



# WILD LIGHTS

**VIVID** SYDNEY

LOCATION  
**TARONGA ZOO**  
26 MAY - 17 JUNE 2023

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## ACCESSIBILITY TOOLKIT *and* VISUAL STORY

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Access & Inclusion Partner



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This is an Accessibility Toolkit and Visual Story for Vivid Sydney 2023  
'Wild Lights' at Taronga.

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# THIS KIT

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## WHAT IS AN ACCESSIBILITY TOOLKIT?

We understand that our guests have varying levels of ability and may have different needs during their visit to the Vivid Sydney 2023 'Wild Lights' at Taronga experience.

This toolkit aims to consolidate information for visitors attending Wild Lights and provide a helpful summary of facilities and amenities available.

## WHAT IS A VISUAL STORY?

Visual stories are used to prepare people for a new environment or situation. They are written in an easy to read format and use pictures to provide great accessibility for everyone.

This toolkit is a continuation of the Taronga Zoo Visual Story that was developed in collaboration with Autism Spectrum Australia.



# OUR PARTNERS

## ACCESS & INCLUSION PARTNER

Cushman & Wakefield support Wild Lights by developing a considered experience for all. With the support of their partnership, Wild Lights can evolve with our guests needs, and provide funding towards elevated initiatives.



Access & Inclusion Partner





Access Ability Australia

# Communication Board

Taronga Zoo



Symbols speak for you on

scout+



Scan Me



Yes



No



Accessible changeroom



MLAK



Where is



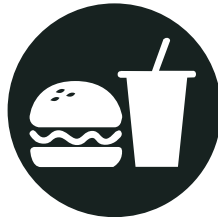
Toilet



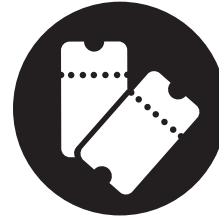
Drink of water



Food and drink



Tickets



Security



Rest area



Bus



Parking



Deaf/Hard of hearing



First Aid



Quiet space



Wheelchair



Question



Check in



I don't speak English



# ABOUT THE EVENT

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## WHAT TO EXPECT

Taronga's Vivid Sydney 2023 light adventure 'Wild Lights' is located on beautiful Cammeragal Country and presents a dramatic tide of light more than 65,000 years in the making. Inspired by an ancient and present wisdom of the oldest continuing culture on the planet, Australia's miraculous and rare wildlife are transformed into magical light art sculptures never seen before!

This year, the 'Wild Lights' experience will once again be elevated with the unveiling of a brand-new night trail that will take guests to areas undiscovered such as the brand-new Night Walk as part of Nura Diya Australia – Taronga's brand-new immersive Australian habitat.

**WHEN:** Friday 26th May to Saturday 17th June 2023.  
(Every Wednesday-Sunday, including Public holiday on Monday 12th June 2023)

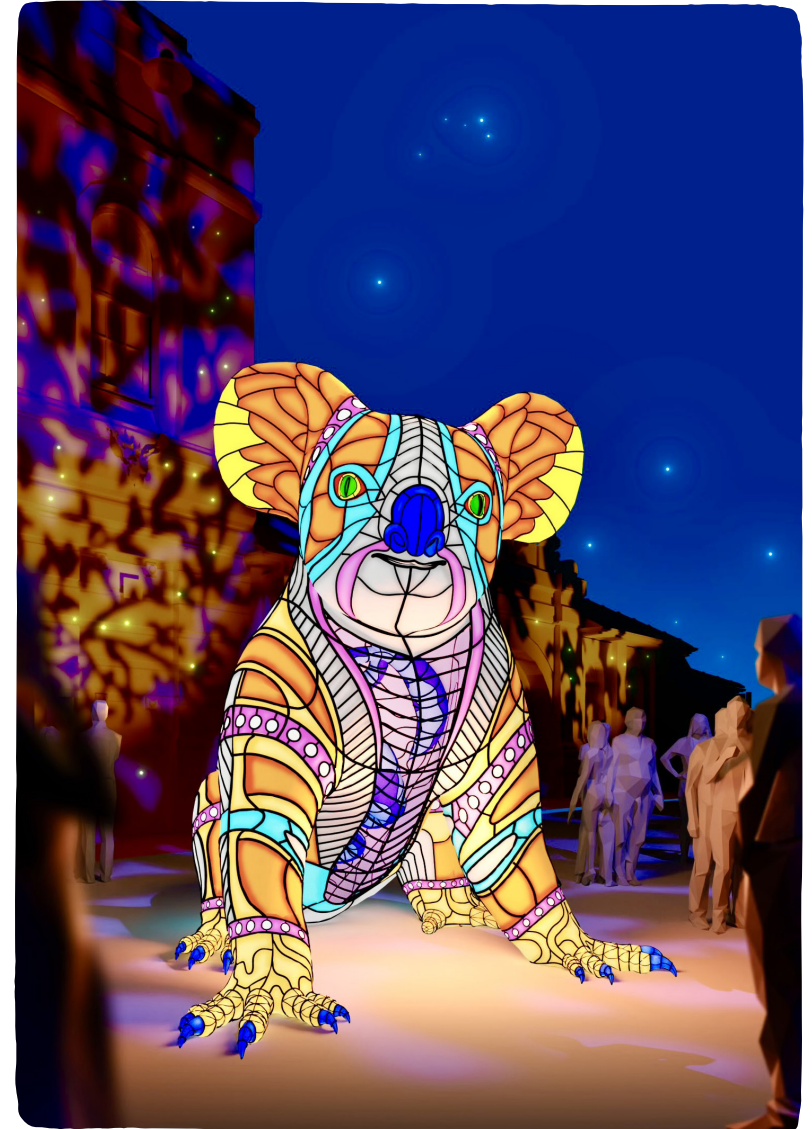
**TIMES:** 'Wild Lights' is a 1.5 hour experience (approximately).

