

Accessibility Guide

Smithton Visitor Information Centre & The Pavilions

We are committed to making the Smithton Visitor Information Centre and The Pavilions an inclusive and welcoming space for all guests. Below is a guide to help you plan your visit with us. We are committed to consistently improving our accessibility. If you feel there is anything we can do better please provide feedback to us in person, phone (03) 6413 5333 or by email info@stanleyandtarkine.com.au.

Mobility and Wheelchair Access

- Parking & Entry

Two accessible parking spaces are located directly in front of the Smithton Visitor Information Centre. The entrance features two sliding doors and flat ground for easy wheelchair and mobility aid access.

- Circular Head Heritage Centre

All areas, including exhibits in the Circular Head Heritage Centre, are on level ground and easily accessible.

- Theatrette

There is wheelchair-accessible seating available near the entrance of the theatrette. Additional standard seating is available without the need to use stairs.

- The Pavilions Café

The café is fully accessible and level throughout. Staff are happy to assist with rearranging seating to accommodate mobility devices.

- Toilets

Accessible toilets with support railings are available onsite.

- Duck River Meadows Dairy Tour

The dairy is wheelchair accessible. However, the tour bus does not accommodate wheelchairs (entry is by step). Visitors are welcome to follow the bus in their own vehicle; the dairy is only a 2-minute drive away.

Allergies and Intolerances

The Pavilions Café is allergy-aware and does its best to cater to food allergies and dietary intolerances. Please inform our staff of any dietary requirements upon arrival.

Assistance Animals

Registered assistance dogs are welcome in all areas of The Pavilions and the Smithton Visitor Information Centre.

Families & Children

- Breastfeeding

Breastfeeding is welcome throughout The Pavilions. If you would prefer a more private space, our staff will be happy to assist and provide a more comfortable place.

- Changing Facilities

A baby change table is located within our accessible toilet.

Neurodiversity & Sensory Considerations

We strive to offer a safe and comfortable environment for neurodivergent visitors. Please feel free to contact us in advance to discuss any specific needs.

- The Visitor Centre and café can become busy and include background noise from coffee machines, mixers, radio and moving chairs.
- The theatrette has adjustable volume and lighting to suit sensory preferences.
- The dairy tour includes strong farm smells, and the small tour bus (seating 11) may not suit all sensory needs. You may follow in your own car if preferred.
- Quiet areas are available throughout The Pavilions for anyone needing a calm space.

Travelling with a Carer

We welcome carers and companions. Companion Card holders receive complimentary access to the dairy tour and cheese tastings with a paying guest.

Vision Impairment

The Visitor Information Centre, Circular Head Heritage Centre, and Pavilions Café are on flat ground. The theatrette has steps down to the main seating area, but accessible seating is available at the top without using stairs.

For further questions or to discuss individual access needs, please contact our team before your visit. We're here to help ensure you have a comfortable and enjoyable experience at The Pavilions.

