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VISITOR INFORMATION
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TOURISM TOP END ACCESSIBILITY GUIDE FOR DARWIN CITY 2018

6 Bennett Street,
Darwin City 0800



A white wheelchair symbol is centered on a blue background. The symbol is composed of a circular base, two curved lines representing the wheels, and a vertical post with a horizontal bar representing the seat and backrest. The background has a fine, grainy texture.

'sharing tourism with everyone by making it easier'

The Tourism Top End Accessibility Guide for Darwin

Tourism Top End is the peak tourism body welcoming visitors and sharing tourism information in the Top End of the Northern Territory since 1973.

We value inclusive communities and believe visitors of all abilities should have access and opportunities to experience Darwin and the Top End with ease and enjoyment.

Centrally located the Darwin Visitor Information Centre provides visitors with free personalised visitor services and comprehensive selections of brochures, booklets, maps and timetables. Our team of passionate and dedicated individuals are committed to providing excellence in customer service to all visitors. We help take the hard work out of planning a trip to the Top End, providing reliable knowledge and up to date information to create choice and customised itineraries to suit any person, budget or time frame.

Over 4 million Australian's experience a disability, accessible tourism is not a niche market, with over one billion people worldwide or 15% of the world's population experiencing disability. Accessible tourism benefits everyone, research tells us that "54% of people with access requirements avoid going to new places if they can't find information about accessibility and 96% of visitors are likely or very likely to return to venues with good accessibility.

Many diverse visitors to the Top End will benefit from accessibility. Including less mobile elderly people, families with young children, people with sight or hearing loss or mental impairment and people with prostheses. A hearing aid user for example may be more confident staying in a hotel that has a vibrating pillow pad linked to a fire alarm.

Tourism Top End acknowledges that access is also not limited to legislative compliance and infrastructure improvements. Many businesses provide for people living with disability, or their careers and direct enquiries should qualify the full range of services provided by individual businesses. This guide provides inclusive information about traveling to Darwin and what services to expect or request during your visit. We have designed the guide with the end user in mind and hope we can help make your stay in Darwin and the Top End more enjoyable.



Trevor Cox
General Manager
Tourism Top End

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1. Accessibility Icons and what the symbols mean

Inclusive tourism means to be accessible and welcoming to all people. There are seven 'universal design' principles based on ease of use and inclusivity used throughout Australia and the world.

Some of the universal accessibility symbols below are currently in use in the Top End in various colours. These symbols educate, promote and advertise accessibility of services and locations for visitors and the general public.

Wheelchair accessible



Use the wheelchair access symbol when the venue is wheelchair accessible and has accessible bathrooms. A wheelchair-friendly venue should also have specific seating reserved for wheelchair users.

Assistive listening systems



Hearing loops, or assistive listening systems, are installed at many theatres and can be used to amplify or enhance sound quality and eliminate background noise.

Captioning (open/closed)



Closed captioning are used during the performances, the captions are displayed on a screen, enabling the audience to read what is being said. Open captioning is always in view, closed captioning can be activated or deactivated by the viewer.

Large print



Large print materials should be 18 points or larger, have high contrast (i.e. black print on white or white print on black) and well-spaced.

Braille



The Braille symbol indicates that printed material is available in Braille, including items such as exhibition labelling, publications and toilet signage.

Companion Card



The Companion Card is issued to people that are unable to access most community activities without a carer and entitles their companion to a complimentary ticket. Ph: 1800 139 656 or <https://nt.gov.au/wellbeing>

Audio description



Audio description is a service that enhances live theatre or film experience for people who are blind or have low vision. Through the use of a small radio receiver, audience members listen to a description of the visual aspects of the performance during appropriate breaks in the dialogue.

Accessible for low vision



The accessible icon for low vision indicates access for people who are blind or have low vision. It should be used for guided or tactile tours, nature trails or a scent garden with clear paths or museum/gallery exhibitions that may be touched.

Assistive Listening Systems



These systems transmit amplified sound via hearing aids, headsets or other devices

Sign language interpreted



The sign language interpreting symbol should be used where Auslan - or another sign language - interpreting is available for patrons or audiences.

