Venue and Safety Information for School Day and Overnight Excursions TARONGA WESTERN PLAINS ZOO



Venue name	Taronga Western Plains Zoo	
Location	Obley Road, Dubbo 2830	
Phone number	(02) 6881 1433	Email twpzeducation@zoo.nsw.gov.au
Web address	www.taronga.org.au	
Insurance	Does the venue have public li	ability cover? Yes ⊠ No □
Hazard	Associated risk	Existing risk controls
	DAYTIME VISITS (INCLUDING	FULL DAY PROGRAMS AND EDUCATION WORKSHOPS)
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Fraffic Hazards and Vehicles – both	Injury from a moving vehicle	 Supervising teachers must: ensure all students alight from buses/ vehicles in the designated parking areas not directly in front of the Education Centre. ensure all students are aware that general road rules apply to all circuits throughout the site. provide supervision for students when embarking / disembarking from transport vehicles and be instructed on safe crossing points (i.e. pedestrian crossings). This applies upon arrival and around the
Fraffic Hazards and Vehicles – both external and in-grounds vehicle		 Supervising teachers must: ensure all students alight from buses/ vehicles in the designated parking areas not directly in front of the Education Centre. ensure all students are aware that general road rules apply to all circuits throughout the site. provide supervision for students when embarking / disembarking from transport vehicles and be instructed on safe crossing points (i.e. pedestrian crossings). This applies upon arrival and around the circuit. be familiar with bike hire and cart risk controls as per the bike hire and cart risk assessment (if pre booked).
Fraffic Hazards and Vehicles – both external and in-grounds vehicle		 Supervising teachers must: ensure all students alight from buses/ vehicles in the designated parking areas not directly in front of the Education Centre. ensure all students are aware that general road rules apply to all circuits throughout the site. provide supervision for students when embarking / disembarking from transport vehicles and be instructed on safe crossing points (i.e. pedestrian crossings). This applies upon arrival and around the circuit. be familiar with bike hire and cart risk controls as per the bike hire and cart risk assessment (if pre
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Fraffic Hazards and Vehicles – both external and in-grounds vehicle		 Supervising teachers must: ensure all students alight from buses/ vehicles in the designated parking areas not directly in front of the Education Centre. ensure all students are aware that general road rules apply to all circuits throughout the site. provide supervision for students when embarking / disembarking from transport vehicles and be instructed on safe crossing points (i.e. pedestrian crossings). This applies upon arrival and around the circuit. be familiar with bike hire and cart risk controls as per the bike hire and cart risk assessment (if pre booked).
Traffic Hazards and Vehicles – both external and in-grounds vehicle movements		 Supervising teachers must: ensure all students alight from buses/ vehicles in the designated parking areas not directly in front of the Education Centre. ensure all students are aware that general road rules apply to all circuits throughout the site. provide supervision for students when embarking / disembarking from transport vehicles and be instructed on safe crossing points (i.e. pedestrian crossings). This applies upon arrival and around the circuit. be familiar with bike hire and cart risk controls as per the bike hire and cart risk assessment (if pre booked). ensure students use designated walking paths around the site. Taronga traffic management rules in place include but are not limited to:

