



# TREE TOPS ADVENTURE PARKS

## CASE STUDY

### INCLUSIVE AND ACCESSIBLE FEATURES

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TreeTops are unique eco-tourism recreation experiences for people aged 3 years to 80+. All sorts of people visit TreeTops including families, groups of friends, schools, community and corporate groups.

TreeTops currently operate four adventure parks in NSW: Central Coast, Newcastle, Western Sydney. Activities include high ropes courses, tree top canopy tours, rollercoaster zip lines, and vertical climbing challenges.

TreeTops is committed to providing safe, equitable and dignified access to activities for people with various accessibility and mobility requirements. The organisation aims to make experiences as accessible as possible to cater for all individual abilities.

TreeTops aims to preserve equality, preserve dignity, communicate and be responsive to all needs. Everyone of any ability, participates in the same adventure, uses the same equipment and has the same feelings of achievement, self-confidence and bonding with others through a shared experience.

TreeTops is a division of Ecoline, an Australian research, design, development, construction and innovation company. TreeTops wanted to provide tree-based adventures to even more people, specifically to people who use wheelchairs, crutches, walkers or require other mobility assistance. TreeTop Crazy Rider was specifically designed to be



accessible to everyone including people who use wheelchairs. TreeTop Crazy Rider opened in December 2014.

Communication is especially important when providing accessible facilities. This starts with an accessible website which clearly describes the park's facilities and allows potential visitors to determine if TreeTops is suitable for them. A downloadable map has accurate plain language descriptions of paths and activities included. Extensive staff training is provided by an accessibility expert. This allows staff to communicate respectfully, appropriately and confidently with everyone. One of the greatest benefits of providing accessible experiences is the pride it brings to staff members.



## Types of disability accommodated at TreeTops per activity:

Adventure Experience	TreeTop Adventure Park	TreeTop Safari	TreeTop Crazy Rider	TreeHut	TreeTop Vertical Challenges
<b>Accessible Features</b>	Visual, verbal and demonstrative teaching methods; continuous and self-belay systems as appropriate; visual and touch based safety; experienced staff; supportive, 'can do' environment	Visual, verbal and demonstrative teaching methods; continuous belay system; experienced staff; supportive 'can do' environment	Visual, verbal and demonstrative teaching methods; experienced staff; ramp and vehicle access to rides; supportive, 'can do' environment	Experienced staff;	Visual, verbal and demonstrative teaching methods; auto belay system; experienced staff; supportive, 'can do' environment
<b>Disability</b>					
Deaf, hearing loss	✓	✓	✓	✓	✓
Blind, vision loss	✓	✓	✓	✓	✓
Physical (wheelchairs, walkers, walking aids, crutches)	✗	✗	✓	✗	✗
Physical (amputees/prosthesis)	✓	✓	✓	✓	✓
Intellectual (neurological/learning difficulties reduced mental capacity, acquired brain injury, autism, depression etc.)	✓	✓	✓	✓	✓



## Outcomes/commercial success

Since the first park opened in 2009, TreeTops has welcomed more than 630,000 people of various abilities into our tree adventures.

The TreeTop Crazy Rider accessibility YouTube video has been viewed by more than 302,000 people. This has led to an increase in Ecoline and TreeTops brand awareness with design and construction projects signed globally. TreeTops have had international visitors travel to regional areas of Australia specifically to experience the adventure park. This benefits not only the business, but the wider regional tourism industry.

### TreeTops' inclusion success is best communicated by its visitors:

#### TreeTop Crazy Rider

*"It's fantastic you've made it accessible. Congratulations on providing such an amazing experience and thanks to the incredibly helpful staff."*

#### TreeTop Crazy Rider

*"We took our 12 year old autistic daughter who also has cerebral palsy and other special needs. Our daughter is non-verbal. Our daughter was apprehensive but we knew she would enjoy the experience and be proud of herself after. It is not easy for a person who is non-verbal to express their fears and emotions. The staff and helpers were patient and supportive. Our daughter*

*was so happy after it and it was so special for us all to do something together and share the joy of the experience with each other. We are so grateful to everyone for all their help. There are few sensory experiences that are accessible to people with disabilities so it was wonderful to be able to participate in this and be included in such a supportive and non-judgemental way."*

#### TreeTops Adventure Park

*"Our instructor Tom was fantastic! My son has autism... My son was agitated but Tom was great at distracting him whilst keeping control of the other children. He gave my son confidence when he got stuck. By the end, my son was very proud and confident in his skills. My son, daughter and I all thanked Tom at the end. We really appreciated his humour."*

**For more information on our adventures please see the website [TreeTops.com.au](http://TreeTops.com.au)**



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LGNSW acknowledges and thanks Tree Tops Adventure Park for contributing this case study.

