



Accessibility Guide

2026 - 2027

Committed to providing a welcoming and enjoyable experience for all visitors.

Welcome

At Pat's Sapphire Central, we are committed to providing a welcoming and enjoyable experience for all visitors. We understand that everyone has different access requirements and encourage guests to contact us before their visit if they require any additional assistance. Our team is dedicated to providing friendly country hospitality and ensuring every visitor can experience the unique beauty of the Sapphire Gemfields.

Before You Visit

If you have accessibility requirements, please contact us before your visit so we can discuss your needs and recommend the most suitable activities.

We are happy to provide information regarding:

- Parking and arrival
- Mobility access
- Pathways and terrain
- Seating and rest areas
- Café facilities
- Accessible toilets
- Assistance available from staff
- Suitable fossicking experiences

Arrival & Parking

- Free on-site parking is available close to the main entrance.
- Designated accessible parking spaces are located near the entrance where practical.
- Staff are available to assist visitors entering the property if required.

Pathways & Terrain

As an authentic Sapphire Gemfields tourism experience, some outdoor areas contain natural gravel, compacted earth and uneven surfaces.

Visitors can expect:

- Sealed or compact pathways around the main visitor facilities where available.
- Natural outdoor terrain in fossicking areas.
- Staff assistance available if required.
- Seating provided throughout the property for rest breaks.

Building & Facilities

Visitors have access to:

- Reception area
- Licensed café
- Retail shop
- Outdoor seating
- Accessible toilet facilities where available
- Wide entrances throughout the main visitor areas

Café

Our café welcomes all visitors and offers:

- Accessible seating options
- Assistance carrying meals if required
- Dietary requirements accommodated where possible (please advise staff)

Fossicking Experience

Our sapphire fossicking experiences are designed to be flexible and enjoyable.

Staff can:

- Recommend the most suitable fossicking area.
- Modify activities where practical.
- Provide additional assistance when needed.
- Allow visitors to participate at their own pace.

Assistance Animals

Accredited assistance animals are welcome throughout Pat's Sapphire Central in accordance with Australian legislation.

Companion & Carer Support

Companions and carers are welcome to assist visitors throughout the property. Our team is always happy to provide additional assistance wherever possible.

Accessible Communication

We aim to communicate clearly and respectfully by:

- Using plain language.
- Providing written information where appropriate.
- Allowing extra time for communication if required.
- Assisting visitors with questions before and during their visit.

Emergency Procedures

If assistance is required during an emergency, staff are trained to provide appropriate support and will assist visitors to a safe location.

Continuous Improvement

Accessibility is an ongoing journey. We welcome feedback from visitors to help us improve our facilities, services and visitor experience.