



FOR TRAVEL PARTNERS

International B2B Edition · v1

DESTINATION GUIDE & SUPPLIER PACK

Australia, Without Barriers

Everything travel advisors, tour operators and destination specialists need to confidently recommend, scope and book accessible Australian travel.

Destination Guide & Supplier Pack for Travel Partners

Australia's only inbound tour operator specialising solely in accessible and inclusive travel, verified access, bespoke itineraries nationwide, and net rates that protect your client relationship.

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Anywhere in Australia. The destinations and venues shown throughout are illustrative examples, AccessibleOz designs bespoke, needs-led journeys nationwide. Venue-level access details are current at the time of research and verified live for each traveller's specific needs as part of every booking.

Australia's only inbound tour operator dedicated entirely to accessible and inclusive travel.

We design bespoke journeys for travellers with mobility, sensory, cognitive and complex support needs, and make it simple for travel partners worldwide to offer Australia with total confidence. **You focus on your client; we take care of the detail.**

WHY WORK WITH US, NOT BUILD IT YOURSELF



The dedicated specialist

Australia's only inbound tour operator dedicated entirely to accessible and inclusive travel.



Verified access, not assumptions

Access is audited on the ground against the independent AccessA Standard, and verified live for every booking.



One point of contact

One supplier, one itinerary, one dedicated contact, from first enquiry to post-trip.

8

states & territories, and bespoke journeys anywhere in Australia

1

dedicated point of contact, from enquiry to post-trip

5

service categories in one itinerary & one net cost

Industry-accredited & trusted



ATEC Member & ATIA Accredited

A recognised member of the Australian Tourism Export Council and an ATIA-accredited travel business.

Why partner with AccessibleOz

Partnering with us unlocks a market most operators can't serve, and serves it properly.



Local knowledge & verified expertise

A deep, audited understanding of access across Australia, recorded first-hand, not guessed.



Designed around the traveller

Bespoke, needs-led itineraries built for each client, never fixed, one-size-fits-all packages.



Dedicated end-to-end support

One point of contact, from planning to in-trip to post-trip, you manage a single supplier.



Net rates, your margin

Confidential trade pricing with a recommended commission level for every itinerary, so your margin is clear and your client relationship stays yours.



Led by lived experience

Every member of our team has disability or lived experience of it. Access isn't a checklist to us, it's how we live and travel, and it shows in the detail we get right for your clients.



Partnering with AccessibleOz unlocks a market most operators can't serve, and serves it properly.

What we deliver

Five capability areas, coordinated into a single itinerary and a single net cost, so your client experiences a seamless trip and you manage one supplier.



Accessible accommodation

Roll-in showers, grab rails and wet rooms; mobile and ceiling hoists; height-adjustable electric beds; low-bench accessible apartments; hearing-accessible rooms (visual/vibrating alarms, captioned TV, assistive listening); sensory-friendly stays; accessible holiday parks and self-contained rentals.



Accessible experiences

Barrier-free beaches (matting, beach wheelchairs); accessible wildlife and nature (boardwalks, all-terrain chairs); adaptive sports (surfing, skiing, sailing); tactile, sensory, audio-described, captioned and Auslan-interpreted tours; low-sensory sessions; all-ability fishing and paddling.



Transport & transfers

Wheelchair-accessible vehicles with ramps and hoists; hand-control vehicles for self-drive; airport meet-and-assist and transfers; inter-destination transfers; trained chaperones for the journey.



Equipment hire

Electric beds, shower commodes and chairs, mobile and ceiling hoists, toilet commodes, walkers, wheelchairs, scooters, ramps; portable hearing loops and vibrating alarms. Short- or long-term, delivered to accommodation.



Support & care

Carefully matched support workers and carers, including registered nurses (medication, personal and medical care), early-childhood-trained carers, complex-behaviour specialists, personal-care workers, and multilingual carers and chaperones.



One itinerary. One net cost. One supplier to manage.

Accessibility you can stake your reputation on.