		the provision of hazard lights when Zoo vehicles are travelling backwards around the zoo circuit.	
		WWCC existing for all Taronga Western Plains Zoo Staff and Volunteers.	
		Primary duty of care is with the school's attending teachers/supervising adults.	
	Duty of Care Management (including lost students and large public crowds)	Taronga Western Plains Zoo provides free entry for supervising adults on a ratio of 1:5 for all stage groups. Schools to provide supervision as per student needs.	
Child Protection		Students should be actively supervised at all times within Zoo grounds by supervising teachers/adults. Supervising teachers have acknowledged this via the online booking form.	
cinia Protection		Teachers/supervising adults should implement effective supervision strategies (e.g. name badges, mobile contact number displayed on students, utilizing Zoo staff in case of emergencies, regular roll calls and emergency meeting points).	
		Teachers/supervising adults should ensure students behave appropriately and follow instructions at all times.	
		If required teachers/supervising adults and students must follow requests from Taronga Western Plains Zoo employees and volunteers e.g. in the vicinity of animals, retail areas etc.	
	First Aid Required Medical Emergency	All attending schools must bring their own first aid kit.	
		School's supervising teachers must be in possession of information on all students' medical needs, including Emergency Response Plans (including Anaphylaxis and Asthma) and medication.	
First Aid and Emergency Response		First Aid Officers are on duty within Zoo opening hours.	
		For escalation of Medical Aid supervising teachers/ adults are to approach Taronga Western Plains Zoo Staff as Taronga's Emergency Response Plan can be implemented which includes First Aid Officers or emergency code calls, including external communication with emergency services.	
		Supervising teachers/adults and students are to wear enclosed footwear.	
Walking on uneven circuit track	Slips, trips and falls	Supervising teachers are aware that the Taronga Western Plains Zoo circuit is 6km in length . Appropriate transport provisions must be arranged to suit student capabilities.	
		School must communicate with Education Administration Officer if additional provisions are required for student access.	

		In the event of severe weather, Taranga Western Plains Zoo Emergency Response Plan will be enacted.		
		Each school's duty of care responsibility must dictate whether their excursion is to go ahead – option for school to cancel/postpone their visit.		
Environmental Impacts	Extreme Weather Conditions (incl. Heat	School's advised that appropriate PPE is recommended for excursion (via excursion information document) – including water, sunscreen, hats, warm clothing (in winter) and wet weather gear.		
Livilonmental impaces	stress, Sunburn, Storms, High Winds)	Students should pack and bring their own water bottles. Water is available from drinking water taps and refill stations throughout the Zoo, pending communicable diseases regulations e.g. COVID, where they may be turn off to reduce the risk of disease transmission.		
		Teachers should be aware of areas of shelter in Zoo grounds in case of hot or wet weather (via excursion information document).		
	Unprepared for Excursion	It is the responsibility of the school to ensure that all relevant attending adults are informed of their responsibility while on excursion. This information will be emailed to the school and will include risk assessment and other relevant site information.		
Information Centre and Communications	_	Guests are not permitted to bring and operate radios within Zoo grounds.		
	supervision requirements	Additional information also available on Taronga Website (<u>www.taronga.org.au</u>)		
		Animals are regularly checked for potential disease.		
		Students are reminded to observe proper hygiene after contact with animals during pre-booked workshop and programs- i.e. washing hands or use antibacterial foam.		
Contact with Flora and Fauna	Animal bite or scratch	Restricted access and instructional signage must be observed by public.		
	Disease or allergy	First Aid available via Taronga Western Plains Zoo Emergency Response Plan (See above: First Aid and Emergency Response).		
		Guests are not to feed animals under any circumstances.		
Water Bodies	Injury or drowning	Supervising teachers/ adults must supervise all students at all times near water.		
		All water bodies in Zoo grounds are equipped with safety equipment.		
Behind the Scenes access/ tours	Collision	Students and teachers will be briefed on potential traffic hazards before accessing behind the Scenes areas (for pre booked workshops or programs).		
	Slips, Trips, Falls			

