

› Minimum Tourism › Amenity Standards › for Towns in the › Northern Territory

Acronyms

| | |
|--------------|--|
| DIPL | Department of Infrastructure, Planning and Logistics |
| DTFHC | Department of Chief Minister & Cabinet and Department of Territory Families, Housing and Communities |
| FIFO | Fly in, fly out traveller for the purpose of work |
| FIT | Free independent traveller for the purpose of holiday travel |
| LGANT | Local Government Association of the Northern Territory |
| PIT | Project Implementation Team – Tourism Destination Management Planning |
| RPT | Refers to regional airports that receive regular public transport (RPT flights) |
| VFR | Visiting friends and relatives for the purpose of a holiday |

Glossary of Terms

| | | |
|--|--|--|
| Destination Management Planning | Is a comprehensive approach to regional tourism development, accounting for social, economic and ecological factors in the destination. It considers the interrelatedness of these factors and their relationship to tourism outcomes. | Deloitte Touche Tohmatsu Limited – Northern Territory Destination Management Plans |
| Destination Management Plan | Presents a summary of the information and insights progressively gained during the destination management planning process. | Deloitte Touche Tohmatsu Limited – Northern Territory Destination Management Plans |
| Disability | For the purposes of these guidelines is where people with sensory, cognitive, physical or other conditions experience unintended barriers when engaging with the built environment. | The UN Convention on the Rights of Persons with Disability |
| Ultra - Rapid Charging | Ultra-Rapid Charging Station – capable of recharging an electric vehicle fully in 20 to 40 minutes. | NRMA electric vehicle policy |

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Introduction

Tourism prospers in areas where the urban design aesthetics of the built environment are recognised as essential to building community. This extends to public art, architecture, amenity and heritage, which can help create meaningful connections between people and places. The Northern Territory is a place where visitors seek different experiences - ancient Aboriginal art and culture, learn about pioneering and military history, meet local wildlife and explore the NT's World Heritage-listed icons. As visitors travel across the Territory, they also seek common needs that enhance the visitor experience such as connectivity, a place to sleep, safety, good food experiences and facilities to stop and rest that help break up the drive between destinations.

During the development of Tourism Destination Management Plans some of these common issues were identified as concerns for visitors and stakeholders in the region and this project addresses a common action item from the Tourism Destination Management Planning process. "Regional and Town Councils to prioritise maintaining thoroughfares and central public facilities in an effort to create 'welcoming public spaces' across the Region." Therefore, a key outcome of this project is to achieve a consistent level of services delivered to visitors as they travel across towns and communities in the Northern Territory and provide standards for towns and communities to work towards.

The focus should be to improve main streets and/or town centre for the benefit of local businesses, the local community and visitors. Tourism NT, Department of Infrastructure, Planning and Logistics (DIPL), Department of Chief Minister & Cabinet and Department of Territory Families, Housing and Communities (DTFHC) to provide support to funding applications that will increase community safety, pride and a welcoming feel. Street design and development work that enriches public spaces to create a cohesive and inviting town centre and improved delivery of services could then be rewarded and celebrated by introducing future town centre or precinct awards, that help to build local community cohesion and pride.

The standards will address:

- Public amenities and waste disposal, including bathrooms and picnic areas.
- Cleanliness, visual appeal, public points of interest and signage to assist tourists.
- Considerations into other actions which create the feeling of safe and welcoming spaces
- Identification of other public facilities that may be required for tourist friendly towns, providing guidance for Local Councils along with NT Government funding bodies.

The Need for Consultation

Tourism Destination Planning is a relatively new process for local government authorities across the Northern Territory to participate in, yet local governments are ideally placed to deliver on the needs of visitors as they travel across the Territory. This paper is designed as an enabling tool, not prescriptive, therefore aligning to regional councils focus of developing economic development outcomes for their regions, presenting an environment of shared need and outcomes.

To ensure appropriate feedback was collated to inform the paper, the concept of Town Tier Ratings and Minimum Standards was circulated to all Tourism Project Implementation Team (PIT)¹ networks, providing an opportunity for local government practitioners to codesign the final product.

