

# Accessibility Guide & Plan

## Vision

At Crystal Castle and Shambhala Gardens, we are committed to creating an inclusive sanctuary where every individual, regardless of ability, age, or background, can experience awe, peace, and reconnection with nature. Our goal is to ensure equitable access to our attractions, facilities, and opportunities, fostering a welcoming environment that empowers guests and team members alike.

### **Our commitment to accessibility**

Nestled in the lush hinterland of Byron Bay, Crystal Castle and Shambhala Gardens welcomes nearly 100,000 guests annually. We recognise the importance of accessibility in enabling all visitors and staff to fully engage with our site's natural beauty and transformative experiences. Our team is dedicated to removing barriers, enhancing inclusivity, and continuously improving our practices to support diverse needs.

We will achieve this by:

- Maintaining and expanding nearly a kilometre of sealed, pram and wheelchair friendly pathways, with ramps to key indoor areas.
- Providing accessible facilities, including parking, restrooms, and attractions like the Buddha Walk, World Peace Stupa, and Peace Dome.
- Collaborating with disability advocacy groups to conduct regular audits and incorporate feedback.
- Offering training for staff on disability awareness and inclusive service delivery.
- Providing complimentary carer entry passes to hundreds of companion card holders annually.
- Integrating sensory and cognitive accommodations, such as tactile elements and audio guides, into new and existing features.
- Regularly reviewing and updating our accessibility action plan, assessing performance through guest and staff feedback annually.

## Actions – For our guests

### What We've Done

**Mobility Enhancements:** Installed over half a kilometre of sealed pathways that are pram- and wheelchair-friendly, including ramps to indoor areas like the Lotus Café, Castle Jewels, and Peace Dome. This ensures seamless access to attractions such as the Buddha Walk, Blessing Buddha, World Peace Stupa, Giant Treasure Chest, Rosie and the Reflexology Path, and Crystal Labyrinth.

**Facilities Upgrades:** Provided an accessible bathroom and baby change table facilities for guests with mobility needs. Accessible parking has been established adjacent to the Welcome Hut for easy entry.

**Signage Improvements:** Upgraded signage with large fonts, including bathroom and café signs, and retail room indicators, to aid wayfinding for visitors with visual or cognitive impairments.

**Site Renovations:** Completed renovations at Castle Jewels and the Lotus Café to make them more welcoming with ramps, accessible pathways, and automatic sliding glass doors, reducing barriers for wheelchair users and those with prams.

### What We're Doing

**Event and Attraction Upgrades:** Launching the Fairy Trail with quiet zones and wide pathways suitable for mobility aids, accommodating sensory sensitivities during the June rollout. This builds on our commitment to inclusive interactive experiences like the Dragon Egg Treasure Hunt and family-friendly Crystal Singing Bowl sessions.

**Safety and Monitoring Upgrades:** Upgrading CCTV across the site to enhance safety, allowing quicker staff responses to assistance needs for guests with disabilities.

**Digital and Informational Support:** Updating the website with accessibility icons on each Experience page, providing detailed access information and a new accessible map for our guests.

**Guest Feedback Mechanisms:** Implementing exit surveys that include accessibility questions, analysing responses to refine current offerings.

### What We Plan

**Major Attraction Developments:** Designing our next major feature with wheelchair-accessible paths, sensory-friendly features like audio descriptions, and low-height viewing areas, targeting completion within 12 months to broaden appeal for guests with mobility or visual impairments.

**Technology Integrations:** Introduce audio guides, simplified maps, and app-based navigation for visitors with hearing, visual, or literacy challenges, planned for rollout by early 2026 alongside the new website updates.

**Comprehensive Site Audit:** Engage accredited access consultants for a full site audit, involving people with mobility challenges, to identify and improve difficult access areas, aiming for implementation over 18-24 months.

**Dedicated Accessibility Tours:** Offer guided tours led by trained team members tailored for groups with specific needs, including slower pacing and descriptions, scheduled for piloting in the next 12 months to improve navigation and engagement across the site.

