

# ACCESSIBILITY GUIDE

## NATIONAL ARBORETUM CANBERRA



The National Arboretum Canberra (the Arboretum) is committed to making our exhibitions, buildings, collections and events accessible to all visitors. A range of services are available to facilitate your visit to the National Arboretum Canberra. For more information call 02 6207 8484 to speak to a member of our Visitor Services Officers or email [arboretum@act.gov.au](mailto:arboretum@act.gov.au)



## Plan Your Visit

The National Arboretum Canberra is located 6km from the Canberra City Centre at the western end of Lake Burley Griffin. **The street address is: Forest Drive, off Tuggeranong Parkway, Molonglo Valley ACT 2611**

The Arboretum can be accessed by car, taxi, bike or horse. There are no public bus or light rail routes to the Arboretum.

## Is there wheelchair hire available?

Wheelchair hire is available for free. Please speak to our Visitor Services Officer in the Village Centre.

## Does the Arboretum accept Companion Cards?

The Arboretum is free to visit for all members of the public. Care partners accompanying a visitor with a disability will have free companion admission to ticketed events and exhibitions.

## When does the Village Centre tend to be busiest?

The Village Centre is most likely to be quiet during weekdays between 2-4pm. We are busiest during weekends, around lunchtimes, and on Public Holidays.

## Arboretum Maps

Please [click here](#) to view the Arboretum Maps.

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### Accessible Parking

Designated mobility parking spaces are available across the Arboretum site. Free parking is only available for vehicles displaying a valid disability parking permit.

#### Visitors Centre

There are 23 designated mobility parking spaces at the main Visitors Centre carpark. These are located along the top tier of the main carpark.

#### Margaret Whitlam Pavilion

There are 4 designated mobility parking spaces at the Margaret Whitlam carpark.

Access is adjacent to the Margaret Whitlam Pavilion across a level, gravel path. The carpark and path are exposed to weather, the Pavilion is sheltered for a companion drop-off.

Guests may also use the 300 metre sealed and level path between the Village Centre and the Margaret Whitlam Pavilion. This path is fully exposed to weather.

#### Dairy Farmers Hill Lookout:

There is 1 designated mobility parking space at Dairy Farmers Hill.

A 200 metre (return) level and sealed pathway provides access to our lookout and sculptures on Dairy Farmers Hill. The parking, path and lookout are exposed to all elements of weather.

#### Wide Brown Land Lookout:

There is 1 designated mobility parking space at the Himalayan Cedars Carpark.

A 200 metre (return) level and sealed pathway provides access to our lookout and Wide Brown Land Sculpture. The parking, path and lookout are exposed to all elements of weather.



Parking - Visitors Centre / Main Carpark



Parking - Dairy Farmers Hill Lookout



Parking - Wide Brown Land / Himalayan Cedar Forest

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### Main Entry Path - The Cutting

A 70 metre sealed ramp provides access from the carpark to Visitors Centre, The Ginger Group Cafe, The Curatoreum Gift Shop, observation decks, POD Playground and National Bonsai and Penjing Collection.

We refer to this entrance ramp as 'The Cutting'. There is a concrete bench seat at the top of the cutting, adjacent to the carpark, for companion drop-off. There is another concrete bench seat midway down The Cutting. This path is semi-sheltered from wind but exposed to sun and rain.



The Cutting / Arrival Path

### Assistance Animals

#### Can I bring an Assistance / Service Dog or Animal?

Yes, trained and registered assistance animals are welcome in all indoor and outdoor parts of the Arboretum when accompanied by their handler and on lead. For safety reasons, please be advised the Arboretum staff may request to see accreditation (for example, a certificate, token or harness) or other evidence to demonstrate that the animal is a properly trained assistance animal.

All domestic dogs are welcome to walk the exterior grounds on lead. Domestic pets are not allowed in the Village Centre, Bonsai Collection or Pod Playground.



The Sensory Garden



Water Station & Animal Water

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## Accessible Facilities

### Where are the accessible toilets?

There are 5 accessible toilets on the Arboretum site at the following locations:

- Visitors Centre
- POD Playground
- Margaret Whitlam Pavilion (for private events only)
- Terrace Room (for private events only)
- Himalayan Cedar Forest (60 metres from carpark)

Accessible toilets in the Visitors Centre, Terrace room and POD Playground all have handrails fitted, and standard swinging doors.