Methodology

Desktop research combined with current consumer feedback has identified a data set that informed consultations with key stakeholders enabling a robust set of criteria to be developed that will inform and guide Local Council and NT Government agencies on future Tourism development opportunities. The size, scale and design of new infrastructure is not covered by this report, rather a guide to inform the priority of future infrastructure development budgets that aims to improve the current visitor amenity across the Northern Territory.

Initially a demographic approach was taken, identifying five parameters that would be used to develop a Tourism Town Tier Matrix. These tier levels range from Tier 5 – those towns identifying greatly within the parameters, such as Darwin or Alice Springs and moving to Tier 1 – those smaller towns and communities less reliant on Tourist visitation. The four parameters are:

- Population – the size of the town
- Current visitor numbers – National and International visitor data
- Current visitor profile/type – Business Travel including FIFO, Free Independent Traveller (FIT), Group Travel (incl. cruise and rail), Visiting Friends and Relatives (VFR)
- Location/Access/Transport – Airport (Domestic, Regional); located on major Tourism Drive Route such as Explorer's Way, Nature's Way, Arnhem Way, Savannah Way, Binns Track, Overlanders Way, Red Centre Way, Outback Way.

How is the Rating Determined?

Each town will self-assess against each of the parameters to determine a town tier level. To achieve a particular tier level a town must initially demonstrate a majority criterion (>80%) in a certain tier

¹ PIT networks have been established for the consultation and implementation of actions in each Destination Management Plan.

level across each of the elements. For example, Alice Springs does not have a cruise ship terminal, but satisfies 95% of the remaining criterion for Tier 5, so is considered a Tier 5 Town.

Minimum Standards

Once the Tourism Town Tier Structure was finalised a minimum standard for each tier level was established and discussed with key stakeholders to determine the appropriate standards to achieve the outcomes of the program. Seven key standards have been identified as critically important to improve visitor satisfaction and visitor experience as visitors travel across the Territory. These elements are a combination of key experiences, consumer needs and visual amenity for the purpose of Tourism. The key elements are:












- Tourism Facilities
- Heritage Experiences
- Aboriginal Cultural Experiences
- Nature Experiences
- Built Environment
- Visitor Services, and
- Accessibility.

Each of these elements contains a number of parts all playing a role in developing the visitor experience across the Northern Territory. Using consumer feed-back we were able to rank each element into a matrix of minimum standard for each tier level.

By determining which Tourism Town Tier level each town currently resides within we can then apply the minimum standard across their current infrastructure, services and experiences to assist in identifying priority projects that will have the most impact on improving visitor experience and satisfaction of a Northern Territory holiday.

For example, Victoria Daly Regional Council use the Tourism Town Tier matrix to assess the town of Timber Creek as a Tier 3 town. Then they progress to the minimum standards chart for Tier 3 towns and by a process of gap analysis identify areas of improvement for the town which may include updating their operational procedures to include daily maintenance of their parks and daily rubbish removal, or apply for funding to introduce dedicated car, caravan, motor home and disabled parking adjacent to their park.

Tourism Town Tier Matrix

| Matrix Parameters | | Tier 5 | Tier 4 | Tier 3 | Tier 2 | Tier 1 |
|---------------------------|---------------------------------------|---|---|--|--|--|
| Population | | >25,000 | 7,500 to 24,999 | <7,500 | <7,500 | <7,500 |
| Visitor numbers per annum | | >200,000 | <200,000 | <75,000 | <50,000 | <50,000 |
| Visitor Profile/Type | | <ul style="list-style-type: none"> • Business • Group • FIT • VFR | <ul style="list-style-type: none"> • Business • Group • FIT • VFR | <ul style="list-style-type: none"> • Business • FIT • VFR | <ul style="list-style-type: none"> • Business • FIT • VFR | <ul style="list-style-type: none"> • Business |
| Location/Access/Transport | | | | | | |
| | Domestic Airport |  | | | | |
| | Regional Airport with regular RPT* | |  |  | | |
| | Regional Airport with non-regular RPT | | | |  |  |
| | Cruise Ship Terminal |  | | | | |
| | Located on major Tourism Drive Route |  |  |  | | |
| | Ghan Railway Terminal |  |  | | | |
| | | | | | | |

*Note: RPT - refers to regional airports that receive regular public transport (RPT flights)

The below table considers the minimum standards for each Tourism Town Tier.