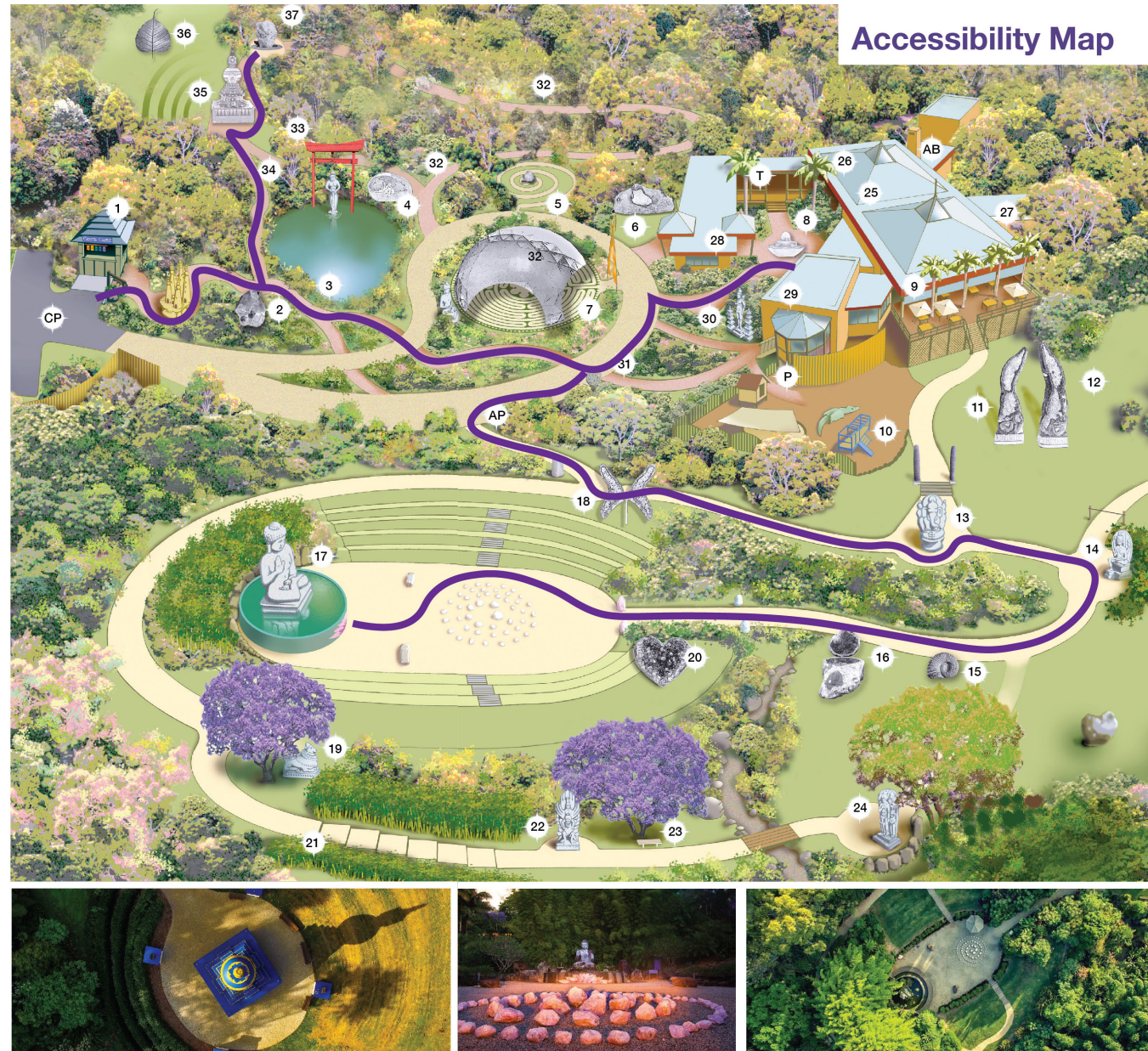


## Accessibility Map

### map legend

Follow the numbers for the full Crystal Castle experience...

1. Welcome Hut
  2. Smoky Mountain **New!**
  3. Water Pouter Pond & Torii Gate
  4. Dragon Egg (p. 14)
  5. Damanhur Spiral (p. 20)
  6. The Enchanted Cave (p. 12)
  7. Sacred Labyrinth (p. 19) & Peace Dome (p. 70) **New!**
  8. Courtyard, Fountain & Mural (p. 18)
  9. Lotus Café (p. 66)
  10. Playground & Crystal Dragon (p. 68)
  11. The Crystal Guardians (p.10)
  12. Organic Veggie Garden
  13. Ganesh (p. 24)
  14. Lakshmi (p. 25)
  15. Fossil Garden **New!**
  16. Giant Treasure Chest
  17. The Blessing Buddha (p. 26)
  18. Wings To Eternity (p. 16)
  19. Nandi, The Bull
  20. Love Garden **New!**
  21. Bamboo Avenue (p. 2)
  22. Garuda & Vishnu (p. 2)
  23. Sodalite Rock
  24. Avalokiteshvara (p. 27)
  25. Crystal Matrix & Auras (p. 62)
  26. Book Lair
  27. Connoisseur Crystal Room
  28. Aladdin's Den
  29. Castle Jewels (p. 60)
  30. Dewi Sri
  31. Giant Sahara Fossil
  32. Rainforest Walk (p. 28) & Bushtucker Track
  33. Wishing Tree
  34. Sodalite Lady **New!**
  35. World Peace Stupa (p. 64)
  36. Buddha's Bodhi Tree (p. 71) **New!**
  37. Rose Quartz, Reflexology Walk (p. 21)
- AB Accessible Bathroom  
AP Accessible Pathway  
CP Carpark  
P Pram Accessible Pathway  
T Toilets



### Accessibility Map

## Actions – For our team

### What We've Done

**Policy and Planning Foundations:** Developed comprehensive HR policies encompassing anti-discrimination, equal opportunity, flexible working arrangements, and reasonable adjustments, to foster an inclusive workplace that supports diverse needs.

**Hiring and Role Standardisation:** Standardised job descriptions with a new framework emphasising flexibility and accommodations, ensuring roles are adaptable.

**Training and Support Structures:** Conducted initial leadership training on inclusive practices and managing for mental health, fostering a supportive and educated management structure.

### What We're Doing

**Ongoing Training Initiatives:** Rolling out quarterly conversations and leadership sessions incorporating disability awareness modules, equipping the team (across Sales, Warehouse, Grounds & Maintenance, Café, Accounts & Admin, and Marketing) to better support colleagues with disabilities.

**Inclusive Recruitment Practices:** Prioritising diverse candidates in current hiring drives for retail and cafe staff, using inclusive and simplified language in job ads and offering interview accommodations like flexible formats.

**Feedback and Evaluation:** Analysing exit surveys and conducting internal reviews to monitor inclusivity, with a focus on psychosocial support as part of the broader Risk Management Plan.

### What We Plan

**Risk Management Plan Integration:** Building out a comprehensive Risk Management Plan, including HR components for psychosocial hazards, to support staff mental health and create an inclusive workplace for those with disabilities.

**Workplace Accommodations:** Introduce flexible work arrangements, such as remote options for admin roles, targeting full rollout within 12 months to support team members with physical, sensory, or neurodiverse needs.

**Internal Monitoring and Engagement:** Establish an annual team survey process, planning reviews to refine inclusion strategies and track progress against benchmarks like increased representation in leadership.