



Ningaloo Stars

Inclusion Policy

V1.1

02/05/2026

Review date: 02/05/2027



Ningaloo Stars Inclusion Policy

Catering to Specific Needs:

Providing Equal Opportunities for Accessible Tourism Accessibility Assessment : As a minimum, prior to each season, an assessment of facilities and services will be conducted to identify barriers for guests with specific needs. Should there be any changes or updates to the site a facilities and services review must be undertake to ensure no

Equipment and Facilities :

- Ensure all equipment, such as telescopes and seating areas, are accessible.
- Provide accommodations such as wheelchair-friendly paths and accessible restrooms.
- Adjust equipment height accordingly to meet the needs of people with mobility challenges.
- Ensure a calm and positive environment for people from the neuro-diverse community. Communication with the person or care givers may be required to meet individual needs.
- Companion Cards are accepted by Ningaloo Stars.
- Persons from the deaf and hard of hearing community are offered Auslan during sessions. Additional red light will be available to ensure sign language is visible.
- Other people with disabilities will be offered reasonable adjustment at astronomy sessions assessed per individual basis and needs.

Staff Training :

Staff will be trained on how to assist guests with specific needs, including how to effectively communicate and provide necessary support during the stargazing experience.

Customised Experiences :

Encourage guests to communicate any special requirements during the booking process. Ningaloo Stars will make necessary arrangements to ensure comfort and inclusivity.

Feedback Mechanism :

After each experience, guests should be invited to provide feedback regarding their experience, particularly in relation to accessibility. Use this information to continuously improve services.



Responsibilities & Review

The Directors of Ningaloo Stars Pty Ltd are responsible for overseeing the implementation of this policy in collaboration with relevant stakeholders and staff members. This policy will be reviewed annually, or sooner if changes to operations, legislation or environmental considerations indicate a review is required.

Document Title	Environmental & Eco Tourism Policy
Organisation	Ningaloo Stars Pty Ltd
Policy Owner	Directors, Ningaloo Stars Pty Ltd
Version	1.0
Date Created	2 May 2026
Approved By	Directors, Ningaloo Stars Pty Ltd
Review Frequency	Annual
Next Review Date	2 May 2027

Review History

Version	Date	Summary of Changes
1.0	01 June 2025	Initial procedure document developed
1.1	02 May 2026	Review & minor update – Responsibilities & Review section added