Elements Considered - Minimum Standard for each Town Tier





| | |
|---------------------------------|---|
| Tourism Facilities | Accommodation, food & beverage, attractions, activities, events, fuel, retail precinct relevant to tourists. |
| Heritage Experiences | Historical connections, specific heritage sites, touring options, attractions, arts, crafts, cuisine. |
| Aboriginal Cultural Experiences | Welcome to Town recognition of local clans. Specific cultural sites, touring options, arts, crafts, cuisine. |
| Nature Experiences | Close proximity to National Park, conservation area. Recognised touring for birding, nature spotting and fishing. Specific access sites, walking trails, scenic lookouts or 4WD routes. |
| Built Environment | City, towns, communities, wayside inns – appearance and upkeep of infrastructure. Specific features, parks and gardens, BBQ and picnic facilities, shade, car-parking availability, electric vehicle charging, access to potable water, access to a free dump point, accessible public toilets. |
| Visitor Services | Marketing information including websites, maps, etc. Visitor Information Centres or information bay. Site specific interpretation. Way finding signage, signposting, lighting for safety and connectivity |
| Accessibility | When it comes to the built environment - accessibility is whether the designs are 'enabling' or 'disabling', 'empowering' or 'disempowering', and whether the experience of the place feels inclusive or marginalised ² . 'Disability', for the purposes of these guidelines is where people with sensory, cognitive, physical or other conditions experience unintended barriers when engaging with the built environment. ³ This can refer to accessible tourism products and services or accessible toilets, pathways and other public spaces. |

² Disability Planning in Local Government – Final Report – October 2013




³ The UN Convention on the Rights of Persons with Disability.

Appendix 1 – Tier 5





Tier 5 Minimum Standard Tourism Facilities

| Tourism Facilities | | Minimum Standard |
|-------------------------|----------------------|--|
| Accommodation Types | | |
| | Hotel/Motel | Large variety |
| | Hosted Accommodation | Large variety |
| | Serviced Apartments | Large variety |
| | Self-Catering | Large variety |
| | Caravan-Holiday Park | Large variety |
| Food & Beverage Options | | A Large variety of cafes, restaurants, clubs, pubs and roadhouses providing meals 7 days per week. |
| Fuel Availability | | 7 days per week, 24 hours per day |
| Attractions/Activities | | >10 private and public combined |
| Retail Options | | Tourism relevant Retail Precinct |
| Events | | |
| | Community Events |  |
| | Markets |  |
| | Festivals |  |
| | NT Major Event |  |

Tier 5 Minimum Standard Heritage Experiences

| Heritage Experiences | | Minimum Standard |
|----------------------|-------------------------|---|
| | Specific Heritage Sites |  |
| | Museum |  |
| | Tours Available |  |









Tier 5 Minimum Standard Aboriginal Cultural Experiences

| Aboriginal Cultural Experiences | | Minimum Standard |
|---------------------------------|---|---|
| | Welcome to Town recognition of local clans |  |
| | Specific cultural sites |  |
| | Art Gallery |  |
| | Touring Options |  |







Tier 5 Minimum Standard Nature Experiences

| Nature Experiences | | Minimum Standard |
|--------------------|---|---|
| | National Park |  |
| | Parks and Reserves |  |
| | Accessible Walking trails and lookouts |  |
| | Access to aquatic experiences such as fishing or river cruises. |  |
| | Local Wildlife Tours |  |