Our team audits accessibility across Australia first-hand, covering hotels, tours, attractions and transport, and testing each against the real needs of travellers who are Deaf, blind, autistic, wheelchair users and more.

Each one is assessed against the **AccessA Standard**, an independent Australian framework for verifying and rating the accessibility and inclusion of tourism operators. In plain terms: our verification follows an independent standard that provides detailed accessibility assessments rather than simple wheelchair symbols, replacing vague claims like “wheelchair friendly” with structured, criteria-based detail across mobility, vision, hearing and cognitive needs.

For you, that means recommendations grounded in lived testing, not marketing copy, and the confidence to promise your clients an experience that will actually work.



Audited on the ground

Tested against real access needs across the country.



Assessed to the AccessA Standard

A consistent, criteria-based accessibility rating, not guesswork.



Verified per booking

Live suitability checked for each traveller's needs.



Operators are verified against the AccessA Standard. Learn more at Accessa.live.

Australia at a glance

A practical accessibility primer for overseas partners, the things worth knowing before you scope a trip.



Getting around

Major cities have accessible public transport, ramps, wide aisles, priority spaces, plus per-city mobility maps. Wheelchair-accessible vehicle hire and hand-control car hire are available; book ahead.



Airports & hidden disabilities

The Hidden Disabilities Sunflower programme is supported at major airports, Adelaide, Brisbane, Cairns, Gold Coast, Hobart, Melbourne, Perth and Sydney, with trained staff and meet-and-assist.



Carer concessions

Australia's Companion Card (free carer entry) is for residents with lifelong disability, but many venues will recognise an international carer or access card at their discretion, we confirm this per venue when planning.



High-support facilities

Changing Places adult-change toilets exist in major cities; the National Public Toilet Map locates accessible toilets nationally.



Assistance animals

International entry of assistance animals is subject to strict Australian biosecurity rules, we advise on requirements and on-ground alternatives early in planning.



Powered mobility devices

Australia uses 230 V / 50 Hz and the Type I plug, relevant for charging powered chairs and scooters; lithium-battery rules apply to flights.



Seasons & climate

Southern-hemisphere seasons (summer December to February); plan heat carefully in the Red Centre and Top End; the south has four distinct seasons.



Standing note. Venue-level access details in this guide are illustrative and current at the time of research. AccessibleOz verifies live availability and suitability for each traveller's specific needs as part of every booking.

State-by-state guide

The pages that follow profile each state and territory, with a snapshot of access infrastructure, highlight spots, and the access needs each region suits best. Gateway airport codes help your team flip to a region. Everything here is illustrative: we deliver journeys anywhere in Australia.



Illustrative map. Gateway airports for each state are listed at right.

Gateways by region

NSW Sydney (SYD)

VIC Melbourne (MEL)

QLD Brisbane (BNE) · Cairns (CNS) · Gold Coast (OOL)

NT Darwin (DRW) · Alice Springs (ASP)

SA Adelaide (ADL)

WA Perth (PER) · Broome (BME)

TAS Hobart (HBA) · Launceston (LST)

ACT Canberra (CBR)

Cities and destinations are illustrative examples, not a fixed menu, AccessibleOz delivers journeys anywhere in Australia.

New South Wales

Australia's most-visited entry point, a harbour city with mature accessible infrastructure and World Heritage mountains within day-trip reach.

 **Best time to visit:** September to November and March to May (mild spring and autumn)

[➔ accessibleoz.com](https://accessibleoz.com)

ACCESS SNAPSHOT

- ✓ Mature accessible public transport, with per-city mobility maps
- ✓ Beach matting and beach wheelchairs at several patrolled beaches
- ✓ World Heritage Blue Mountains within day-trip reach



HIGHLIGHT SPOTS

 **Sydney Opera House**
Daily mobility-access tours, relaxed performances and Auslan-interpreted shows.

 **Bondi & northern beaches**
Beach matting and beach wheelchairs; accessible coastal pathways.

 **Art Gallery of NSW**
Tactile, sensory, audio-described and Auslan access programmes.

 **Sydney Harbour Bridge**
Accessible pedestrian crossing with lifts at both ends; BridgeClimb offers Auslan climbs.

 **Taronga Zoo**
Mobility-friendly paths, a cable car carrying manual wheelchairs, visual stories and quiet zones.

 **Blue Mountains (day trip)**
Sealed lookout tracks at Echo Point and accessible Scenic World options.

BEST FOR

Independent & assisted mobility · sensory · hearing, a polished city base for first-time visitors.

