# Maru Koala and Animal Park Access Key

**1650 Bass Highway**

**Grantville VIC 3984**

**Phone: +613 5678 8548**

**Website:** [**https://www.marukoalapark.com.au/**](https://www.marukoalapark.com.au/)

**Version 1.0**

**Updated December 2019**

## Glossary

**AFFL - Above finished floor level.**

**TGSI - Tactile Ground Surface Indicators. Tactile ground surface indicators. A tactile ground surface to assist pedestrians who are visually impaired. Often found on footpaths, stairs and train station platforms.**

## Guidelines

**Thank you for choosing to use an Access Key for Maru Koala and Animal Park.**

**For your Access Key to be successful, we recommend you follow these guidelines:**

**Access Keys are available online to help you prepare for your visit in advance.**

**Access Keys be read and shared in an environment free of distractions.**

**Access Keys can be read independently or shared with a friend, family member, carer or support worker to prepare for the visit.**

**If sharing the Access Key with participant, help participant comprehend key points, consistently monitoring for level of understanding.**

**If sharing the Access Key with participant, contextualised photographs can be used to summarise information and experiences.**

**If using the Access Key as a reflective tool, make sure to enjoy the pivotal link between experience and recall after the visit has**

**taken place.**

**Once the visit has taken place, revisit the Access Key to celebrate success.**

**Download Access Key in its entirety - 35 pages in total.**

## Did You Know?

**Visitors can pat a koala, hand feed and pat kangaroos and meet other native animals.**

**Adventure around Pirate Pete’s Mini-golf.**

**Relax with a freshly prepared meal in the licensed Homestead Bistro.**

**Meet the Keepers and learn about the animals at regular talks and enjoy the Sheep Shearing and Wildlife Shows. Please see our website on the following link for more details.**

[**https://www.marukoalapark.com.au/animal-park/what-we-have/**](https://www.marukoalapark.com.au/animal-park/what-we-have/)

**Enjoy a unique ‘close encounter’ with one of the animals. For further information please visit our website** **on the following link.**

[**https://www.marukoalapark.com.au/animal-park/close-encounters/**](https://www.marukoalapark.com.au/animal-park/close-encounters/) **Customised close encounters for persons with additional needs available. Please call us on (03) 5678 8548 for bookings.**

**We run a specialised ‘Dreamnight at the Zoo’ program in November each year. The night is specifically for children that have a life-threatening illness, are permanently physically or intellectually challenged or have other special needs and their immediate families from within our local region. Please see your service provider for invitations. Conditions apply.**

**To avoid our peak periods and crowds, it is recommended visitors arrive prior to 12 noon.**

**We are proud participants in Accessibility Weekend; providing free entry for people who use a wheelchair and their carer.**

**Maru offer a range of services to School Groups as well as Children’s Parties. Please visit our website on the following link for details.** [**https://www.marukoalapark.com.au/pricing/children-party-at-maru-koala-park/**](https://www.marukoalapark.com.au/pricing/children-party-at-maru-koala-park/)

**Tickets can be pre purchased online. Pre-purchase is recommended to expediate entry process. Please see the following link.**

[**https://www.marukoalapark.com.au/**](https://www.marukoalapark.com.au/)

**To provide feedback please visit our website on the following link.**

[**https://www.marukoalapark.com.au/contact-us-maru/**](https://www.marukoalapark.com.au/contact-us-maru/)

**Follow us on Facebook or Instagram on the following links.**

[**https://www.facebook.com/marukoalapark/**](https://www.facebook.com/marukoalapark/)

[**https://www.instagram.com/marukoalapark/**](https://www.instagram.com/marukoalapark/)

## Getting There

**Maru Koala and Animal Park is located at 1650 Bass Highway, Grantville, Victoria, 3984.**

**By Car**

**When driving, Maru is approximately a one-and-a-half-hour distance from Melbourne.**

**Take the M1 from Melbourne city towards Pakenham.**

**Exit the M1 onto C422 exit towards Koo Wee Rup.**

**Follow through Koo Wee Rup and turn left onto the M420 Bass Highway towards Phillip Island.**

**Follow the Bass Highway to Grantville.**

**By Public Transport**

**Trains are unable to take you directly to the park, however the 'Queensferry' Bus Stop is directly outside the entrance of Maru.   
For more information, visit Public Transport Victoria’s website on the following link and search for ‘Queensferry Road/Bass Highway (Queensferry)’ as the destination.**