Tier 5 Minimum Standard Built Environment










| Built Environment | | Minimum Standard | |
|-------------------|---|---|---|
| | Visually appealing streetscape that improves the local and visitor experience |  | |
| | Parks and gardens with shade |  | Daily rubbish removal and maintenance |
| | BBQ and picnic facilities |  | Cleaned daily and well maintained |
| | Accessible Public toilets |  | Cleaned daily and well maintained/no graffiti |
| | Car, caravan and motor home-parking availability |  | |
| | Access to potable water |  | |
| | Access to a free dump point |  | |
| | Electric vehicle charging (Ultra-Rapid Charging) ⁴ |  | |

Tier 5 Minimum Standard Visitor Services

| Visitor Services | | Minimum Standard | |
|------------------|---|---|--|
| | Website, Local Maps |  | |
| | Visitor Information Centre |  | |
| | Visitor Information Bay |  | |
| | Way finding signage for public facilities and points of interest. |  | |
| | Safety Measures in Place – eg lighting, ranger patrols etc |  | |
| | Connectivity – Mobile coverage and free wi-fi areas |  | |

⁴ Ultra-Rapid Charging Station – capable of recharging an electric vehicle fully in 20 – 40 minutes.

Tier 5 Minimum Standard Accessibility




| Accessibility | | Minimum Standard |
|---------------|---|---|
| | Unisex Accessible Public Toilet |  |
| | Ambulant Accessible Male and Female Public Toilets |  |
| | Disability Parking Bays |  |
| | Continuously accessible path of travel to all the facilities. |  |
| | Tactile Ground Surface Indicators at arrival and end points. |  |
| | Wayfinding assistance is provided by Tactile Ground Surface Indicator paths or other braille, tactile signs or wayfinding techniques. |  |
| | Shelters provided to protect against sun with seating, eating and viewing areas. |  |
| | Accessible Fishing Platforms where applicable |  |
| | Public attractions provide accessible access |  |
| | Accessible touring options are available |  |

Appendix 2 – Tier 4





Tier 4 Minimum Standard Tourism Facilities

| Tourism Facilities | | Minimum Standard |
|-------------------------|----------------------|--|
| Accommodation Types | | |
| | Hotel/Motel | Small variety |
| | Hosted Accommodation | Small variety |
| | Serviced Apartments | Small variety |
| | Self-Catering | Small variety |
| | Caravan-Holiday Park | Small variety |
| Food & Beverage Options | | A small variety of cafes, restaurants, clubs, pubs and roadhouses providing meals 7 days per week. |
| Fuel Availability | | 7 days per week, 24 hours per day |
| Attractions/Activities | | >8 private and public combined |
| Retail Options | | Tourism relevant Retail Precinct |
| Events | | |
| | Community Events | ✓ |
| | Markets | ✓ |
| | Festivals | ✓ |
| | NT Major Event | |

Tier 4 Minimum Standard Heritage Experiences

| Heritage Experiences | | Minimum Standard |
|----------------------|-------------------------|---|
| | Specific Heritage Sites |  |
| | Museum |  |
| | Tours Available |  |









Tier 4 Minimum Standard Aboriginal Cultural Experiences

| Aboriginal Cultural Experiences | | Minimum Standard |
|---------------------------------|---|---|
| | Welcome to Town recognition of local clans |  |
| | Specific cultural sites |  |
| | Art Gallery |  |
| | Touring Options |  |







Tier 4 Minimum Standard Nature Experiences

| Nature Experiences | | Minimum Standard |
|--------------------|---|---|
| | National Park |  |
| | Parks and Reserves |  |
| | Accessible Walking trails and lookouts |  |
| | Access to aquatic experiences such as fishing or river cruises. |  |
| | Local Wildlife Tours |  |

Tier 4 Minimum Standard Built Environment

| Built Environment | | Minimum Standard | |
|-------------------|---|---|---|
| | Visually appealing streetscape that improves the local and visitor experience |  | |
| | Parks and gardens with shade |  | Daily rubbish removal and maintenance |
| | BBQ and picnic facilities |  | Cleaned daily and well maintained |
| | Accessible Public toilets |  | Cleaned daily and well maintained/no graffiti |
| | Car, caravan and motor home-parking availability |  | |
| | Access to potable water |  | |
| | Access to a free dump point |  | |
| | Electric vehicle charging (Ultra-Rapid Charging) |  | |