 Mobility

 Cognitive

 Hearing

Queensland

Reef, rainforest and beaches across a vast state, with a strong adaptive-equipment culture and reef operators running water-powered lifts.

 **Best time to visit:** May to October (the dry season) for the reef and tropical north

[➔ accessibleoz.com](https://www.accessibleoz.com)

ACCESS SNAPSHOT

- ✓ Reef pontoons with ramps, lifts, floating wheelchairs and water-powered pool lifts
- ✓ Boardwalks, Skyrail and accessible rail carriages through the rainforest
- ✓ Mobi-Mats and free beach-wheelchair hire on the Gold Coast



HIGHLIGHT SPOTS

-  **Great Barrier Reef**

Reef pontoons with ramps and lifts; some operators offer a water-powered lift into the water.
-  **Tropical North rainforest**

Handrailed boardwalks, canopy walkways, Skyrail and accessible Kuranda rail carriages.
-  **Brisbane South Bank**

Accessible parklands, lagoon and the Wheel of Brisbane; riverside access.
-  **Gold Coast beaches**

Mobi-Mats and free beach-wheelchair hire at Burleigh Heads and Broadbeach.
-  **Sunshine Coast**

Australia Zoo is fully wheelchair accessible with equipment hire available.
-  **Cairns Esplanade Lagoon**

Zero-depth, beach-style entry with accessible change rooms.

BEST FOR

Nature & adventure · families · complex mobility (with equipment) · the reef bucket-list.

 **Mobility**

 **Complex**

Victoria

Culture, food and trams, one of the world's largest accessible tram networks, with iconic coastal touring on the doorstep.

 **Best time to visit:** March to May and September to November; summer for the Great Ocean Road

accessibleoz.com

ACCESS SNAPSHOT

- ✓ One of the world's largest accessible tram networks (low-floor superstops)
- ✓ Travellers Aid at Flinders St & Southern Cross, equipment, adult change, volunteers
- ✓ All-terrain wheelchair hire at Apollo Bay on the Great Ocean Road



HIGHLIGHT SPOTS

-  **Federation Square & NGV**

Accessible galleries and event spaces; sensory-friendly programming.
-  **Melbourne Museum**

Tactile experiences, audio guides, low-sensory sessions and social scripts.
-  **Trams & trains**

Extensive low-floor 'superstops'; Travellers Aid mobility equipment and support.
-  **Royal Botanic Gardens**

Accessible pathways and a dedicated sensory garden.
-  **Great Ocean Road**

Twelve Apostles sealed viewing area; all-terrain hire; Wildlife Wonders audio headsets.
-  **Phillip Island (day trip)**

Sensory-inclusive Penguin Parade and accessible Koala Conservation Reserve.

BEST FOR

Cultural travellers · sensory & hearing needs · road-trip itineraries from a city base.

 Cognitive

 Hearing

 Mobility

More states at a glance

Beyond the three featured states, here is a fast orientation to the rest of the country. Full profiles for every region are on our website.



