

KOALA CONSERVATION RESERVE ACCESS GUIDE

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INTRODUCTION

The Koala Conservation Reserve offers a range of family-friendly activities and opportunity to explore lush native bushland and see iconic Australian wildlife in their natural habitat.

You can wander the tree-top boardwalks to see the koalas up close in their natural habitat. You can also take a walk through the woodlands and enjoy the abundant birdlife, wallabies and echidnas.

This is a ticketed experience, and everyone aged 4 years old and over requires a ticket to attend. Companion and Carer cards are recognised, and concessions do apply for card holders. Details in the [Entry](#) section of this guide.

The Koala Conservation Reserve is open daily, except on Christmas Day. Opening times change throughout the year. You can find current opening hours at [Koala Conservation Reserve Opening Times | Phillip Island Nature Parks - Phillip Island Nature Parks \(penguins.org.au\)](#).

There is a complimentary wheelchair available for use.



Visitor Centre

OVERVIEW

The Koala Conservation Reserve is made up of indoor and outdoor attractions. There is one access point which is the Visitor Centre. There is a wide ramp with 1 in 14 gradient and handrails on both sides

The outdoor area is linked with wide paths and boardwalks. Outdoor surfaces range from hard-packed gravel paths, timber, concrete, raked pavers and bitumen, with timber laminate and tiles on internal floors.

As you move to the outdoor area, you will pass through an information section. There are interpretive displays that are accessible from a wheelchair.



Ramp access to the Visitor Centre

The designated accessible parking area is approximately 50 metres from the entrance. The path to the entrance is generally flat over hard-packed gravel.

The visitor center includes a ticketing area where you can buy souvenirs and refreshments. There are also tables and chairs. The souvenir area is well laid out with wide aisles and most stock within easy reach.



Souvenirs within reach



Accessible Interpretive Displays

The treetop boardwalks are wheelchair accessible and allow close-up koala viewing. The access to these boardwalks is via large heavy gates with handles set at 1300mm high. Gates are at both ends of the boardwalks.



Gates at Entry and Exit of Treetop Boardwalks

GETTING THERE

By car: Phillip Island is located 90 minutes' drive from Melbourne. Allow a further 15 minutes from the bridge to get to the Koala Conservation Reserve. There is free parking on site, including a section set aside for accessible parking. This section is clearly marked by elevated signs. The ground cover is hard-packed gravel. The spaces are not individually marked out.

The parking area is approximately 50 metres from the Koala Conservation Reserve Visitor Centre ramped entrance.

By bus: Public transport is limited on Phillip Island. V-line operates a bus to Phillip Island's main town, Cowes, from Southern Cross Station in Melbourne city. The V-line bus does not go to the Koala Reserve.

By taxi: Contact Phillip Island Taxis on 03 5952 2200 to arrange transfers on Phillip Island.

Tours and Transport: Contact a Visitor Information Centre in Melbourne or on Phillip Island for tours and transport options.



Signposted Accessible Parking Area

ENTRY

Online booking is available on the [Phillip Island Nature Parks website](#). Discounts are available for holders of Australian pensioner cards, seniors cards, carer cards and DVA gold cards.

Companion card holders are free of charge but must book their ticket by phoning 03 5951 2830.

All cards must be shown on arrival.

EXPERIENCES

At the Koala Reserve you can

- Wander the two treetop boardwalks for up close koala viewing
 - Tree Top Koala Boardwalk is an 800-meter loop and is easy
 - Tree Top Woodland Boardwalk is a 600-meter loop and is easy
- Explore the six hectares of Australian bushland on the easily accessible trails
- Lookout for wallabies, echidnas and colourful native birds
- Uncover the amazing lives of koalas with the interactive displays in the visitor centre
- Learn more about what community groups like the Friends of Koalas or Barb Martin Bushbank are doing to help local wildlife
- Visit our free-to-access Nature Play area, where children can create their own adventures with the nature and wildlife inspired installations
- Plant your own seed to take home at our native seed station
- Enjoy a fun photo opportunity at the path junction to the boardwalks

Digital Quest Activity

Join Ranger Jess on a digital quest around the Koala Conservation Reserve by following the QR Code Trail. Begin by scanning the QR code on the welcome sign in the visitor centre, then follow the trail and scan the QR codes on signs dotted around the Reserve to get some information about the centre, koalas, and your next clue.



AMENITIES

There are two sets of toilets at the Koala Conservation Reserve.

One is located at the end of the deck outside of the visitor centre and another inside the building.

Neither meet with today's standards, although they do have some accessibility features such as grabrails.

The toilet pictured to the right is the accessible toilet located outside the building. It is more spacious and easier to access than the inside toilet.



Outside Toilet

SENSORY GUIDE

We are a certified sensory-inclusive site with professionally trained staff. Sensory bags are available, equipped with noise-cancelling headphones, fidget tools and verbal cue cards. Weighted lap pads are available. The bags and lap pads can be checked out for free by leaving an ID with our staff.

There are Headphone Zones and Designated Quiet Areas in the visitor centre.

While at the Penguin Parade you may experience:

Feel	Sounds	Sights	Smells
Different ground surfaces	People	Bright lights and glare	Disinfectants
Shared personal space	Audio presentations	Glare	Nature
Weather; wind, rain	Animals	Reflections	Animals
	Wind	Animals	
	Traffic and machinery	Trees and plants	

CONTACTS

Penguin Parade
1019 Ventnor Road
Summerlands VIC 3922
www.penguins.org.au
[Accessibility Statement](#)

COMMUNICATION BOARD

You can print and take this Communication Board with you when you visit the Penguin Parade.