Tier 4 Minimum Standard Visitor Services

| Visitor Services | | Minimum Standard | |
|------------------|---|---|--|
| | Website, Local Maps |  | |
| | Visitor Information Centre |  | |
| | Visitor Information Bay |  | |
| | Way finding signage for public facilities and points of interest. |  | |
| | Safety Measures in Place – eg lighting, ranger patrols etc |  | |
| | Connectivity – Mobile coverage and free wi-fi areas |  | |

Tier 4 Minimum Standard Accessibility



| Accessibility | | Minimum Standard |
|---------------|---|---|
| | Unisex Accessible Public Toilet |  |
| | Ambulant Accessible Male and Female Public Toilets |  |
| | Disability Parking Bays |  |
| | Continuously accessible path of travel to all the facilities. |  |
| | Tactile Ground Surface Indicators at arrival and end points. |  |
| | Wayfinding assistance is provided by Tactile Ground Surface Indicator paths or other braille, tactile signs or wayfinding techniques. |  |
| | Shelters provided to protect against sun with seating, eating and viewing areas. |  |
| | Accessible Fishing Platforms | |
| | Public attractions provide accessible access |  |
| | Accessible touring options are available |  |

Appendix 3 – Tier 3




Tier 3 Minimum Standard Tourism Facilities

| Tourism Facilities | | Minimum Standard |
|-------------------------|----------------------|--|
| Accommodation Types | | |
| | Hotel/Motel | Small variety |
| | Hosted Accommodation | |
| | Serviced Apartments | |
| | Self-Catering | |
| | Caravan-Holiday Park | Small variety |
| Food & Beverage Options | | A small variety of cafes, restaurants, clubs, pubs and roadhouses providing meals 7 days per week. |
| Fuel Availability | | 7 days per week, business hours |
| Attractions/Activities | | >6 private and public combined |
| Retail Options | | Retail Precinct |
| Events | | |
| | Community Events | ✓ |
| | Markets | ✓ |
| | Festivals | |
| | NT Major Event | |

Tier 3 Minimum Standard Heritage Experiences

| Heritage Experiences | | Minimum Standard |
|----------------------|-------------------------|---|
| | Specific Heritage Sites |  |
| | Museum |  |
| | Tours Available | |







Tier 3 Minimum Standard Aboriginal Cultural Experiences

| Aboriginal Cultural Experiences | | Minimum Standard |
|---------------------------------|---|---|
| | Welcome to Town recognition of local clans |  |
| | Specific cultural sites |  |
| | Art Gallery |  |
| | Touring Options | |






Tier 3 Minimum Standard Nature Experiences

| Nature Experiences | | Minimum Standard |
|--------------------|---|---|
| | National Park |  |
| | Parks and Reserves |  |
| | Accessible Walking trails and lookouts |  |
| | Access to aquatic experiences such as fishing or river cruises. | |
| | Local Wildlife Tours | |

Tier 3 Minimum Standard Built Environment

| Built Environment | | Minimum Standard | |
|-------------------|---|---|---|
| | Visually appealing streetscape that improves the local and visitor experience |  | |
| | Parks and gardens with shade |  | Daily rubbish removal and maintenance |
| | BBQ and picnic facilities |  | Cleaned daily and well maintained |
| | Accessible Public toilets |  | Cleaned daily and well maintained/no graffiti |
| | Car, caravan and motor home-parking availability |  | |
| | Access to potable water |  | |
| | Access to a free dump point |  | |
| | Electric vehicle charging (Three Phase only) |  | |

Tier 3 Minimum Standard Visitor Services


| Visitor Services | | Minimum Standard | |
|------------------|---|---|--|
| | Website, Local Maps |  | |
| | Visitor Information Centre | | |
| | Visitor Information Bay |  | |
| | Way finding signage for public facilities and points of interest. |  | |
| | Safety Measures in Place – eg lighting, ranger patrols etc |  | |
| | Connectivity – Mobile coverage |  | |