	First Aid or Medical Emergency	Students accessing behind the scenes areas to be accompanied by Taronga Western Plains Zoo staff (carrying a two-way radio and mobile phone) at all times and briefed on safety hazards related to potential trips or slips.
		All staff operating the tour are trained, have all competencies signed off and documented and hold a current LR.
	Untrained staff Student misbehaviour	The vehicle is equipped with 2 way radio, H ₂ O fire extinguisher and air horn. A camera for viewing passengers in place for Taronga staff.
	Guests trying to exit the bus while out	All guests undertake a pre tour safety briefing.
Savannah Bus Tour	on Savannah exhibit	Taronga staff to maintain a 10m distance between the vehicle and any animals in the exhibit.
	Unwanted contact with animals	Driver to call Zoo keeping team for assistance to retrieve lost items from the vehicle.
	Items fallen from truck	Vehicle breakdown to be managed in accordance with the Animal Emergency Procedures.
	Truck breakdown or emergency	Supervising teachers/ adults must supervise all students at all times while on the tour.
		In the event of continued misbehaviour, staff to return the truck immediately to loading area.
		Animals are under the supervision of trained Taronga Western Plains Zoo staff members.
Animal bites or scratches to visitor	Animal bite or scratch	Animals used during workshops are conditioned to minimize potential bites or scratches.
during pre-booked education workshop or program		Animal Handling Procedures and policies kept up to date and communicated with staff.
		First aid Officers on site (See above: First Aid and Emergency Response).
Risk of Zoonotic disease e.g. Ringworm, Salmonella	Infection	Clear instructions given by staff during every workshop (e.g. hand washing procedures and locations).
	intection	Consistent adherence to standard husbandry procedures (e.g. animal handling training, hygiene, quarantine procedures, staff ensure up-to-date-knowledge and communication of animal health, control of pests).
		Group size maximum determined for each teaching space.
	Uncontrolled visitors could lead to	Clear instructions given by staff before visitors enter area.
Adverse group/individual behaviour	adverse animal behaviour (e.g. scratch/bite)	Clear communication with visitors before their Zoo visit that duty of care/behaviour management is the responsibility of the supervising teachers/adults.
		Consistent behaviour management (including removing visitors from area if necessary).

		Designated paths and seating areas to assist in effective management of groups.
		Taronga Education to provide schools advanced communication regarding PPE recommended for excursion – including rain coats, water, sunscreen, face masks (if applicable), enclosed shoes and hats.
		Water available from drinking water taps and refill stations throughout the Zoo, pending communicable diseases regulations e.g. COVID, where they may be turn off to reduce the risk of disease transmission.
Extreme weather	Heat related issues (lethargy, heat stress), extreme cold weather, high	Shady areas provided in all teaching locations and around the site.
Extreme weather	wind issues (branches falling), heavy rain (flooding, slip hazard)	Trees area maintained around teaching spaces to minimize branch falling.
		Taronga educators to monitoring visitors during workshops and programs and modify activity/venue as necessary.
		In the event of severe weather, Taronga's Emergency Response Plan will be enacted.
	Spread of communicable disease by staff	Taronga staff must declare all suspected and confirmed cases of communicable disease and directed to self-isolate as appropriate and in accordance with NSW Health.
		Taronga staff, volunteers, contractors and tertiary students are required to be fully vaccinated for COVID-19. This vaccination requirement is also applicable to other students and guests when accessing non-public areas of the site, such as for school work experience placements.
		Students and Teachers must declare any suspected or confirmed cases of communicable disease to their school and not attend the excursion/incursion.
		Taronga staff will follow and implement guidelines and protocols in accordance with Taronga WHS and NSW health in relation to communicable diseases which includes, but is not limited to:
Communicable Disease		-Thoroughly disinfecting all equipment and educational resources that students and guests will come in to contact with
		-Regular handwashing with soap or use of hand sanitiser, which is made readily available throughout the zoo site, and at key locations such as education spaces
		Revise and modify program manuals and checklists such as SOPs to support program delivery.
		Staff/guests to wear a face mask if required and identified through WHS risk assessment and guidelines.
		Program delivery for children/students to be line with NSW Health guidelines for schools and childcare – https://www.nsw.gov.au/covid-19/education/schools-and-childcare