Volume Control Telephone



This symbol indicates the presence of telephones that have handsets with amplified sound and/or adjustable volume controls.

Telephone typewriter (TTY)



This device is also known as a text telephone (TT), or telecommunications device for the deaf (TDD). TTY indicates the presence of a device used with the telephone for communication with and between deaf, hard of hearing, speech impaired and/or hearing, persons

2. Travelling to Darwin and the Top End

Darwin is the capital of the Northern Territory. It is a friendly, relaxed and modern tropical city encompassed by parkland's over looking the Timor sea. The central business district (CBD) is relatively flat and easy to navigate with many accessible paths, tourism attractions and services in close proximity of the CBD.

A few accessible landmarks in close proximity of Darwin's CBD are:

- The **Visitor Information Centre** is located in State Square at the Top of the Smith Street Mall and Bennett Street. In this busy precinct you will find helpful staff who will guide you on accessing tourism and local information.
- **Smith Street Mall** is almost opposite the Visitor Information Centre, it is a hub for cafes, and shops with an art gallery, playground and food court and markets in the dry season.
- **Parliament House** and the Supreme Court are visually spectacular buildings, with the State library open to the public a café and tours all a short distance from the visitor information center and accessible by wheelchair ramps.
- **Brown's Mart Theatre** - is also across the road from the Visitor center built in 1883, this old sandstone building is now home to the Darwin Theatre Company.
- **Christ Church Cathedral** - built in 1902, the cathedral was damaged by the Bombing of Darwin and Cyclone Tracy and is a peaceful visit enroute to the Waterfront.
- **Darwin Entertainment Centre** - located on Mitchell Street, the DEC hosts many exciting theatrical performances.
- The **Darwin Waterfront** - is a hive of activity with a wave pool, swimming lagoon, restaurants, hotels and accommodation. This is also the Cruise ship terminal.
- **The Administrators residence** - a historic residence overlooking the waterfront.
- **Crococaurus Cove** - also located on Mitchell Street, you will find the Northern Territory's most famous inhabitants; the saltwater crocodiles.
- **The Chinese Temple** - located on Litchfield Street, the current temple is built on the site of a temple that was constructed in 1887.
- **Cavanagh Street** - Darwin's original Chinatown. In the late 1800s the southern end was full of ramshackle huts and shops and you'll still see some of the original stone buildings near the Darwin Post Office.
- **The Entertainment Centre** - for theatre performances
- **Bicentennial Park and Anzac memorial** - the park runs the length of the Esplanade with a walking/cycling path from Doctors Gully to the Waterfront Precinct. There is a children's playground halfway along the park, an eagle's nest lookout at the northern end and a Cenotaph containing a Bombing of Darwin Civilian Memorial Wall at the southern end.

- **Deckchair Cinema** - located in Jervois Road in the Wharf Precinct. On balmy evenings in the dry season, the Deckchair Cinema is a popular venue for locals and visitors alike to catch current and classic films in the open air.
- **The Botanical Garden** - a beautiful array of tropical gardens, local food garden, café and amphitheater.
- **Royal Flying Doctor Service and Bombing of Darwin Museum** - located on Stokes Hill Wharf
- **Museum and Art Gallery of the Northern Territory (MAGNT)** - located between Vesty's beach and the Botanic Garden an easy access venue with a café.
- **Defence of Darwin Experience and Darwin Military Museum** - located at East Point over looking the Timor Sea.

3. Darwin Airport

The Darwin domestic and international airport is located in the same terminal on Henry Wrigley Drive in Marrara. A 13 kilometer, or approximately a 15 minute drive from the Darwin CBD. Darwin Airport arrivals hall is on the ground level with accessible toilets. The domestic and international departures are accessible by lift to the first floor with aerobridges to the aircraft. NT Airport provides free, high-speed Wi-Fi in the terminal.

3.1 Before you arrive in Darwin

Wheelchairs and mobility aids to access the terminal and aircraft are available from airline staff on passenger request. Please liaise directly with your airline or travel agent in advance of your arrival regarding your personal requirements. This includes carrying baggage, medical needs or clearances to fly, wheelchair or mobility assistance from check in to the departure gate and baggage reclaim.