Tier 3 Minimum Standard Accessibility



| Accessibility | | Minimum Standard |
|---------------|---|---|
| | Unisex Accessible Public Toilet |  |
| | Ambulant Accessible Male and Female Public Toilets | |
| | Disability Parking Bays |  |
| | Continuously accessible path of travel to all the facilities. |  |
| | Tactile Ground Surface Indicators at arrival and end points. |  |
| | Wayfinding assistance is provided by Tactile Ground Surface Indicator paths or other braille, tactile signs or wayfinding techniques. |  |
| | Shelters provided to protect against sun with seating, eating and viewing areas. |  |
| | Accessible Fishing Platforms | |
| | Public attractions provide accessible access |  |
| | Accessible touring options are available |  |

Appendix 4 – Tier 2



Tier 2 Minimum Standard Tourism Facilities

| Tourism Facilities | | Minimum Standard |
|-------------------------|---|---|
| Accommodation Types | | |
| | Hotel/Motel | An option |
| | Hosted Accommodation | |
| | Serviced Apartments | |
| | Self-Catering | |
| | Caravan-Holiday Park | An option |
| Food & Beverage Options | An option of cafes, restaurants and roadhouses providing meals 5 days per week. | |
| Fuel Availability | 7 days per week, business hours | |
| Attractions/Activities | >2 private and public combined | |
| Retail Options | Access to groceries and supplies | |
| Events | | |
| | Community Events |  |
| | Markets | |
| | Festivals | |
| | NT Major Event | |

Tier 2 Minimum Standard Heritage Experiences

| Heritage Experiences | | Minimum Standard |
|----------------------|-------------------------|---|
| | Specific Heritage Sites |  |
| | Museum |  |
| | Tours Available | |







Tier 2 Minimum Standard Aboriginal Cultural Experiences

| Aboriginal Cultural Experiences | | Minimum Standard |
|---------------------------------|---|---|
| | Welcome to Town recognition of local clans |  |
| | Specific cultural sites | |
| | Art Gallery |  |
| | Touring Options | |




Tier 2 Minimum Standard Nature Experiences

| Nature Experiences | | Minimum Standard |
|--------------------|---|---|
| | National Park | |
| | Parks and Reserves |  |
| | Accessible Walking trails and lookouts |  |
| | Access to aquatic experiences such as fishing or river cruises. | |
| | Local Wildlife Tours | |

Tier 2 Minimum Standard Built Environment

| Built Environment | | Minimum Standard | |
|-------------------|---|--|---|
| | Visually appealing streetscape that improves the local and visitor experience |  | |
| | Parks and gardens with shade |  | Daily rubbish removal and maintenance |
| | BBQ and picnic facilities |  | Cleaned daily and well maintained |
| | Accessible Public toilets |  | Cleaned daily and well maintained/no graffiti |
| | Car, caravan and motor home-parking availability | | |
| | Access to potable water |  | |
| | Access to a free dump point |  | |
| | Electric vehicle charging | | |

Tier 2 Minimum Standard Visitor Services


| Visitor Services | | Minimum Standard | |
|------------------|---|---|--|
| | Website, Local Maps | | |
| | Visitor Information Centre | | |
| | Visitor Information Bay | | |
| | Way finding signage for public facilities and points of interest. |  | |
| | Safety Measures in Place – eg lighting, ranger patrols etc |  | |
| | Connectivity – Mobile coverage |  | |

Tier 2 Minimum Standard Accessibility


| Accessibility | | Minimum Standard |
|---------------|---|---|
| | Unisex Accessible Public Toilet |  |
| | Ambulant Accessible Male and Female Public Toilets | |
| | Disability Parking Bays |  |
| | Continuously accessible path of travel to all the facilities. |  |
| | Tactile Ground Surface Indicators at arrival and end points. |  |
| | Wayfinding assistance is provided by Tactile Ground Surface Indicator paths or other braille, tactile signs or wayfinding techniques. |  |
| | Shelters provided to protect against sun with seating, eating and viewing areas. |  |
| | Accessible Fishing Platforms | |
| | Public attractions provide accessible access |  |
| | Accessible touring options are available | |