Feel free to go at your own pace and take in all the beauty in your own time.

Session 1: From 5.30pm

Session 2: From 7.30pm

The last entry for the 'Wild Lights' Trail is 8.30pm



# ABOUT THE EVENT

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## FOR MORE INFORMATION

Taronga Zoo's 'Wild Lights' website:

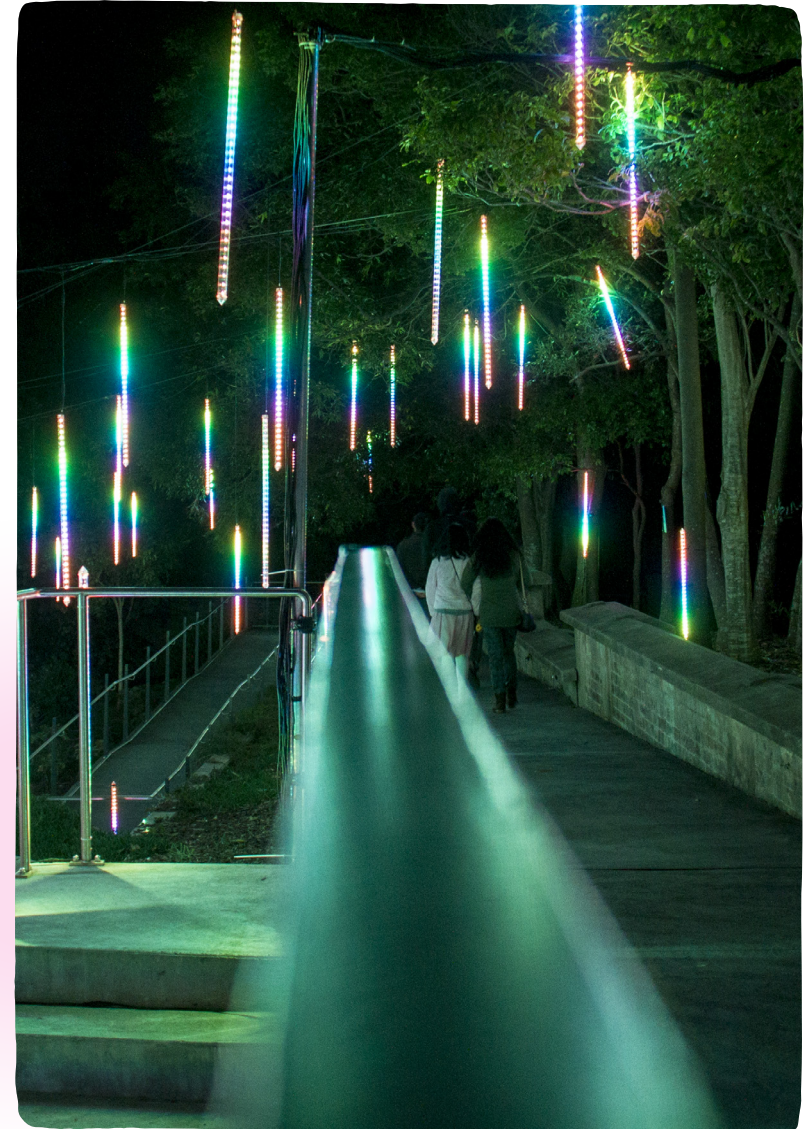
[taronga.org.au/vividsydney](http://taronga.org.au/vividsydney)

Taronga Zoo Sydney's topography is quite steep in some areas. All paths are bitumen/ concrete, and the 'Wild Lights' Trail has been choreographed carefully. Some paths linking the various levels within the 'Wild Lights' Trail are steep.

