

Accessibility Guide



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1. Purpose

This Accessibility Guide provides practical information for guests planning a visit to Charlotte Plains.

Charlotte Plains is a remote working sheep station and outback tourism destination located approximately 40km from Cunnamulla in South West Queensland. The property offers camping, accommodation, artesian bathing, self-drive touring, events and outback experiences across natural terrain, unsealed roads and guest-accessible areas spread across the station.

This guide is designed to help guests understand the facilities, access considerations, support options and limitations of the property before booking or travelling.

Guests with mobility, medical, sensory, communication or other access requirements are encouraged to contact the Charlotte Plains team before arrival so we can provide current, practical advice.

2. Our Accessibility Commitment

Charlotte Plains is committed to providing fair, welcoming and inclusive access to its tourism experiences wherever reasonably practicable.

As a remote working station located within a natural outback environment, full universal accessibility across all areas of the property is not always possible. This is due to natural terrain, unsealed roads, historic infrastructure, weather impacts, distance between facilities and the practical limitations of modifying a working station landscape.

Despite these limitations, Charlotte Plains aims to improve accessibility and provide equitable opportunities for a broad range of guests, including older adults, families with young children, guests with mobility needs, neurodivergent guests, people with sensory or communication differences, international visitors, pet owners and guests requiring additional support.

All guests are treated with dignity, respect and genuine hospitality.

3. Before You Arrive

Charlotte Plains is located in a remote outback setting. Guests should plan ahead and consider their personal access, mobility, medical, communication and comfort needs before travelling.

Guests should be aware that:

- Charlotte Plains is approximately 40km from Cunnamulla
- Access is via rural roads
- Internal station roads are unsealed
- Road conditions may change after rainfall
- Some areas have uneven natural ground
- Facilities are spread across different parts of the property
- Mobile phone reception is limited or unavailable onsite
- Wi-Fi is available in designated guest areas
- Weather may include heat, dust, flies, rain or mud depending on the season
- Lighting may be limited at night in some areas

Guests with specific requirements are encouraged to contact the team before booking.

Phone: 07 4588 8804

Email: stay@charlotteplains.com.au

4. Getting to Charlotte Plains

Charlotte Plains is located near Cunnamulla in South West Queensland.

As access conditions can change, particularly after rainfall, guests are encouraged to check current road and weather information before travelling.

Guests should consider:

- Vehicle suitability for rural and unsealed roads
- Weather conditions before and during travel
- Arrival during daylight where possible
- Carrying sufficient fuel, water and supplies
- Travelling with any required medication or mobility aids
- Allowing extra time for remote travel conditions

During wet weather or unsafe conditions, roads or guest-accessible areas may be temporarily closed to protect guest safety and reduce damage to station tracks and landscapes.

5. Arrival and Check-In

Guests generally check in at the Bore Campsite area.

The Bore Campsite is the main visitor hub and includes access to the artesian bore baths, bore pool, amenities, Wi-Fi area, Bore Bar and Merch Hut.

Guests may check in with staff, Camp Hosts or via the Wi-Fi Hut kiosk where available.

Guests requiring assistance with arrival, orientation or access to key areas should contact staff before arrival or speak with the team at check-in.

6. Getting Around the Property

Charlotte Plains is a large working station, and guest facilities are spread across different areas.

Guest areas may include:

- Dirt and gravel roads
- Unsealed tracks
- Natural ground surfaces
- Grassed areas
- Wet or muddy areas after rain
- Uneven terrain
- Outdoor bathing areas
- Low-light areas at night

Most movement around the property requires a vehicle.

Where required and where operationally possible, Charlotte Plains may assist guests with access to key areas using an ATV buggy transfer. This support is subject to staff availability, weather, safety and operational requirements.

Guests who may require assistance getting around the property should contact the team before booking or travelling.

7. Bore Campsite and Common Areas

The Bore Campsite is the main common area at Charlotte Plains.

This area includes:

- Artesian bore baths
- Artesian bore pool
- Amenities
- Wi-fi hut
- Bore bar and merch hut
- Picnic tables and umbrellas
- Campground areas
- Access to the self-drive audio guided tour

This is generally the most active and central guest area of the property.

Access conditions may vary depending on weather, ground conditions, maintenance works and visitor numbers.

8. Artesian Bore and Bathing Areas

The artesian bore and bathing areas are signature experiences at Charlotte Plains.