[**https://www.ptv.vic.gov.au/journey**](https://www.ptv.vic.gov.au/journey)

**There are also a range of different tour groups which regularly visit Maru, including a range of tours for people from different cultural backgrounds.   
Please see our website on the following link for a list of tour options.**

[**https://www.marukoalapark.com.au/plan-your-visit/getting-to-maru/**](https://www.marukoalapark.com.au/plan-your-visit/getting-to-maru/)

## Parking

**General parking is located directly outside the entrance.**

**There are no parking restrictions.**

**There is one accessible parking bay approximately 30 metres from the entrance.**

**Bus parking is located directly outside the entrance and is adjacent to the accessible parking bay.**

**An overflow carpark is located in the paddock next door to Maru. It is opened as required and there is wayfinding signage.**

## Welcome

**Welcome to Maru Koala and Animal Park.**

**We are open 7 days a week with the exception of Christmas Day (25th December).**

**Please refer to our website on the following link for opening hours.** [**https://www.marukoalapark.com.au/contact-us-maru/**](https://www.marukoalapark.com.au/contact-us-maru/)

**There is an undercover area outside the entrance with umbrellas and a separate undercover area behind the barn with barbeque facilities.**

## Staff

**Customer service staff wear navy blue shirts and a blue vest/jumper with black pants or black skirt.**

**Park staff wear navy blue and yellow t-shirts with a Maru jumper and khaki pants or khaki shorts.**

**Park staff may also wear green beanies and navy-blue jackets in the winter or Akubra hats in the summer.**

**All uniforms display the Maru logo.**

**All staff wear a name badge.**

**Staff are trained in quality customer service delivery.**

## Entry

**A wide clear walkway leads from the carpark to the Visitor Centre.**

**Entry to the Visitor Centre is through a glass automated double door.**

**There is a customer service counter located directly ahead of the entrance.**

**Tickets are in the form of wristbands and can be purchased at the customer service counter.**

**Cash or eftpos is accepted.**

**Visitors who have pre-purchased tickets will have received an electronic barcode.**

**On arrival, please go to the customer service counter to present the electronic barcode for scanning.**

**A wristband will then be issued.**

**Bus and school group guides to meet at the customer service counter first to check in.   
Then, Maru staff will advise on how your group will proceed.**

## Toilets Set 1 and 2

**There are three sets of toilets and two unisex accessible toilets.  
Set One  
Location: Within the main carpark, in front of bus parking and accessible parking bay.**

**Includes:**

**Stepped access.**

**Artificial lighting.**

**Separate male and female toilets.**

**Baby change area within female toilet.**

**Set Two**

**Location: Within the bistro, to the right of the entrance of the alfresco dining area.**

**Includes:**

**One unisex, accessible toilet with sensor lighting.**

**Manual door opening outward. Door clearance of 820mm with easy-to-operate internal door lock at 1200mm AFFL.**

**Cubicle space 1780mm x 2120mm.**

**Grab bars to the right and behind toilet**

**Toilet height 450mm AFFL. Right-hand transfer and dual push operated flushing mechanism.**

**Push operated tap located 810mm AFFL and an automated soap dispenser.**

**Baby change area.**

**Separate female toilet.**

### Sensory Guide Toilets Set 1 and 2

#### Feel

* **Different ground surface**
* **Heating/Cooling**
* **Shared personal space**

#### Sounds

* **Echo**
* **Hand dryers**
* **People**
* **Running water**
* **Toilet flushing**

#### Sights

* **Bright lights**
* **Mirror/Reflection**

#### Smells

* **Air Freshener**
* **Bathroom smells**
* **Disinfectants**

## Toilets - Set Three

**Location: Within the Animal Park at the front of the koala enclosure and behind the prayer and rest area.**

**Includes:**

**One unisex, accessible toilet with sensor lighting.**

**Automated sliding door. Door clearance of 880mm with automated push button door lock.**

**Cubicle space 1920mm x 2680mm.**

**Grab bars to the left and behind toilet.**

**Toilet height 450mm AFFL with a left-hand transfer and dual push operated flushing mechanism.**

**Push operated tap located 810mm AFFL and an automated soap dispenser.**

**Separate male and female toilets.**

**Entry into these toilets is stepped or ramped.   
Ramp at a gradient of approximately 1:10.**

### Sensory Guide Toilet Set Three

#### Feel

* **Different ground surface**
* **Heating/Cooling**
* **Shared personal space**

#### Sounds

* **Echo**
* **Hand dryers**
* **People**
* **Running water**
* **Toilet flushing**

