inclusive, welcoming, and safe experience for all visitors. We aim to ensure our facilities, pathways, tours, and services are accessible to as many people as possible, and we continue to improve accessibility across the site.

If you have accessibility needs or would like assistance during your visit, please contact us:

Phone: (07) 4934 2883

Email: admin@capricorncaves.com.au

Address: 30 Olsens Caves Road, The Caves QLD 4702

We welcome feedback to help us improve accessibility. If you have suggestions, concerns, or would like to request specific support, please reach out using the contact details above.

2. Arrival & Parking

Accessible Parking Bays

Number of accessible bays: One (1)

Location: Located in the main car park, closest to the kiosk entrance path. The parking bay is located to the left of the access path and is best accessed from the driver's side of the vehicle.

Surface type: The car park is surfaced with bitumen.

Width and clearance (*AS/NZS 2890.6:2009 compliant*): 2.5 metres width x 5.4 metres length.

Covered / uncovered: The entire car park is uncovered.

Signage: The accessible parking bay is clearly signed with the universal symbol of the person in the wheelchair.

Pathway from accessible parking bay to kiosk main entrance:

- **Surface:** Adjoining brick tiles.
- **Gradient:** Mostly flat with a decline of approximately 10% near the kiosk main entrance.

- **Obstacles:** Some uneven brick tiles may be present.
- **Distance:** Approximately 100 metres.

3. Pathways & Entry

Kiosk Access Paths

Surface type: Brick tiles.

Path width: 2 metres.

Gradient details: 1:14

Ramps: N/A

Obstacles:

- **Uneven surfaces:** Some brick tiles may be uneven.

Lighting: Adequate pathway lighting.

Wayfinding signage: Proper signage is displayed.

Shelter/shade: N/A

Kiosk Main Entrance

Door type: Double glass panel door opened outwards and secured open during business hours.

Door width: 1.05 metres.

Threshold height: 90 millimetres with metal access ramp.

Accessible entry signage: Proper signage is displayed.

Assistance available: Staff are available to provide assistance upon request.

4. Reception / Kiosk

Counter height: 1.13 metres.

Space for wheelchair approach: Clear floor space in front of counter of 3.8 metres.

EFTPOS terminal accessibility: Cordless and portable unit.

Seating available: Seating is available in the undercover area outside the kiosk. All tables and chairs are movable to ensure accessibility and comfort for all visitors.

Staff training: Capricorn Caves staff are trained to support guests with diverse needs and provide respectful, appropriate assistance.

5. Toilets & Amenities

Accessible Toilet

Location: Located outside of the kiosk building and approx 20 metres from the kiosk entrance.

Door width and type: Outward swinging door, approx 830 millimetres, with a lock on the inside.

Circulation space: Turning circle of 1.3 metres.

Grab rails: Located on wall near toilet.

Shower: N/A

Toilet height: 480 millimetres.

Flooring: Non-slip epoxi flooring.

Baby change facilities: Located inside the accessible toilet block attached to the wall.

Wayfinding signage: Proper signage is displayed.

6. Paths to Caves

Route description: The main pathways to the caves start at the kiosk and follow sections of granite path until reaching the tour departure area with brick tiles. Beyond this, the path continues on brick tiles with a slight incline and incline. For visitors who prefer a firmer, more even surface, an alternative concrete route is available. However, this path can only be accessed using a small vehicle and a staff member will need to direct the driver to the start of the path.

Distances:

- **Kiosk to Tour Departure Point:** Approx 50 metres.
- **Tour Departure Point to Grand Entrance:** Approx 200 metres.

Walkway accessibility: The first part of the walkway is DDA compliant. But the track passes through a narrow cave after which the ramp is a Class 3 structure with steep ramp sections (>1:10). People who use a wheelchair will most likely require additional support from a strong physically fit person to traverse these sections.

Surface types: Natural rock and slightly uneven surfaces.

Path width: Granite path is 1.5 metres wide and concrete path is 1.4 metres wide.

Gradient/steepness: TBA

Ramps: N/A

Obstacles: Slightly uneven surfaces may be present on the granite path and brick tile path.

Rest areas/seating: Seating is available at the Tour Departure Point but no seating beyond this.

Lighting: Path lighting is available on low light days or at night.

Wayfinding signage: Proper signage is displayed.

7. Cave Attraction

Entry type: There are staircases at the entrance to the caves and these are designed with safety in mind. Enclosed handrails are fitted on every staircase.

Number of staircases/steps: There are two (2) staircases with handrails and 38 steps in total. The width between handrails is approx 500 millimetres.

Circulation inside caves: Some caves will have narrow passages and uneven ground. Circulation will not be available in all areas of the caves.

Lighting conditions: Lighting in the caves is a combination of dim artificial lighting and natural light, creating atmospheric effects but also potentially challenging visibility. Visitors with low vision may wish to bring a personal light source for additional visibility.

Audio guides / captions: N/A

Assistance: Guides can provide additional support where safe and appropriate.

8. Accommodation

Capricorn Caves offers an accessible cabin designed to meet the needs of visitors with mobility challenges.

Room features: Ramp access to front door, accessible toilet, roll-in shower, wall railings in bathroom.

Accessible parking proximity: The parking space is located directly outside the cabin with the ramp on the drivers side.

Assistance dog facilities: N/A

Equipment available: Shower chair

9. Other Amenities

Accessible picnic areas:

Playgrounds: N/A

Pool access: N/A

10. Communication & Support

Capricorn Caves is committed to continually improving accessibility.

For further information or support, contact: admin@capricorncaves.com.au or phone (07) 4934 2883

Feedback: Visitors are invited to suggest improvements via email, phone, or onsite staff.

11. Visual Aids

- Photos of parking, paths, entrances, toilets, ramps, and cave access points.
- ALT text descriptions for all images.
- Mobility map showing accessible paths, gradients, facilities, and amenities (To be created.)

12. Legal & Policy Information

Capricorn Caves aims to meet requirements under:

- Disability Discrimination Act 1992 (DDA)
- National Construction Code (NCC)
- AS/NZS 2890.6:2009 Accessible Parking
- Disability (Access to Premises—Buildings) Standards 2010

13. Service & Staff

Staff receive training in:

- Disability awareness
- Inclusive communication
- Offering respectful, person-first assistance

Staff are encouraged to:

- Ask how they can help
- Communicate clearly
- Respect each visitor's individual needs