		Program delivery is always conducted in strict alignment with all current public health orders and protocols in
		place at the time of the site visit by governing bodies including but not limited to NSW Health, NSW
		Government, and NSW Department of Education.
		Regular briefings to Educators and GEOs communicating and reinforcing COVID-19 protocols.
		Staff asked to provide feedback in regards to physical distancing (both for staff and children) and immediately report areas of concern to supervisor and manager.
		Students and guests will not attend the site if feeling unwell and will notify Taronga's Education Administrative and Bookings staff. Program participants must also declare all suspected and confirmed cases of COVID-19 and self-isolate as appropriate and in accordance with NSW Health.
		Education staff will follow guidelines and protocols in accordance with Taronga WHS and NSW Health in relation to communicable diseases which includes, but is not limited to: -Thoroughly disinfecting all equipment that they have come in to contact before and after use -Regular hand washing with soap or use of hand sanitiser
		-Adhering to Education guidelines at all times and with staff/adults maintaining 1.5 metres where practicalDirectly following the instructions from Taronga Western Plains Zoo staff.
		If a student/guest is showing flu-like symptoms, they will be immediately quarantined or sent home from the site and will be permitted to return only once well again or if they have been cleared of having COVID-19 if this is a concern.
Communicable Disease	Spread of communicable disease by	External stakeholders must also declare all suspected and confirmed cases of COVID-19 and self-isolate as appropriate and in accordance with NSW Health.
Communicable Disease	students/guests	All adults are required to adhere to COVID-safe protocols in place at the time of the visit, such as checking in using the Service NSW QR code system. In alignment with requirements of NSW Department of Education, students do not need to check in to a venue for a school excursion or overnight camp, but a designated school staff member is responsible for maintaining records of all student participants to be provided to NSW Health within 4 hours of notification for contact tracing purposes.
		The COVID-safe requirements of students and young people is closely aligned with those in place for schools, as directed by NSW Department of Education, NSW Government, and NSW Health, including the wearing of face masks and Rapid Antigen Testing (RAT) procedures. While RAT protocols are in place in schools, students and staff are required to conduct one of their provided tests prior to their excursion or camp.
		Students, supervising teachers and guests will be briefed on arrival to education activity (e.g. Workshop, meeting, etc.) to ensure they are aware of guidelines and requirements.
		Students, supervising teachers and guests will be reminded throughout the day in regards to good hygiene practices.

		Students and supervising teachers will not access communal Taronga staff areas such as lunch areas and kitchens		
EVENING AND OVERNIGHT PROGRAMS – In addition to Risk Controls indicated above				
formation and Communications	Attending adults and students unaware of excursion and supervision requirements.	It is the responsibility of the school to ensure that all relevant attending adults are informed of their responsibility while on excursion. This information will be emailed to the school and will include this risk assessment and other relevant site information. Additional information also available on Taronga Website (www.taronga.org.au).		
		Taronga Education to provide schools advanced communication regarding drop off, parking arrangements and supervision requirements at the Zoo.		
		Schools are instructed to sign in at Savannah Plaza Information Desk. If the school arrives before 4pm the school will be instructed to drive around to the camp site. If after 4pm (after hours) Taronga staff will meet group at Savannah Plaza Information Desk and escort the group to Billabong Camp.		
	Injury from a moving vehicle	Supervising teachers must: • ensure all students alight from buses/ vehicles in the designated parking areas not directly in front of the Savannah Plaza or Billabong Camp area.		
Traffic hazards and vehicles		 ensure all students are aware that general road rules apply to all circuits throughout the site. provide supervision for students when embarking / disembarking from transport vehicles and be instructed on safe crossing points (i.e. pedestrian crossings). This applies upon arrival and around the circuit. be familiar with bike hire and cart risk controls as per the bike hire and cart risk assessment (if pre 		
		 booked). ensure students use designated walking paths around the site. 		
		 Taronga traffic management rules in place include but are not limited to: ten kilometer speed limit enforced for all vehicles. safety buzzer/light in use for buggies. the provision of hazard lights when Zoo vehicles are travelling backwards around the zoo circuit. 		
		WWCC is a requirement for all Taronga Staff and Volunteers.		
	Duty of Care Management (including lost students/isolation from group)	Taronga provides free entry for supervising adults at a ratio of 1:10 for all stage groups on ZooSnooz. Schools to provide supervision as per student needs.		
hild Protection		Primary duty of care is with the school's attending teachers/adults. Students should be chaperoned at all times within Zoo grounds by supervising teachers/adults. Supervising teachers have acknowledged this via the online booking form.		