3.2 Facilities inside the Darwin Airport Terminal

The Darwin airport has dedicated accessible toilets on the ground floor of the arrival and departure hall in the main terminal and in the International arrivals and departure areas.

All wheelchair access aids are required to be screened for security, there is also a private screening area available, please allow additional time if you may require this. A lift is available in the security area to the departure lounge on level one.

A first aid room is available for emergency and travellers or carers' requiring privacy for medical matters. To access this room you will need to contact a Darwin Airport staff member in a pink vest or a telephone is located in the corridor adjacent to the arrival escalator that is centrally located in the terminal.

Certified assistance dogs are welcome inside the terminal and gardens outside the terminal provide comfort for the animals.

3.3 Airport Car Parking and drop off/Pick up Zone

The airport has a free express lane (red lane) designated for two minute, quick drop off and pick up of airport passengers in front of Terminal A. Drivers must remain in the vehicles, private hire, taxi and shuttles are also located here.



There are three car park options that operate 24 hours a day, 7 days a week at the Darwin Airport:

- 1.** The short stay car park has 15 minutes free parking access path into the terminal is partly covered and gently sloping uphill. Accessible car parks are located on both sides of the pedestrian walkway in close proximity to the arrival and departure terminal.
- 2.** The long stay plus car park is located 200m walking distance from the terminal building on the left. Accessible car parks are located at the entrance of the long stay car park.
- 3.** The long stay saver car park is located on Pedersen road, accessible parks are located at the entrance. It is a 6 minute walk or a free shuttle service is provided using the phone located near the car park entry.

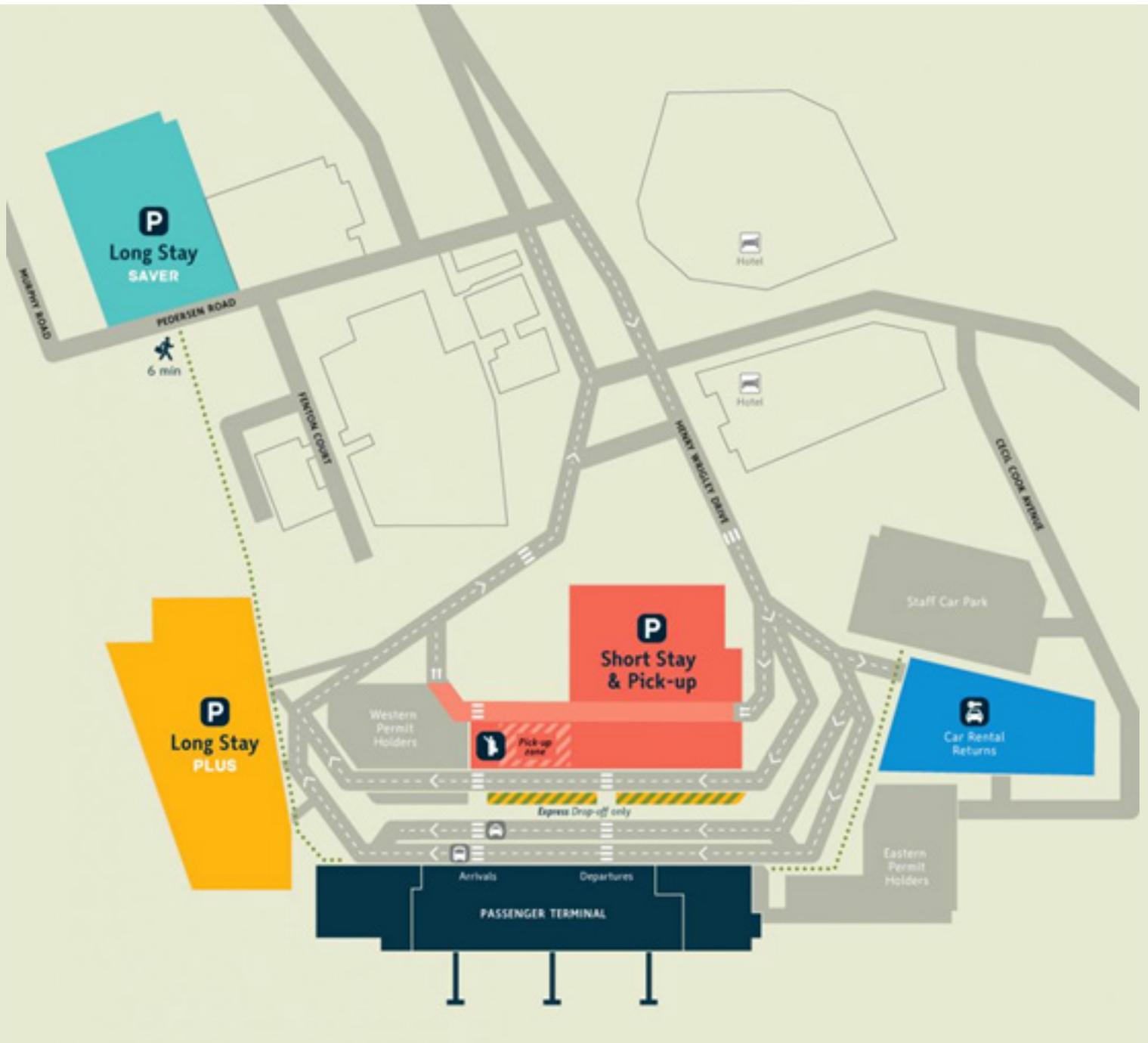
As you enter through the boom gate you will receive a parking ticket, if you exit within the 15 minute time frame the exit boom gate will automatically let you out of the car park. If your stay is longer than 15 minutes, you will need to pay for your ticket using cash or credit card at the automated ticket machine. Ticket machines are located undercover in the short-term car park or near the baggage carousel in main terminal entrance.