The 'Wild Lights' Trail is wheelchair and pram accessible.

Tickets are available to purchase:

[premier.ticketek.com.au/shows/show.aspx?sh=VIVIDZ0023](http://premier.ticketek.com.au/shows/show.aspx?sh=VIVIDZ0023)



# ACCESSIBILITY MAP

## GETTING AROUND

Open 5.30pm – 9.30pm

Lightwalk – Gentle Slope  1 – 1.5 hours  
 – Steep Slope 

 Bus frequent departures to  Ferry

 Ferry extended operating hours

## KEY


 Lanyard and Map Collection Point

ACCESSIBILITY EXIT  Reset Point

 Manual Wheelchair Collection Point

 Information 6L  Cafe/Eatery


 Water Bubbler  Zoo Shops

 Parking  Ferry

 More Accessible Parking  Bus

 Accessible Toilets 5D, 7L, 11H, 12G, 11E

 Parents Room  Toilets

 Adult Change MLAK 12H

 Defibrillator

 First Aid

PLEASE ASK A STAFF MEMBER FOR HELP

Access & Inclusion Partner

 CUSHMAN & WAKEFIELD

 TARONGA ZOO SYDNEY





# BEFORE YOU ARRIVE

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## TICKETS

Your digital ticket will be sent to your email or mobile via Ticketek and can be scanned off mobile devices (so no need to print).



## COMPANION CARDS

Carers or essential companions of persons with disabilities are offered free entry. Please show the national Companion Card upon entry.



# BEFORE YOU ARRIVE

## CROWDS

There will be many people on the 'Wild Lights' Trail, especially on weekends. Please allow for additional timing, or consider weeknights if smaller crowds is your preference.

## HIDDEN DISABILITIES SUNFLOWER LANYARD

Taronga Zoo supports and recognizes the Hidden Disability Sunflower. The Sunflower is a globally recognised symbol for Hidden Disabilities.

The lanyard is a way that people with Hidden Disabilities can indicate to staff that they may need extra support, time, and understanding.

There will be a limited number of lanyards available at the Zoo. It is OK if you don't have a lanyard, you can still get help when you need it.



# BEFORE YOU ARRIVE

## WHAT ELSE TO BRING?

Sometimes it is busy, noisy and loud at Taronga Zoo during events. You can bring things to help enjoy the evening.

Things you may like to bring:

Headphones, Water bottle, Sensory tool, Sunglasses, Phone, Credit Card, Wet Weather Gear a communication board.

Note: Taronga Zoo is cashless. If you would like to purchase anything inside the Zoo, you'll need to bring a bank or credit card.



**Sunglasses**



**Hat**



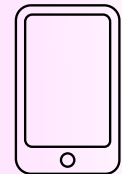
**Headphones**



**Water  
Bottle**



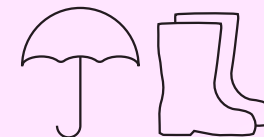
**Sensory  
Tool**



**Phone**



**Credit Card**



**Wet Weather  
Gear**

# GETTING TO THE EVENT

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## BY FERRY

Typically, the Ferry leaves from Circular Quay to Taronga every 30 minutes. Transport NSW will have the latest timings on their website. Upon arrival at Taronga Zoo Wharf, additional buses have been organised to transport guests to the Top Entrance of the Zoo, for entry into the event



## BY BUS

The **100 bus** (Mosman to City) operates between Mosman (Taronga Zoo) and the Queen Victoria Building in the city from early morning until around midnight, seven days a week. Buses will run every 10 minutes across the day and at least every 20 minutes in the early morning and late at night.

The **238 bus** route travels between Balmoral Beach, the Taronga Zoo Sydney main entrance and the Taronga ferry wharf on the water's edge for passengers arriving or leaving by ferry.