Recent improvements to the bore pools include:

- Extended pool area
- New decking
- Bench seating
- Accessible entry rail into the bore pool
- Picnic tables and umbrellas for shade and comfort

The accessible entry rail has been installed to improve safety and inclusivity for guests entering the bore pool.

Guests should be aware that the bathing areas are outdoors and located within a natural station environment. Surfaces may be wet, uneven or slippery, and some individual baths or surrounding areas may not be suitable for all mobility needs.

Guests requiring specific access support should speak with staff before using the bathing areas.

9. Bathrooms and Amenities

Charlotte Plains provides guest bathroom, shower, and change room facilities in key visitor areas. Some toilet facilities are wider than standard toilets and may provide additional space for guests who require more room.

Facilities may differ between the Bore Campsite, Shearer's Campsite, accommodation areas and other parts of the property. Guests should also be aware that access to amenities may involve uneven natural ground, outdoor surfaces, wet areas, or low-light conditions at night.

Guests who require accessible bathroom facilities should contact the team before booking so we can provide current information about the most suitable area for their stay.

8. Accommodation and Camping

Charlotte Plains offers a range of stay options, including:

- Bore Campsite (unpowered camping)
- Shearer's Campsite (powered camping)
- Shearer's Quarters (accommodation)
- Merino Cabin (accommodation)
- Private Bathing Hut experiences (off-grid camping)

Camping is generally the most flexible option for guests with specific access needs, as guests can choose a site that best suits their vehicle, setup and mobility requirements, subject to availability and ground conditions.

Charlotte Plains' built accommodation is located within existing station infrastructure and is accessed by either one step or several steps. The accommodation rooms, shared kitchen, dining areas and bathroom facilities are not currently wheelchair accessible.

Guests should note:

- Some camping and accommodation areas are accessed by unsealed roads
- Weather can affect access between different areas of the property
- Natural ground and outdoor surfaces may be uneven
- Built accommodation involves step access
- Not all accommodation or camping areas will suit all access needs

Guests with mobility or access requirements are encouraged to contact Charlotte Plains before booking so the team can discuss the most suitable option for their stay.

11. Self-Drive Audio Guided Tour

Charlotte Plains offers a self-drive audio guided tour that allows guests to explore the property at their own pace.

The tour supports independent exploration and provides information about the property's history, landscapes, pastoral operations and key landmarks.

The audio format may assist guests who prefer listening to information, including some guests with vision impairment, reading difficulties, or language-processing preferences.

Guests follow designated roads and stops, helping support safe visitor movement and reduce unnecessary disturbance across the property.

Some tour stops are located within a natural station environment and may have uneven ground, dirt surfaces or step access. The Woolshed, one of the stops on the audio tour, has steps to enter and is not wheelchair accessible; however, guests can still view the building from the outside.

Guests should ensure their vehicle is suitable for the conditions and check with staff if they have concerns about road access.

12. Signage, Wayfinding and Guest Information

Guest information is provided through a range of channels, including:

- Website information
- Booking confirmation emails
- Onsite signage
- Maps
- Staff and Camp Host assistance
- Self-drive audio guided tour
- Printed Tour Book
- Wi-Fi-based guest communication where relevant

Charlotte Plains continues to improve signage, wayfinding and interpretation across guest-accessible areas. Staff can assist with directions, orientation and guest support where available.

13. Communication Support

Charlotte Plains welcomes guests from diverse backgrounds and aims to provide clear, respectful and helpful communication.

Staff may assist with:

- Simplified verbal explanations
- Directions and orientation
- Booking support
- Local information
- Road and weather updates
- Guest enquiries
- Practical access advice

Hospitality and Tourism Staff are often experienced in communicating with guests from different backgrounds, accents and languages. Multilingual-capable staff assistance may be available depending on staffing at the time.

Guests who require additional communication support are encouraged to contact the team before arrival.

14. Sensory Considerations

Charlotte Plains offers a spacious and naturally quiet outback setting, but conditions vary depending on season, weather, visitor numbers, and events.

Guests with sensory sensitivities may wish to consider:

- Limited mobile phone reception
- Remote and quiet surroundings
- Wildlife, birds and livestock sounds
- Dust, flies, heat, or strong sun
- Campfire smoke
- Low lighting at night
- Wet, muddy or slippery conditions after rain
- Music, crowds or increased activity during events and peak periods

Guests seeking a quieter stay may prefer to avoid major events, long weekends, and school holiday peak periods. Guests are welcome to contact the team for advice on quieter times to visit.