Phone: +61 1800 814 823

Email: information.drw@ntairports.com.au or carparks@ntairports.com.au

For car park pricing: www.darwinairport.com.au/parking-options

3.4 Airport Car Park Map



3.5 Transport to and from Darwin Airport

There are limited accessible public transport options from the airport, with the bus stop approximately 500m from the terminal operating four times a day and not all buses are accessible. It is recommended to pre book an accessible taxi, private hire car or airport shuttle service.

3.6 Taxi

The private car hire and taxi rank is conveniently located outside the arrivals hall at the main terminal entrance. Close to the baggage carousel and oversized... A \$4.00 exit toll applies to taxi cars exiting the ranking lane and a \$3.00 charge for private hire cars. Taxi pricing is charged by a meter, average fare cost from the airport to the CBD is currently around \$25.00 to \$30.00.

3.7 Accessible Taxi providers:

Darwin Radio Taxi

Phone: 131 008 or www.darwinradiotaxis.com.au

Email: darwin.drt@westnet.com.au

Blue Taxi Company and City Minibus

Phone: 138 294 or 89813 777

Website: www.bluetaxi.com.au

3.8 Ride Sharing

'Hi Oscar' is the ride sharing service available in Darwin <https://www.hi-oscar.com.au/>

3.9 Airport Shuttle Bus Service

The airport shuttle bus service operates 7 days a week 24 hours a day, wheel chair access is available and the shuttle bus is conveniently located directly outside the arrival terminal, pre booking is advised:

Online: darwincityairportshuttleservice.com.au

Phone: 08 89 47 39 79 or 1800 600 975

Email: bookings@darwinshuttleservices.com.au

3.10 ACCOR Hotel Darwin Airport Shuttle Bus service

The Mercure Airport Resort and Novotel Airport Resort are conveniently located at the Airport with free shuttle bus transfers for guests between the terminal and your accommodation 24 hours a day 7 days a week. The ACCOR telephone is located near the baggage carousel in the arrivals hall to request a pick up.