The accessible toilets at the Himalayan Cedar Forest have handrails fitted, automatic sliding doors and signage with braille.

### Is there a Parents and Carers room?

The Visitors Centre and Margaret Whitlam Pavilion have a baby change table and nappy disposal in the accessible toilet facility.

The Ginger Group Café staff in the Visitors Centre are happy to assist with hot water for warming bottles.

If you need a quiet space to breastfeed /feed your baby, or a quiet calm space, please speak with our staff at the Visitors Centre desk who are happy to assist.

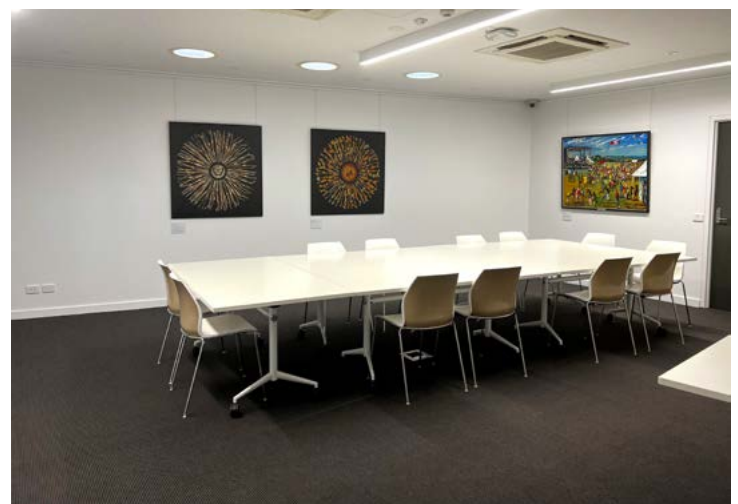
There are many relaxing gardens to sit in, or our staff may be able to provide access to the First Aid room or Bugang room if not currently in use\*.



**Accessible Toilet - Visitors Centre**



**Accessible Toilet - Himalayan Cedar Forest**



**Bugang Room - Optional Quiet Space\***

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### Accessible Paths and Walkways

The National Arboretum has a variety of walks and paths to enable our visitors to enjoy the unique views and experiences of the Arboretum.

### All Access Paths

**\*Level, sealed or compacted gravel paths providing wheelchair accessibility.**

Events Terrace Path: 600 metre loop (combination of sealed and compacted gravel paths). Starting from the Southern end of our Visitor Centre, explore the features of the Discovery Gardens and Gallery of Gardens.

Dairy Farmers Hill Lookout: 200m return (sealed path). Starting from Dairy Farmers Hill carpark, take in some of Canberra's finest views and marvel at the intricacy of the iconic 'Nest III' sculpture.

### Grade 1 Paths

**\*Sealed paths with no steps, gradient slopes suitable for assisted wheelchair use.**

Himalayan Cedar Path: 500 metre return (sealed path, slight gradient). Starting from the Himalayan Cedar carpark, meander through the tall Himalayan Cedars to a picturesque picnic area. Disabled toilet access available.

Wide Brown Land Lookout: 200 metre return (level gradient, partial compacted gravel path). Starting from the Himalayan Cedar carpark, a short path will take you to the popular 35 metre long 'Wide Brown Land' sculpture and lookout.

Central Valley Path: 1.5 kilometre one way (sealed path, some gradient). Starting from the Northern Deck of the Visitor Centre, follow the slope down towards the Ginkgo Dam. Explore the ceremonial tree plantings and feature gardens in the zigs and zags of the Central Valley. For mobility impaired guests and young children, we recommend an accompanying guest bring the car to collect walkers at the Ginkgo Dam, at the base of Central Valley.



**Paths in Gallery of Gardens**



**Paths in Himalayan Cedar Forest**



**Central Valley Path**

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## Accessible Tours

### Are there accessible tours?

Yes, the Arboretum has something for everyone. Our guides and educators are trained to be inclusive of all abilities, including physical ability, visual and hearing impairment and neurodiversity. Please contact our helpful staff to discuss how we can tailor our tours and educational programs. Phone 02 6207 8484 or email [arboretum@act.gov.au](mailto:arboretum@act.gov.au).