#### Sights

* **Bright lights**
* **Mirror/Reflection**

#### Smells

* **Air Freshener**
* **Bathroom smells**
* **Disinfectants**

## Animal Park

**We allow visitors to feed, pat and take photographs of our animals.**

**To enter the Animal Park:**

**1. Patrons to collect a wristband at the customer service counter.**

**2. Patrons to scan their wristband barcode on the scanner and enter through the turnstile. Turnstile and scanner are located on the right-hand side of the customer service counter.**

**The turnstile can be made accessible up to 1240mm wide. Please see staff for assistance.**

**3. Follow a small passageway to the left and through an automated glass door with a clearance of 1020mm.**

**4. Descend an access ramp at a gradient of approximately 1:15 to enter the park.**

**This access ramp has two turning circles and handrails.**

**The colourful peacocks free range around the park and all other animals are on display within their own secured habitat areas.**

**You can enter and walk through the large grassed area, where the kangaroos and alpacas roam.   
Some may approach you for hand feeding and patting.**

**Entry is via two push swing gates.**

**To enter the Settler’s Hut**

**Our nocturnal possums and gliders are housed within the Settler’s Hut.**

**Access to the Settler’s Hut is through a manual door that opens outward with a door clearance of 900mm.**

**The exit door is also a manual door opening outward with a door clearance of 845mm.**

**It is dark within the Settlers Hut to mimic a night time environment for the nocturnal animals.**

**‘Fang Island’ – The Reptile House**

**Our reptiles have their own separate house within glass enclosures.   
Glass enclosures are at accessible heights.   
Here you will see will see snakes, lizards, frogs and crocodiles.**

**1. Enter through a manual gate with a clearance of 840mm.**

**2. Enter through a second manual gate with a clearance of 860mm.**

**Reptile House pathway at a gradient of approximately 1:21.**

**We have a range of other animals all housed within their own separate enclosures including; Tasmanian devils, ponies, dingoes, emus, birds, wombats, turtles, sheep, koala’s and wallabies.**

**All enclosures have fully accessible viewing areas.**

**Koala and Wallaby Viewing Platform**

**The Koala and Wallaby viewing platform is undercover and a bench seat is available.**

**1. Access from the Animal Park is via a ramp of approximately 20 metres in length with 3 landing platforms.**

**2. Access from the bistro is via a ramp of approximately 11 metres in length.**

**Boardwalks throughout this area vary in gradient from approximately 1:26 to 1:9.**

**There is a dedicated prayer and rest area located behind the toilets, nearest to the front of the auditorium.**

### Sensory Guide Animal Park

#### Feel

* **Different ground heights**
* **Different ground surface**
* **Shared personal space**
* **Weather**

#### Sounds

* **Animals**
* **Gardening equipment**
* **People**
* **Radio**
* **Running water**

#### Sights

* **Flying insects**
* **Free roaming animals**
* **Glare**

#### Smells

* **Animals**
* **Nature**

## Close Encounters

**We encourage you to participate in our ‘Close Encounters’ experience where you can pat, cuddle and interact with our animals.**

**You can take some photos with your own camera whilst you learn from the Keeper about the species and name and age of the specific animal.**

**You will also receive two professional 6 X 8 photos in a souvenir folder, included with each encounter.  
We offer a specialised close encounters experience for people with additional needs which must be pre-booked by calling (03) 5678 8548.**

**Close Encounters incur an additional fee.**

**For pricing and what is available please visit our website on the following link.** [**https://www.marukoalapark.com.au/animal-park/close-encounters/**](https://www.marukoalapark.com.au/animal-park/close-encounters/)

**When participating in a specialised Maru Close Encounter:**

**1. Make your way to the Shearing Shed at the time of your booking.**

**2. Meet the Keeper that will be waiting for you and present your ticket.**

**3. The Keeper will take you into a private area within the auditorium.**

**4. The Keeper will bring your chosen animal to you.**

**5. The Keeper will give guidance on how to best interact with the animal.**

**6. You will be able to take photos on your camera and a professional photo will also be taken for you.**

## Keeper Presentations

**You can join our Park Keepers for a range of regular talks and presentations including our feature Wildlife Show on weekends and holidays.**

**Please visit our website on the following link to see our presentation timetable.** [**https://www.marukoalapark.com.au/animal-park/what-we-have/**](https://www.marukoalapark.com.au/animal-park/what-we-have/)