3.11 Car Rental

Car rental companies have a booth located in the arrivals terminal. Pre book or book vehicles at the arrival terminal desks with:

AVIS: 13 63 33 or Darwin Airport Desk: 08 8945 0662

Budget: 13 27 27 or Darwin Airport Desk: 08 89 45 2011

Europcar: 13 13 90 or Darwin Airport Desk: 08 89 41 0300

Hertz: 13 30 39 or Darwin Airport Desk: 08 89 45 0999

Thrifty: 1300 36 72 27 or Darwin Airport Desk: 08 89 24 2480

Redspot: 1300 66 88 10 or Darwin Airport Desk: 08 89 45 39 09

3.12 Airlines

Qantas

Phone: 131 313 (domestic and International); 131 223 (flight arrivals)

Website: www.qantas.com.au

Qantas advises passengers to make requests for specific support needs when booking flights and to provide details of mobility or medical equipment that will be carried or may be required, in-flight. Customers who have a hearing or speech impairment can also call Qantas via the National Relay Service 24 hours a day, 7 days a week.

Qantas carers and concession card is issued to people with disability or requiring a high level of support, for further enquiries For any queries, please **call** 1800 806 769 or

email qccc@pwd.org.au.

Virgin

Phone: 136 789 for reservations and enquiries

Website: www.virginaustralia.com

Virgin Australia offers a 'Meet and Assist' service for people with disability and can accommodate a limited number of wheelchairs on its aircraft. Virgin will prearrange a wheelchair if customers need transport within the airport and can also assist with baggage collection. Trained assistance animals are welcome with appropriate documentation.

Several services are available for guests with hearing or visual impairments including tactile/braille and large print safety instruction manuals. Please ask for these in advance. Virgin does not currently offer any concessions for accompanying carers.

Jetstar

Phone: 131 538 (reservations); (08) 8341 4901 (enquiries)

Website: www.jetstar.com.au

Jetstar provides special assistance services to customers who need to travel with a guide dog, hearing or mobility dog; customers who require a wheelchair; and customers who require two seats. Jetstar does not offer assistance with luggage and does not offer carer concession rates.

4. Emergency Services

- For emergency translating or Interpreter services call: 131 450
- Police, Fire and Ambulance service call: 000
- For Police non-emergencies call: 13 14 44
- Fire and Rescue Service call (08) 89 464 107 or (08) 89 221 555
- Emergency Service call: 132 500 or (08) 89 223 630
- Life Line call: 13 11 14
- Mental Health Service call: 131 465 or 1300 224 636

4.1 Darwin City Police Station

The police station is located on the ground floor of the Mitchell Centre Building on Knuckey Street, Darwin city.

Phone: 13 14 44

Website: www.pfes.nt.gov.au/Police/Community-safety.aspx

Facebook: www.facebook.com/NTPFES/

4.2 Hospitals

There are two hospitals in Darwin, the public and private hospitals are located side by side at Casuarina about 15 km or a 20 minute drive from the Darwin CBD by car and about 45 minutes by bus: Public bus timetable - Darwin Hospitals

Royal Darwin Hospital

Rocklands Drive, Tiwi

PO Box 41326, Casuarina NT 0811

Phone: (08) 8922 8888

Website: nt.gov.au/wellbeing/hospitals-health-services/royal-darwin-hospital/introduction

Email: registryrdh.ths@nt.gov.au

Darwin Private Hospital

Rocklands Drive, Tiwi

Phone: (08) 89 20 6011

Website: www.darwinprivatehospital.com.au/contact-us

4.3 Darwin City Post Office

Located at 48 Cavenagh st, Darwin City

Australia Post: 131 318

Website: auspost.com.au

5. Disability Services & Information in the Northern Territory

Wheel Chair Recharge Points

Darwin city is relatively flat and reasonably accessible for wheel chairs and mobility scooters, you can recharge your you electric aid at the following points in Darwin City:

www.rechargescheme.org.au/lga/nt

For detailed information contact the City of Darwin Council:

Phone: (08) 89 300 300

Email: Darwin@darwin.nt.gov.au

Interpreter Service

To book a sign language interpreter in advance call:

Phone: 1800 246 945

Website: nt.gov.au/community/interpreting-and-translating-services/interpreting-and-translating-service-nt

To book an interpreter or translator specific to your needs in Darwin:

Phone: 1800 676 254 or (08) 89 99 8506

Email: itsnt@nt.gov.au

Website: nt.gov.au/community/interpreting-and-translating-services/interpreting-and-translating-service-nt/book-an-interpreter/online-booking-request

Guide Dogs SA/NT

Phone: 1800 757 738

Website: www.guidedogs.org.au

Keep Moving, NT

Phone: 08 89 47 5122

Website: www.keepmoving.net.au

Keep Moving is a DVA accredited NDIS provider located at 15 Swan Street Winnellie and provides accessibility equipment for sale or rent and health care professionals to assist you.