NT Northern Territory

Darwin (DRW) · Alice Springs (ASP)

- ✓ Multilingual Uluru Audio Guide, 100+ stories for travellers with vision impairment
- ✓ Sealed base-walk sections and accessible sunrise/sunset viewing
- ✓ Accessible Darwin Waterfront; plan carefully around heat and remoteness

 **Best:** May to September (the cooler, dry season)

 Vision

 Mobility

 Cognitive



SA South Australia

Adelaide (ADL)

- ✓ A bespoke accessible safari truck carrying up to five wheelchairs at Monarto
- ✓ Step-free wildlife access; accessible hop-on/hop-off buses
- ✓ Compact, walkable capital; selected step-free cellar doors

 **Best:** March to May and September to November

 Mobility

 Vision



WA Western Australia

Perth (PER) · Broome (BME)

- ✓ Wheelchair-accessible ferries and mobility-equipment hire on Rottnest Island
- ✓ Accessible city transport and riverside paths in Perth
- ✓ Vast distances, plan slower self-drive or escorted touring

 **Best:** September to November (wildflowers, mild days); May to October up north

 Mobility

 Vision



TAS Tasmania

Hobart (HBA) · Launceston (LST)

- ✓ Fully accessible city buses; free-hire TrailRider all-terrain wheelchairs at several parks
- ✓ MONA is largely accessible with a screen-reader app (the ferry wharf is not accessible)
- ✓ Companion Card free carer entry at many sites

☀️ **Best:** December to February for long, warm summer days

🦿 Mobility

👁️ Vision

🧠 Cognitive



ACT Australian Capital Territory

Canberra (CBR)

- ✓ National institutions broadly accessible and easy to navigate
- ✓ 'Art by Description' and access programmes for vision impairment
- ✓ GetAboutAble, a Canberra-based accessible-travel specialist partner

☀️ **Best:** September to November (spring) and March to May (autumn)

👁️ Vision

🧠 Cognitive

🦿 Mobility

THE COMPLETE GUIDE

Explore every region in full

Detailed access notes, highlight spots and seasonal guidance for all eight states and territories are on our website, or ask us to scope a specific region for your client.

FULL GUIDE

AccessibleOz.com



Preparing now for Brisbane 2032

Based in Brisbane, AccessibleOz is helping international travel partners prepare for a surge in demand for accessible travel before, during and after the 2032 Paralympic and Olympic Games. Australia is in the global spotlight, and accessibility is at the centre of it.



On the ground in Brisbane

A local specialist in the host city, ready as the Games reshape accessible infrastructure.



Teams & delegations

Squads, officials and supporters scoping venues, accommodation and transport, coordinated as one trip.



Plan early, secure access

Accessible inventory is finite. Partners who position now will be ready when demand peaks.

OUR MISSION

Accessible travel isn't about removing barriers. It's about opening Australia to everyone.

Sample partner itineraries

Two short examples showing how AccessibleOz layers access, equipment and support into a journey. These are **illustrative, not packaged products**, every trip is built around the individual traveller.

FOR A TRAVELLER WITH VISION IMPAIRMENT · 5 TO 6 DAYS

Red Centre Icons

→ Alice Springs → Uluru → Kings Canyon

WHAT MAKES IT WORK

- ✓ Multilingual Uluru Audio Guide with 100+ descriptive stories
- ✓ Sealed, compacted base-walk sections and accessible sunrise viewing
- ✓ Accessible viewing platforms at Kata Tjuta and Kings Canyon
- ✓ Private transfers with a trained chaperone and rest stops
- ✓ Accessible resort accommodation, planned carefully around heat

FOR A WHEELCHAIR USER · 5 TO 6 DAYS

Adelaide, Wine & Wildlife

→ Adelaide → Monarto → Kangaroo Island

WHAT MAKES IT WORK

- ✓ Monarto Safari Park with step-free access and the five-wheelchair safari truck
- ✓ Accessible hop-on / hop-off Zu-loop buses across the park
- ✓ Selected step-free cellar doors in the Barossa and McLaren Vale
- ✓ Accessible boardwalk to Remarkable Rocks on Kangaroo Island
- ✓ Roll-in shower accommodation with WAV transfers throughout



Every itinerary is built from scratch around the individual traveller, these are simply a taste of what's possible.

Who we serve

Find your client's profile, and how AccessibleOz supports them. Access needs are identified by icon **and** label, never colour alone.