Appendix 5 – Tier 1


Tier 1 Minimum Standard Tourism Facilities

| Tourism Facilities | | Minimum Standard |
|-------------------------|--|---|
| Accommodation Types | | |
| | Hotel/Motel *this may include accommodation catering to workers | An option |
| | Hosted Accommodation | |
| | Serviced Apartments | |
| | Self-Catering | |
| | Caravan-Holiday Park | |
| Food & Beverage Options | | Access to meals 5 days per week |
| Fuel Availability | | 5 days per week, business hours |
| Attractions/Activities | | >2 private and public combined |
| Retail Options | | Limited access to groceries and supplies |
| Events | | |
| | Community Events |  |
| | Markets | |
| | Festivals | |
| | NT Major Event | |

Tier 1 Minimum Standard Heritage Experiences

| Heritage Experiences | | Minimum Standard |
|----------------------|-------------------------|---|
| | Specific Heritage Sites |  |
| | Museum | |
| | Tours Available | |





Tier 1 Minimum Standard Aboriginal Cultural Experiences

| Aboriginal Cultural Experiences | | Minimum Standard |
|---------------------------------|---|--|
| | Welcome to Town recognition of local clans |  |
| | Specific cultural sites | |
| | Art Gallery | |
| | Touring Options | |




Tier 1 Minimum Standard Nature Experiences

| Nature Experiences | | Minimum Standard |
|--------------------|---|---|
| | National Park | |
| | Parks and Reserves |  |
| | Accessible Walking trails and lookouts | |
| | Access to aquatic experiences such as fishing or river cruises. | |
| | Local Wildlife Tours | |








Tier 1 Minimum Standard Built Environment

| Built Environment | | Minimum Standard | |
|-------------------|---|---|---|
| | Visually appealing streetscape that improves the local and visitor experience |  | |
| | Parks and gardens with shade |  | Daily rubbish removal and maintenance |
| | BBQ and picnic facilities |  | Cleaned daily and well maintained |
| | Accessible Public toilets |  | Cleaned daily and well maintained/no graffiti |
| | Car, caravan and motor home-parking availability | | |
| | Access to potable water | | |
| | Access to a free dump point | | |
| | Electric vehicle charging | | |

Tier 1 Minimum Standard Visitor Services

| Visitor Services | | Minimum Standard | |
|------------------|---|---|--|
| | Website, Local Maps | | |
| | Visitor Information Centre | | |
| | Visitor Information Bay |  | |
| | Way finding signage for public facilities and points of interest. |  | |
| | Safety Measures in Place – eg lighting, ranger patrols etc |  | |
| | Connectivity – Mobile coverage | | |

Tier 1 Minimum Standard Accessibility

| Accessibility | | Minimum Standard |
|---------------|---|---|
| | Unisex Accessible Public Toilet |  |
| | Ambulant Accessible Male and Female Public Toilets | |
| | Disability Parking Bays |  |
| | Continuously accessible path of travel to all the facilities. |  |
| | Tactile Ground Surface Indicators at arrival and end points. |  |
| | Wayfinding assistance is provided by Tactile Ground Surface Indicator paths or other braille, tactile signs or wayfinding techniques. |  |
| | Shelters provided to protect against sun with seating, eating and viewing areas. |  |
| | Accessible Fishing Platforms | |
| | Public attractions provide accessible access |  |
| | Accessible touring options are available | |

For further information

Contact Tourism NT

Email strategy.tourism@nt.gov.au

Phone 08 8999 3808

Tourism NT's corporate website

tourismnt.com.au is a valuable resource for accessing information.

Guidelines for the Tourism Town Asset

Program 2021-22 are available at

tourismnt.com.au/industry-toolkit/grants-funding