Independent Living Centre, NT

Phone: 1300 885 886 or 08 89 321 900

Website: ilcaustralia.org.au

Independent Living is located at Unit3/6 Beresford Rd Yarrowonga and provides Interpreter, translator services, carers and assistive technology for people living with disability.

National Hearing Centre, NT

Phone: (08) 89 985 001

Website: nhc.com.au

Located at Shop 19, The Village Shopping Centre, 54 Bradshaw Terrace, Casuarina, Darwin NT.

National Auslan Interpreter Service (NABS)

Ph: 1800 246 945

Website: www.nabs.org.au

To make a booking email bookings@nabs.org.au

NABS provides free interpreters for people who use sign language to communicate and would like an interpreter for private medical appointments. If you are deaf, or have a hearing or speech impairment you can also contact the National Relay Service.

National Relay Service

The National Relay Service (NRS) is a phone service for people who are Deaf, have a hearing impairment or have complex communication needs. The NRS relay officer provides a link for the parties to the call and relays exactly what is said or typed. The NRS relay officer is present for the duration of the call to ensure smooth communication between the parties but does not change or interfere with what the parties say.

Phone: TTY/Voice calls 133 677

Phone: Speak & listen 1300 555 727

Phone: SMS relay 0423 677 767

Website relayservice.gov.au

Royal Institute for Deaf and Blind Children Darwin

Ph: (08) 89 456 498

Email: info@ridbc.org.au

Website: www.ridbc.org.au

NDIS NT

Phone: 1800 800 110

Website: www.ndis.gov.au/nt

For people with hearing or speech loss TTY 1800 555 677 Speak and listen 1800 555 727

Government Office of Disability, NT

Phone: (08) 8922 0111

Website: nt.gov.au/wellbeing/disability-services

The Northern Territory Government offers financial subsidies and assistance for transport, parking, travel concessions, carers card

City of Darwin Council

Access and Inclusion Officer

Phone: 1800 800 110

Website: www.darwin.nt.gov.au/community/services/access-and-inclusion/overvie

6. Planning your journey around Darwin and the Top End

Tourism Top End Visitor Centre

There are many inclusive tourism experiences accessible to travellers with disabilities throughout the Top End. Talk to one of the friendly Tourism Top End staff members to design a tourism experience with a tourism provider that will suit your specific needs.

Phone: 1300 138 886

Email: info@tourismtopend.com.au

Website: tourismtopend.com.au



Darwin City Public Toilet Map

Accessible toilet options can be found using the filter on the following map:
[https://toiletmap.gov.au/Find/Northern Territory/Darwin](https://toiletmap.gov.au/Find/Northern%20Territory/Darwin)

Wheelchair accessible map to assist with planning your journey
<https://wheelmap.org/map> - Darwin

Wheelchair Recharge Points
<http://www.rechargescheme.org.au/lga/nt>

Free Internet & Wi-Fi hotspots in Darwin

Many of Darwin tourism related businesses offer free Wi-Fi services

- Darwin Waterfront
- Darwin Airport
- Smith Street Mall
- Parliament House
- Northern Territory City Library
- Civic Park
- Tamarind Park
- Anula Regional Playground
- Nightcliff Pool and Cafe
- City Library and Parliament House Library

Car Parking Map



Bus transport in Darwin city

The free Darwin Waterfront shuttle bus www.waterfront.nt.gov.au/darwin-waterfront-precinct/free-waterfront-shuttle/. The bus will operate at peak lunch and dinner times; from 11.30 am to 2 pm and 4 pm to 9 pm. Eight bus stops are clearly identified with yellow signage at locations around the precinct.