Companion Cards are recognised for carers accompanying a visitor with a disability. Carers will have free companion admission to ticketed tours, but do need to purchase a free ticket as capacity on our paid tours are limited. Please contact our Visitor Services staff to assist with your booking. Phone 02 6207 8484 or email [arboretum@act.gov.au](mailto:arboretum@act.gov.au).

Unfortunately, our Ngala Bus is not wheelchair accessible and requires limited mobility to climb three steps on to the bus.



**Guided Tours in Bonsai Collection**

## Accessible Events and Activities

### Are Arboretum events accessible?

The National Arboretum hosts a number of events for the public throughout the calendar year. We are committed to making our exhibitions, buildings, collections and events accessible to all visitors. Our Visitors Centre and Events Terrace are both adjacent to accessible parking, toilet facilities and sealed access paths.

If you have been invited to a private event at the Margaret Whitlam Pavilion, there is accessible parking, toilet facilities and sealed access paths specifically for the use of guests.

### Are your school holiday programs accessible?

Yes, many of our school holiday programs can be adapted to be inclusive of all abilities. Please get in touch with our friendly educational staff on 02 6207 8484 or email [arboretum@act.gov.au](mailto:arboretum@act.gov.au) if there is a particular program you are interested in.



**Terrace Room - Birthday Party & Activity Venue**

### Are your children's birthday parties accessible?

Yes, our children's birthday parties are hosted in the Terrace Room adjacent to the Visitors Centre which is accessible via the main sealed entrance ramp. The immediate surrounds of the Visitors Centre are all level, accessible paths and each of the party activities are inclusive and adaptable to all abilities. There is a private wheelchair accessible toilet in the Terrace room for guests use only.

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### Is there somebody onsite I can talk to?

Yes, there are Arboretum staff at the main entrance of the Visitors Centre who can answer questions and provide assistance from 9am – 4pm daily.

For more information call 02 6207 8484 to speak to a member of our Visitor Experience team or email [arboretum@act.gov.au](mailto:arboretum@act.gov.au)



**Visitors Services Officers & Information Desk**

### Navigating the Website

The ACT Government is committed to providing websites that are accessible to the widest possible audience.

This website aims to conform to Level A (and in parts, Double A) of the Web Content Accessibility Guidelines Version 2 (WCAG 2.0), developed by the World Wide Web Consortium (W3C).

The website is designed to display on all commonly used Internet browsers and to work effectively with accessibility hardware and/or software. To accommodate a range of connection speeds, page sizes have been kept to a minimum. Our web pages are scalable to accommodate various common screen resolutions.

### Downloadable Documents

This website has a limited number of documents that cannot be provided in HTML format. Also, to assist users to download and share web content, some documents are available in Portable Document Format (PDF). We have taken steps to ensure where possible that alternate formats are available. To access PDF files download the free Acrobat Reader.

The file type and size of downloadable documents is indicated via an icon or text alongside the document link.

### Continuous Improvement

Whether its the accessibility information contained on the website or something we offer onsite, we are continually looking for ways we can make the Arboretum enjoyable no matter your age, ability or needs.

We would love to hear your thoughts and suggestions, please email [arboretum@act.gov.au](mailto:arboretum@act.gov.au)

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### EasyPark App

Parking at the Arboretum Visitors Centre is metered parking between the hours of 9am- 4pm. Free parking is only available vehicles displaying a valid disability parking permit. Parking fee proceeds go directly towards supporting the National Arboretums living collections and projects.

#### **There are two options for parking fee payment:**

Credit card and cash payments are still accepted at the meter. Meters are spaced throughout the carparks and are accessible via ramps.

The 'EasyPark' app can be downloaded on your phone before or during your visit. Visitors are able to pay for parking and extend their parking session remotely from their phone, removing the need for visitors to traverse back and forth to the carpark during their visit to the Arboretum. Using the 'EasyPark' app can also be beneficial for visitors with low vision or tinted lenses who may find it difficult to read the UV tinted screens on the parking meters.

The 'EasyPark' app is used at all ACT Government metered parking sites.



**Visitors Services Officers & Information Desk**