## BY CAR & CAR PARKING

NSW mobility parking permits and concessions apply for permit holders parking in metered, coupon or ticket parking areas. Permit holders can park in metered, coupon or ticket parking areas at no charge in council and on-street parking areas.

Bradley's Head Road offers Mosman Council-managed ticketed

metered parking spaces which is within close proximity of Taronga's main entrance.

Accessibility Parking is available in the Taronga carpark on the ground level. We have increased our accessibility parking spaces for this event by 12 more spaces. Parking is \$11 flat rate if you enter after 4.30pm and can be paid via eftpos upon exit.

Maximum height is 2.1m in Taronga carpark. If your vehicle height exceeds 2.1m feel free to use the drop off zone and street parking.

## DROP OFF ZONE

There is a designated drop-off zone at the front of Taronga Zoo on Bradley's Head Road. This is clearly marked and visible. It will run next to the State Transit Bus stop.

Should you have concerns about vehicle height limitations, please contact our contact centre on: (02) 9969 2777

## FACILITIES AVAILABLE



### TOILETS

Taronga Zoo has several accessible toilets and a changing place. You will find the toilets inside the Top Plaza area on the right-hand side opposite the Zoo Shop.



Taronga has an Adult Change room, accessed by an MLAK key, located near Taronga Food Market. Taronga has an MLAK key, should you



not have your own. Make yourself known to staff to access this key.



### WHEELCHAIRS

You can hire a wheelchair at no cost from the Top Plaza Shop. The symbol for this is on the accessibility map on page 6.

To hire, leave your ID with reception and sign a disclaimer form. The ID will be returned when the wheelchair is returned.

These wheelchairs must be pushed by a carer/ companion and seat belts are required to be worn.



### ASSISTANCE ANIMALS

Taronga Zoo welcomes certified assistance animals. Please let the Zoo Staff know if you are planning to visit with your assistance animal at least 72 hours in advance, and the Zoo's recommendation is attending the event on a Wednesday evening. This is so that Zoo Staff can provide the best assistance to you and your assistance animal and the Zoo animals are safe when you visit.

To let Zoo Staff know, email:  
[webmaster@zoo.nsw.gov.au](mailto:webmaster@zoo.nsw.gov.au)

# WHEN YOU ARRIVE

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## SENSORY INFORMATION

During your visit to Taronga Zoo, you might come across different sensory experiences.

### THESE INCLUDE:

- Smell of animals
- Very bright areas
- Very dark areas
- Flashing lights and moving lanterns
- Things you can touch and feel
- Play areas
- Loud areas
- Announcements that comes through speakers
- Animal noises
- Free flying birds
- Steep inclines and declines
- Crowding

We have reset zones.

These are marked on the map on page 6.



# WHEN YOU ARRIVE

## STAFF

Zoo staff are here to help you. They will be about throughout your 'Wild Lights' Trail experience. You can find them wearing...

HELLO...

CAN I HELP YOU?



# WHEN YOU ARRIVE

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## ADDITIONAL FACILITIES

We understand that there might be a time during your journey of discovery at 'Wild Lights' that you might need assistance or additional facilities.



If you need to rest or take a moment out, there are two RESET areas during the light experience. Please refer to the map and let the staff know during your journey you would like assistance in finding these.



Look for the seated icon to locate the closest seating if you just need to rest.



'Wild Lights' is a one-way journey of discovery. If you need some time, please look for the volunteers and the RESET Zones.



An Accessibility Shuttle will be available to transport guests from Taronga Food Market when required. Should you need to leave during your light adventure, head to the exit zone mid-way through the route or find a Zoo Staff member or Volunteer for support. The Accessibility Shuttle has a wheelchair lift, rated to 350kg (in-line with Australian standards). The hoist is 1290mm long and 830mm wide.



Water is available from the water refill stations.

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# WHEN YOU ARRIVE

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## EATING

There are multiple places you can buy food during the event:



### FORAGE AND GRAZE

Forage and Graze is located at Taronga Zoo's main entrance (Map ref. 7L). There are sandwiches, drinks and some hot food.



### TARONGA FOOD MARKET AND CAFE

Taronga Food Market and Café is located opposite the Elephants (Map ref. 12G).

This is a tray picking system, where you pick your food up and carry it to the Zoo Staff to pay. This café can become loud and crowded.

If you need help, you can ask a Zoo Staff member.