Mobility

Independent, assisted, manual or power chair, scooter, or transfers with a hoist, matched accommodation, vehicles and equipment.



Vision / low vision

Audio-described and tactile experiences, multilingual audio guides, and accessible wayfinding.



Deaf / hard of hearing

Auslan-interpreted tours, captioning, hearing loops, and visual/vibrating-alarm rooms.



Neurodivergent / sensory

Low-sensory sessions, social scripts, quiet spaces and predictable, routine-friendly itineraries.



Complex & high-support

Registered nurses, hoists, personal care and behavioural specialists, coordinated end to end.



Travelling families & groups

Multi-need parties, early-childhood-trained carers and multilingual support, planned as one trip.

LOOKING AHEAD TO BRISBANE 2032



Sporting teams & delegations

Squads and officials scoping local accessible infrastructure ahead of the Brisbane 2032 Paralympic and Olympic Games. Whatever the mix of needs, we coordinate venues, accommodation, transport and support as one trip.

How it works, our net rate model

-  AccessibleOz contracts accessible product and supplies confidential **net (wholesale) rates** to bona fide travel-trade partners.
-  **A recommended commission level for every itinerary.** For each quote we provide a suggested commission level, so your margin is clear up front while you keep your own client relationship.
-  **Pricing is per itinerary, not per catalogue.** Because every accessible journey is built around individual needs, a quote bundles accommodation, experiences, transfers, equipment hire and support staffing into a single net cost.

PARTNERING WITH US

-  **Wholesale partnership agreement.** Partners onboard under a simple wholesale partnership agreement that sets out net-rate terms and how we work together.
-  **One point of contact.** From first enquiry to post-trip, you work with a single dedicated contact, no juggling multiple suppliers.



Send a client brief, we return a tailored itinerary with net pricing and clear access notes. The seven-step flow is on the next page.

The booking process

Seven steps, one point of contact throughout.

- 1 Enquiry**
You send a client brief using our requirements checklist.
- 2 Scoping**
We confirm access needs, feasibility and any open questions.
- 3 Proposal & net quote**
We return a tailored itinerary with net pricing and clear access notes.
- 4 Confirmation**
You confirm; deposit per terms; we secure accessible inventory and equipment.
- 5 Documentation**
Final itinerary, supplier access confirmations, equipment and support schedule.
- 6 In-trip support**
A dedicated contact and on-ground coordination throughout.
- 7 Post-trip**
A feedback loop that also strengthens our access data, verified against the AccessA Standard.

One place to plan it all, the AccessibleOz Itinerary Studio

Accessible travel planning usually means juggling supplier information, accessibility details, accommodation, transport logistics and traveller requirements across multiple documents. The Itinerary Studio brings everything together into one streamlined environment, so you build, update and present accessible itineraries in real time.

The screenshot shows the 'studio.accessibleoz.com' interface. At the top, it says 'BUILD A TRIP' and 'Itineraries that work for every body.' Below this is a brief description: 'Explore Australia with confidence. Pick destinations, set the duration, tell us about your traveller's needs. We'll match them against vetted suppliers.'

The main section is titled '1 DESTINATIONS' and shows a grid of Australian destinations. The destinations are grouped by region: NSW (Sydney, Blue Mountains, Hunter Valley, Port Stephens, Central Coast, Jervis Bay, Newcastle, Tweed / Byron), VIC (Melbourne, Mornington Peninsula, Ballarat / Geelong, Yarra Valley, Phillip Island, The Grampians, Bendigo / Goldfields), QLD (Brisbane, Sunshine Coast, Gold Coast, Cairns / Tully, Whitsundays, Townsville, Fraser Coast, Bundaberg), SA (Adelaide, Adelaide Hills, McLaren Vale, Barossa Valley, Kangaroo Island), WA (Perth, Perth Hills, Mandurah, Margaret River, South West WA, Kalbarri, Coral Coast WA, Broome, Kimberley, Geraldton), NT (Darwin, Katherine, Alice Springs, Uluru / Red Centre), and TAS (Hobart, East Coast Tasmania, Launceston / North, Cradle Mountain, West Coast Tasmania, Devonport / NW, Derwent Valley).