**Wildlife Show**

**Our feature wildlife show involves an entertaining and educational presentation on a range of different animals at Maru.**

**The Sheep Shearing Show is included in general admission. Shearing does not harm the sheep and is an annual requirement for the wellbeing of the animal.**

**If you are making a group booking, please enquire about the show by calling (03) 5678 8548.**

**The feature Wildlife Show and Sheep Shearing takes place within the auditorium.**

**There is tiered seating available.**

**Wheelchair seating is located at the bottom of the steps at the front of the auditorium.**

**All other presentations take place within specific animal enclosure areas.**

**All presenters use a microphone to amplify their voice during presentations.**

### Sensory Guide Keeper Presentations

#### Feel

* **Shared personal space**
* **Weather**

#### Sounds

* **Amplified audio presentations**
* **Animals**
* **Triangle bell ringing**
* **Shearing equipment**

#### Sights

* **Animal Keeper interaction**
* **Animals on stage**
* **Glare**

#### Smells

* **Nature**

## Souvenir Gift Shop

**The Souvenir Gift shop is located at the front of the main entry and is open during operating hours.**

**You can purchase a range of native Australian animal themed merchandise here as well as a range of Maru souvenirs and apparel.**

**Cash or eftpos is accepted**

## Homestead Bistro

**Our Homestead Bistro is open for breakfast and lunch seven days a week!   
Breakfast is served between 9:30am and 12:30pm daily.**

**Our Homestead Bistro menu offers a range of meals including a two-course senior’s option and a children's menu.**

**Special dietary needs such as dairy or gluten free, Halal food, vegetarian and other needs as requested are all catered for.**

**For pre-bookings and special dietary requirements contact us.**

**There is a visual menu available.**

**Please see staff at the bistro counter for viewing and ordering.**

**You can download our menu from our website** **on the following link.** [**https://www.marukoalapark.com.au/bistro/bistro-menu/**](https://www.marukoalapark.com.au/bistro/bistro-menu/)

**The Homestead Bistro can also cater for special occasions and group bookings and the Barn Function room is available for private hire for functions or events.**

**Please call (03) 5678 8548 to arrange booking and catering.**

### Sensory Guide Homestead Bistro

#### Feel

* **Heating/Cooling**
* **Shared personal space**

#### Sounds

* **Echo**
* **Generator**
* **Kitchen appliances**
* **People**
* **Radio**

#### Smells

* **Food/Drink**

## Dinosaur Playground

### We have a large dinosaur themed outdoor playground for children. It is located adjacent to the Pirate Pete’s minigolf course.

### This playground has a connecting grassed alfresco area where parents and carers can relax and enjoy a drink while children play.

### This space also has barbeque facilities along with a covered seating area. This space also has barbeque facilities along with a covered seating area. Access to the seating area is via a ramp with gradient at 1:22. This ramp has a single handrail.

### Sensory Guide Dinosaur Playground

#### Feel

#### Increased body temperature

#### Increased heart rate

#### Shared personal space

#### Weather

#### Sounds

#### Animals

#### Children playing

#### Gardening equipment

#### Traffic

#### Sights

* **Dinosaur murals**
* **Flying insects**
* **Glare**

#### Smells

* **Food/Drink**
* **Nature**

## Pirate Pete’s Mini Golf

**Maru Koala and Animal Park boast an 18-hole pirate themed mini golf course.**

**Each hole is designed to take you on a Pirate’s journey through different Australian landscapes from the beach to the bush to the red soil of the outback.**

**Visitors can join us solely for a round of mini golf or take advantage of our specially discounted 'All Day Pass' to enjoy a day out at mini-golf and the Animal Park.**

**To Play Mini Golf:**

**1. Purchase tickets at the customer service counter.**

**Pre-bookings are available online** **on the following link.**

[**https://www.marukoalapark.com.au/pricing/maru-general-admission/**](https://www.marukoalapark.com.au/pricing/maru-general-admission/)

**No wristband is required if just playing mini golf.**

**2. Staff will provide scorecards, balls and pencils.**

**3. Head back out of the entrance door and turn immediate right where you will be able to select a golf club from a rack.**