		Supervising teachers/adults should implement effective supervision strategies (e.g. name badges, mobile contact number displayed on students, utilizing Zoo staff in case of emergencies, regular roll calls and emergency meeting points).
		Supervising teachers must ensure students behave appropriately and follow instructions at all times.
		If required, all guests must follow requests from Taronga employees e.g. in the event of an emergency, while in the vicinity of animals, retail areas etc.
		All attending schools are to bring their own first aid kit.
		Supervising teachers must be in possession of information on all students' medical needs, including Emergency Response Plans (including Anaphylaxis and Asthma) and medication.
		Taronga staff will be onsite overnight, with accommodation close to access front gates. Supervising teachers/adults are shown this location. Mobile contact between supervising teachers/adults and Taronga staff is also available. ZooSnooz mobile number - 0404 472 691.
First Aid and Emergency Response	First Aid Required Emergency (including medical	For escalation of Medical Aid, supervising teachers/adults are to approach Taronga Staff or contact them via the ZooSnooz mobile phone number as Taronga's Emergency Response Plan can be implemented, including external communication with emergency services.
		All overnight Taronga staff are first aid trained.
		First Aid Officers are on duty within Zoo opening hours.
		In the event of an evacuation or lockdown, Taronga's Emergency Response Plan will be enacted. Visitors (students, teachers, parents) are to adhere to instructions from Taronga staff.
		Taronga Education to provide schools advanced communication regarding PPE recommended for excursion – including rain coats, water, sunscreen, face masks (if applicable), enclosed shoes and hats.
Environmental Impacts	Extreme Weather Conditions (incl. Heat stress, Sunburn, Storms, High Winds).	Water available from drinking water taps and refill stations throughout the Zoo, pending communicable diseases regulations e.g. COVID, where they may be turn off to reduce the risk of disease transmission.
		Taronga staff will monitor visitors and suggesting changes in activity/venue as necessary.
		In the event of severe weather, Taronga's Emergency Response Plan will be enacted.
Night and morning walks and behind the scenes access	Getting lost/disorientated Access to exhibits	Taronga Education to provide schools advanced communication regarding all guests needing to wear enclosed footwear.
		School must communicate with Taronga Education if additional provisions are required for student access.

	Collision	
	Slips, Trips, Falls	Communications regarding safety and expectations on site (e.g. no-running) given by Taronga staff prior to walks and accessing behind the scenes areas as walks can be conducted on uneven, unpaved surfaces.
	First Aid or Medical Emergency	Taronga staff to be at front and back of group with schools' supervising teachers dispersed through group.
		Guests accessing behind the scenes areas must be accompanied by Taronga staff (carrying a two-way radio and mobile phone) at all times and briefed on safety hazards related to potential risks.
		Torches will be carried by Taronga staff.
		Designated roads and paths are used where possible.
		Students are reminded to observe proper hygiene after contact with animals - i.e. washing hands or use antibacterial foam.
Contact with Flora and Fauna	Animal bite or scratch	Taronga adheres to animal husbandry procedures (e.g. animal handling training, hygiene, quarantine procedures, up-to-date-knowledge and communication of animal health, control of pests).
Contact with Flora and Fauna	Disease or allergy	Restricted access and instructional signage must be observed by all guests.
		Guests are not to feed animals under any circumstances.
		First Aid available (See above: First Aid and Emergency Response).
		Supervising teachers/ adults must supervise all students at all times near water.
Water Bodies	Injury or drowning	All water bodies in zoo grounds are equipped with safety equipment.
		Students under the age of 5 are not permitted to participate in the overnight program.
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	Getting lost/disorientated	Schools undertake a safety induction and orientation on arrival. During this Taronga staff inform guests to stay together as a group and remain within the compound unless accompanied about a staff member.
	Access to exhibits	Checklist during safety induction signed by supervising teachers.
Overnight accommodation in tents	Slips, Trips, Falls	Supervising teachers/adults acknowledge that they hold primary duty of care for their students at all times during the program. Regular attendance checks are to take place during the program.
	First Aid or Medical Emergency	Taronga staff onsite overnight, with accommodation close to access gates. Supervising teachers/adults are shown this location. Mobile contact between supervising teachers/adults and Taronga staff is also available.
		Schools are permitted to bring torches for tent use only.
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		Lighting provided on paths at site.		
		Lighting provided on paths at site.		
		Security sweep the Zoo after close, between 6pm and 12am, between 12-4am and again during the early morning.		
		Animal exhibits are locked after hours. Most exhibit entry points are behind the scenes. Many animals are locked off exhibit overnight.		
		In the event of an animal escape, Taronga after hours Emergency Response Procedures are enacted; availability of sufficient safe houses for group size.		
		Low slip flooring is installed in facilities. The use of water-resistant footwear, eg rubber slides or thongs, is encouraged in these locations to reduce the risk of slips, trips, and falls.		
Showers	Slips, trips and falls	Teachers to provide adequate supervision of students when using the facilities.		
Silowers	Lack of privacy in unisex toilets	Schools groups to shower males and females at separate times.		
		Accessible toilets and amenities are available.		
		Food preparation and cooking is undertaken by Taronga staff only.		
		Students are not permitted in the vicinity of the BBQ while cooking.		
	Burns Food poisoning and allergies	Taronga staff are food safety trained.		
		Supervising teachers/adults are to assist with service of food. Students are not permitted to serve food.		
		Commercial quality dishwasher used.		
Food preparation		Cleaners service the site daily.		
		Schools to provide Taronga advanced communication (14 days prior) regarding dietary requirements of attending guests.		
		Supervising teachers must be in possession of information on all students' medical needs, including Emergency Response Plans (including Anaphylaxis and Asthma) and medication.		
		Students must bring epipens or equivalent for known allergies.		
		First Aid available (See above: First Aid and Emergency Response).		