At the bottom, there are two sections: '2 DURATION' with a slider set to 16 days, and '3 PACE' with buttons for 'Relaxed', 'Moderate', and 'Active'.

Instead of starting from scratch each time, you work faster while keeping the level of detail and confidence accessible travellers expect. Built by accessible-tourism specialists, it simplifies the complex parts of planning.

IDEAL FOR

Travel advisors

Tour operators

Destination specialists

Industry partners

Organisations supporting accessible travel

→ ACCESS THE STUDIO
studio.accessibleoz.com

Client requirements checklist

Complete and send this with your enquiry. The more we know, the more precisely we scope access, and the faster a net quote comes back.

Traveller(s)

- ☐ Number in party · names · ages

Access profile, per traveller

- ☐ Mobility, independent / assisted / manual / power chair / scooter / transfers (hoist)
- ☐ Vision, blind / low vision; audio-description or tactile preferences
- ☐ Hearing, Deaf / hard of hearing; Auslan?; hearing loop required?
- ☐ Cognitive / neurodivergent, low-sensory; social scripts; routine & quiet-space needs
- ☐ Complex / behavioural, support specialist required?
- ☐ Communication, preferred language; interpreter needs

Equipment, owned vs hire

- ☐ Bed (electric) · hoist (mobile/ceiling) · shower commode · wheelchair / scooter · ramps · hearing loop / vibrating alarm
- ☐ Power-chair make, model, weight & battery type (for transfers and charging)

Support staffing

- ☐ Personal care · registered nurse · early-childhood-trained carer · behavioural specialist · multilingual carer · chaperone
- ☐ Hours needed / overnight?

Medical & dietary

- ☐ Relevant conditions · medication (refrigeration?) · allergies · dietary requirements

Trip

- ☐ Dates & flexibility · gateway city · duration · solo / group · must-do experiences · preferred pace · budget tier

Logistics

- ☐ Arrival flight & airline assistance booked? · room config (e.g. king-single with clear transfer space) · carer / access card held? · assistance animal?

Consent

- ☐ OK to share relevant access needs with suppliers to confirm suitability



Prefer to work digitally? Build the brief straight into the **AccessibleOz Itinerary Studio** at studio.accessibleoz.com.

Partner FAQs

Q What's my margin?

We provide a recommended commission level for each itinerary, over our confidential net rate. Partners onboard under a simple wholesale partnership agreement.

Q Which regions do you cover?

All of Australia. The destinations shown here are examples, we deliver nationwide.

Q How far ahead should we book?

Bespoke, accessible inventory means lead time matters, so the earlier you enquire, the more we can secure.

Q Can you handle complex, high-support needs?

Yes, registered nurses, hoists, personal care and behavioural specialists are all available.

Q How do you verify access?

We assess operators against the AccessA Standard and verify suitability live for each traveller's needs at booking.

Q Assistance animals from overseas?

We advise on Australian biosecurity rules and on-ground alternatives early in planning.

Q Do you sell direct to consumers?

We are B2B-first and protect partner-referred clients.

Have an accessible enquiry?



Enquiries & bookings
trade@accessibleoz.com



Learn more
AccessibleOz.com



Plan in the Itinerary Studio
studio.accessibleoz.com



Verified to the
AccessA Standard · Accessa.live



Send us your client brief at trade@accessibleoz.com and receive a tailored itinerary with verified access notes and net pricing.



— FOR TRAVEL PARTNERS —

Australia is for everyone. Let's make it accessible for your clients.

Australia's only inbound tour operator specialising solely in accessible and inclusive travel,
verified access, bespoke itineraries nationwide, net rates to trade.

trade@accessibleoz.com

AccessibleOz.com · studio.accessibleoz.com