15. Families and children

Charlotte Plains is a family-friendly destination with open space, outdoor play opportunities and nature-based experiences. During select events and peak periods, family-friendly activities may be offered.

Families should be aware that the property is a working station with:

- Open water
- Hot artesian bathing areas
- Wildlife and livestock
- Vehicles and station roads
- Campfires where permitted
- Natural terrain
- Remote conditions

Children must be supervised at all times.

16. Pets and Assistance Animals

Charlotte Plains is pet-friendly, with dogs permitted in designated camping and accommodation areas, provided they are kept under control at all times and in line with the Charlotte Plains pet policy.

Assistance animals are welcome.

Guests travelling with an assistance animal are encouraged to contact the team before arrival so we can provide information about the property environment, other animals, camping areas, facilities and any practical considerations.

17. Food, Dietary and Self-Catering Considerations

Charlotte Plains is generally a self-catering destination. Guests are responsible for bringing their own food and supplies unless attending an event or booking an experience where catering is specifically included.

Guests with dietary requirements should plan ahead and bring appropriate food, medication, equipment or supplies.

Where possible, Charlotte Plains aims to support inclusivity through its hospitality offering, including options such as gluten-free beverages within the bar range when available.

Availability in Outback Queensland may vary, so guests with specific dietary requirements should plan ahead.

18. Medical and Emergency Considerations

Charlotte Plains is located in a remote area, approximately 40km from Cunnamulla.

Guests should travel with:

- Required medications
- Mobility aids
- Medical equipment
- Personal care items
- Drinking water
- Sun protection
- Suitable clothing and footwear
- Any support items needed during their stay

There is no mobile phone reception onsite. Emergency communication systems are available through staff, including Starlink internet and UHF radio.

Charlotte Plains maintains emergency procedures and onsite first aid resources. In an emergency, staff will contact emergency services or the Royal Flying Doctor Service where required.

Guests with medical or support needs should consider whether the remote setting is suitable and contact Charlotte Plains before booking.

19. Weather and Access Changes

Weather can affect accessibility at Charlotte Plains.

Rainfall may cause:

- Muddy surfaces
- Slippery areas
- Temporary road closures
- Restricted access between parts of the property
- Delays to arrival or departure
- Changes to guest movement across the station

Extreme heat may also affect guest comfort, mobility and safety.

Charlotte Plains monitors weather and road conditions and may temporarily close roads, bathing areas or guest-accessible areas where required.

Guests should check current conditions before travelling and follow staff advice while onsite.

20. Current Accessibility Features

Current accessibility and guest support features include:

- Accessible entry rail into the artesian bore pool
- Accessible bathroom facilities built to accessibility specifications
- Atv buggy transfers where required and operationally possible
- Self-drive audio guided tour
- Clear signage and wayfinding throughout guest-accessible areas
- Staff assistance with navigation, orientation and guest support where available
- Simplified verbal communication and explanations where appropriate
- Multilingual-capable staff assistance where available
- Picnic tables and umbrellas to increase shade and comfort
- Bench seating around the bore pool area

21. Recent and future improvements

Recent improvements include:

- Installation of an accessible entry rail into the bore pool
- Extension of the artesian bore pool area
- New decking and bench seating
- Addition of picnic tables and umbrellas
- Accommodation refurbishment, including new paint and flooring upgrades
- Ongoing road grading across key tourism routes
- Installation of informational signage at key landmarks
- Introduction of the self-drive audio guided tour

Future priorities include:

- Construction of a new bathroom and amenities block
- Continued improvement of guest infrastructure
- Continued enhancement of accessibility and onsite interpretation
- Refurbishment and enhancement of outdoor bathing facilities
- Further review of access, comfort and guest support needs over time

22. Feedback and continuous improvement

Charlotte Plains recognises that accessibility is an ongoing process.

While not all areas of the property can be fully modified due to the realities of a remote working station, the business remains committed to continuous improvement, practical support and respectful communication.

Guest feedback is welcomed and helps identify future improvements.

23. Contact Before Visiting

Guests with access, mobility, medical, sensory, communication, dietary or support requirements are encouraged to contact Charlotte Plains before booking or travelling.

The team can provide current information about:

- Road access
- Weather conditions
- Bathroom facilities
- Bathing areas
- Camping and accommodation options
- Atv buggy transfer availability
- Quieter travel periods
- Practical support available during your stay

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Courtesy of Sean Scott Photography