There will also be food vendors during the light path. You can access menu's and more information:

[taronga.org.au/vividsydney](http://taronga.org.au/vividsydney)

Forage and Graze



Taronga Food Market and Café



# WHEN YOU ARRIVE

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## SAFETY & WEATHER

Please know this event has specialty lighting, breathtaking projections, visual effects and moving light effects such as motion activated interactive light lanterns and chasing lights.

## WHAT IF IT'S RAINING

The 'Wild Lights' Trail will be operating in all kinds of weather, but we advise you to take precaution visiting Taronga Zoo in a wheelchair when it has been raining. Should you have concerns about the weather ahead of your visit in a wheelchair, please call our contact centre on: (02) 9969 2777

## OUR SUPPORT

Taronga Staff and Volunteers are able to support in wayfinding, directions and communication assistance during the event; however, hands-on-assistance, such as wheelchair driving, side by side support or trained assistance requires guests to bring along a carer specific to these accommodations.



# LEAVING TARONGA

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## AT THE END OF YOUR 'WILD LIGHTS' JOURNEY...

Taronga has focused on how the 'Wild Lights' Trail event caters to accessibility and where we can introduce new elements to make this experience enjoyable for all.

Enabled by Cushman & Wakefield, Taronga has engaged inclusion experts and we are proud to continually shine a light on accessibility. We look forward to making the event better each year, and we welcome constructive considerations for Vivid Sydney 2024 'Wild Lights' at Taronga!!

## HAVE YOUR SAY

Taronga has sought guidance and direction from accessibility and inclusion experts however, welcome feedback and comments on your experience as we continue to learn and grow in this space.

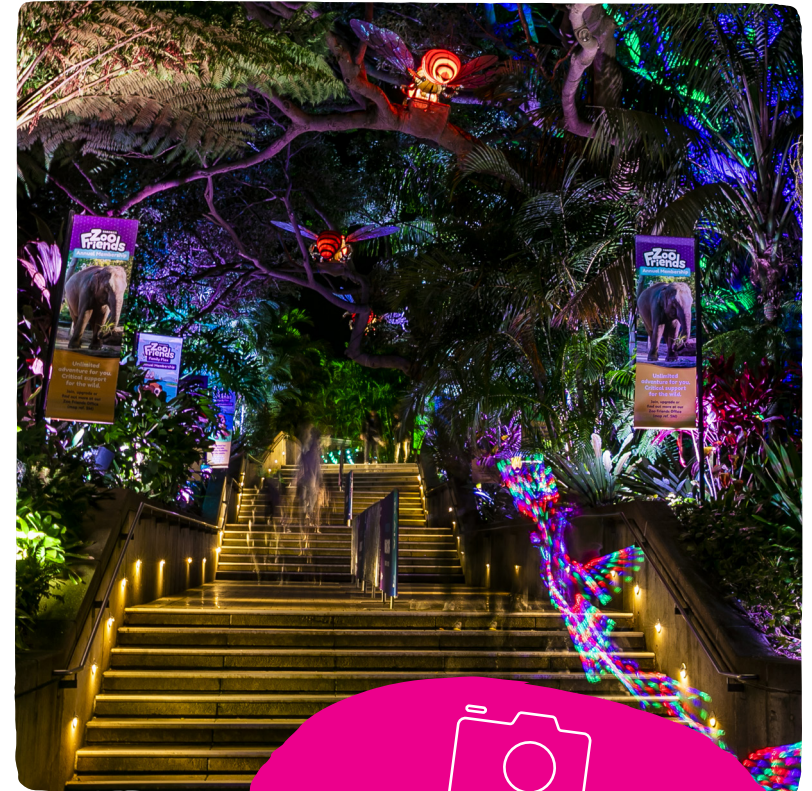
Feedback can be provided by heading to:

[taronga.org.au/accessibilitywildlights2023](https://taronga.org.au/accessibilitywildlights2023)

## MORE INFORMATION

Visit our website:

[taronga.org.au/sydney-zoo/events/vivid](https://taronga.org.au/sydney-zoo/events/vivid) or call: (02) 9969 2777



OH SNAP! Please tag us  
in your awesome pics on the  
'Wild Lights' Trail.

#WILDLIGHTSATTARONGA  
#VIVIDTARONGA



WE HOPE YOUR WILD LIGHTS  
JOURNEY *of* DISCOVERY SHONE BRIGHT!

THANK YOU  
*for* TAKING IN WILD LIGHTS  
*at* TARONGA.

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Access & Inclusion Partner