The new service will improve connectivity around the precinct, linking Stokes Hill Wharf, the Cruise Ship Terminal, residential apartments, hotels and various other precinct attractions at the Waterfront.

Public transport in Darwin is constantly being improved to help residents and visitors to have a safe and comfortable journey. To plan a trip around Darwin city or require more information on accessible transport, visit the Northern Territory Government's website <https://nt.gov.au/driving/public-transport-cycling/public-bus-timetables-maps-darwin> bus network map or download the Darwin public bus network map (638.8 kb)

'Easy Access Bus'. Some NT public buses have an easy-access low floor and are fitted with ramps that provide access for standard wheelchairs and light-weight mobility aids.

These buses have the following assistance:

- a driver activated manual ramp
- footpath 'kneeling' action to bring the floor closer to ground level and reduce the angle between the floor and the footpath, improving wheelchair and pram access
- handrails and bus stop button to assist the mobility of passengers with a disability
- room for two wheelchairs or prams in the priority seating areas
- a special button in the priority seating area to enable those with limited upper body strength to signal when it is their stop
- skid-resistant flooring in the priority seating area to reduce the amount of movement of wheelchairs while the bus is in motion.

Buses: mobility aids

Wheelchairs and mobility aid users can board buses that have an easy-access low floor, as long as they have the right dimensions, manoeuvrability and weight. Please visit this webpage for detailed measurements guidance.

Bus Concession fares

You are entitled to a concession fare in the Northern Territory (NT) if you hold one of the following valid cards:

- Pensioners and Carers Card
- Health Care Card
- Companion Card
- BasicsCard
- Veterans' Affairs White card
- Veterans' Affairs Orange card
- Commonwealth Seniors Health Card
- Veterans' Affairs Pensioner Concession Card
- Student ID card - see below.

7. Darwin Attractions with Accessible infrastructure

Swimming Pool Access Equipment

The Parap swimming pool is a short taxi ride from the CBD. It has an aqua-lift to assist people to get in and out of the water. Casuarina Swimming Pool has an aqua-lift, a pool sling hoist and an adult change table with a ceiling hoist in the accessible bathroom.



Parap Swimming Pool
77 Ross Smith Avenue, Parap
Phone: 0475 031 573

Peter Mahony Fishing Platform

The Peter Mahoney Fishing Platform is located on Casuarina Drive, near the Rapid Creek footbridge. The fishing platform is designed specifically for wheelchair access, fitted with adjustable panels to allow casting from a low height.



The fishing platform is locked, to arrange free access phone: 08 89 30644

Liberty Wheelchair Swing

The Liberty Swing is designed for use by people of all ages and have room for a wheelchair to be strapped into them as well as a pop-up internal seat with a seat belt attached. There are two Liberty Swings located in two of the city's regional playgrounds, the Water Gardens Regional Playground, Freshwater Road, Jingili and Lake Alexander Regional Playground, East Point Reserve.



The swings are locked, keys are available free of charge

Phone: (08) 8930 0645

Email: darwin@darwin.nt.gov.au:

8. Further Information and Feedback

Phone: 1300 138 886 or +618 8980 6000

Email: info@tourismtopend.com.au

9. References and Appendices

drive.google.com/file/d/0B3UCnkpuqDN7YjRhNzQOMTEtYTU1Mi00N2NjLWE2MTctNzdmOWIyZDY2ZWZj/view?hl=en

accessible-training.visitscotland.org

www.tourismisforeverybody.org

www.disabledgo.com

www.euansguide.com/news/the-access-survey-we-asked

www.who.int/disabilities/world_report/2011/report/en

changingplaces.org.au

www.travability.travel

www.graphicartistsguild.org/tools_resources/downloadable-disability-access-symbols

mediaaccess.org.au

right-hear.com

www.w3.org/WAI/intro/wcag

tra.gov.au/ArticleDocuments/258/Accessible%20Tourism%202018_%20Factsheet_QLD.pdf.aspx?Embed=Y