**4. Follow the path past the rear of the barn and to the first hole.**

**All holes are numbered.**

**Some holes are interactive and have moving parts and loud noises.**

**If you lose a ball, please see staff at the customer service counter.**

**Please return your pencil at the end of your game to the customer service counter.**

**Hole number 14 requires players to enter an enclosed space with eerie music.**

**Players can opt to play a different hole twice if preferred.**

**The nearest toilets are located at the front of the carpark or in the bistro.**

### Sensory Guide Mini Golf

#### Feel

* **Different ground surfaces**
* **Uneven ground**
* **Weather**

#### Sounds

* **Banging**
* **Children playing**
* **Interactive holes**
* **Running water**
* **Traffic**
* **Waterfall flow**

#### Sights

* **Flying insects**
* **Glare**

#### Smells

* **Nature**

## Accessibility

**Internet and phone booking service.**

**Customer service counter 970mm high.**

**Direct access to accessible toilet with access sign.**

**Bookable manual wheelchair, 4-wheel walker and x 2 prams.  
Whiteboard and markers for exchange of information at the customer service counter.**

**Step free access to all areas of Animal Park.**

**Flat concrete pathways throughout Animal Park, approximately 1360mm wide.**

**Animal viewing platforms conveniently located at accessible heights.**

**Animal viewing guard rails allow visibility from seated position.**

**Wheelchair circulation space throughout Animal Park.**

**Clear external wayfinding signage throughout Animal Park.**

**Large park map including text and symbols displayed in Animal Park.**

**Pram parking available throughout park and in bistro.**

**Seating with backrests in dining areas.**

**Bistro service counter 870mm high.**

**Bistro and outdoor dining tables 700mm high x 370mm deep.**

**Large print table numbers in bistro.**

**Assistance animals welcome. Please call before visiting to ensure a smooth admission process and stress-free visit.**

**Free Wi-Fi available.**

**Exit from Animal Park via inclining ramp at gradients of approximately 1:14 to 1:13 with one turning circle.**

**Acceptance of Companion and Australian pension cards.**

**Maru Koala and Animal Park is Relay Service Friendly. Go to Relay Service and give the number 03 5678 8548 you want to call.**

**Pirate Pete’s Mini Golf**

**To play all 18 holes, players need to be able bodied with the ability to navigate ramps, steps, different surfaces including gravel/pebbles.**

**Pirate Pete’s mini golf boardwalks vary between 900mm and 1400mm width throughout and gradients of approximately 1:70 to 1:9.**

**Wheelchair or prams can get right around the course to watch but may not be able to play every hole.**

**Pirate Pete’s minigolf cave is not wheelchair accessible.**

## Safety

**Terrain varies between gravel, concrete, boardwalk, decking, vinyl, floor boards and grass.**

**Shoes must be worn at all times during visit to both the park and golf.**

**Toilets within carpark with single handrail on the left-hand side upon ascent with no TGSI.**

**Doormats placed throughout buildings.**

**Animal Park entry access ramp with TGSI placed at bottom of ramp.**

**Handrail on both sides of koala and wallaby viewing platform access ramp.**

**Auditorium steps with no handrails or TGSI.**

**Auditorium clear stage definition with colour contrast to viewing area.**

**Waterways with no barriers within Animal Park.**

**Swimming, wading or drinking from waterways is strictly prohibited.**

**No shoreline curb on animal park pathways.**

**Some pathways may be obstructed with water hoses.**

**Animal Park exit access ramp with handrail on both sides.**

**Animal Park exit access ramp with no TGSI.**

**Signage for wet floors may be displayed.**

**Children must be supervised at all times.**

**Pirate Pete’s Cave low head clearance between 1750mm to 1915mm.**

**If first aid is required, please see staff.**

**It is requested that all patrons move safely through the venue; walking only.**

**In the event of an emergency, staff will help and direct visitors. If there is to be an evacuation, visitors will be directed to the nearest exit and designated assembly area. Note – no electronic visual alert system is available.**

**Access Ability Australia**

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**Website** [**www.accessabilityaustralia.com**](http://www.accessabilityaustralia.com)

**Access Keys are designed and developed by Access Ability Australia.**

**To view the full range of free Access Keys available, go to the following link.**

[**https://accessabilityaustralia.com/access-keys-2/**](https://accessabilityaustralia.com/access-keys-2/)

**For Access Keys in Braille or audio, please contact us on the following link.**

[**https://accessabilityaustralia.com/contact-us/**](https://accessabilityaustralia.com/contact-us/)

**Please complete our short survey on the following link to help us ensure continuous improvement.**

[**https://www.surveymonkey.com/r/F666XYK**](https://www.surveymonkey.com/r/F666XYK)

**We really appreciate your feedback.**

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**End of document.**