Campfire	Burns Food allergies	Sufficient lighting in campfire area. Taronga staff brief guests about safe movement in the area, the use of toasting tongs and waiting for marshmallow have cooled sufficiently before eating. Specific metal toasting tongs are provided for marshmallow roasting – the handles are plastic to avoid burns. Taronga staff limit the number of guests around the campfire to avoid overcrowding. First Aid available (See above: First Aid and Emergency Response).		
Communicable Disease	Spread of communicable disease by staff	See above in Daytime Visits		
Communicable Disease	Spread of communicable disease by students/guests	See above in Daytime Visits		
Equipment List any equipment, including personal p	rotective equipment, to be provided for	use during the activities/programs.		
First aid supplies available at designated accessed by designated Taronga First Aid				
First aid team on call at all times during	operating hours.			
Water available from drinking water tap Zoo, pending communicable diseases re be turn off to reduce the risk of disease	gulations e.g. COVID, where they may	s all equipment at the venue maintained in accordance with the WHS Regulation, appropriate standards and odes of practice? Yes No		
Other requirements	Appropriate clothing, footwear, water a	nd sunscreen required.		
Where relevant, list other requirements such as clothing, footwear and sun screen that participants are required to bring.	School's supervising teachers must be in possession of information on all students' medical needs, including Emergency Response Plans (such as Anaphylaxis and Asthma) and Medication.			
Indicate if any items are provided by the venue	Schools and students are required to provide necessary PPE required to reduce the risk of communicable diseases and in line with NSW Health and venue requirements at the time of the excursion or camp, such as face masks.			
Supervision/services	In Zoo grounds, the primary duty of care rests with the supervising teachers/adults with each school group.			
List services provided by venue including briefings, guided tours, supervision of	Safety briefing is provided to students and teachers prior to education workshops and at the commencement of the ZooSnooz program.			
activities etc	In-grounds security, guest services and qualified first aid staff.			
Access	Are access to and egress from the prem Is the venue wheelchair accessible?	ises safe and without risk to health? Yes No		
	Are disabled toilets available?	Yes No		
Emergencies	Are emergency procedures in place in the	ne venue? Yes No 🗌		

	Are employees and others undertaking work (including volunteers) trained to deal with emergency procedures?				
		Yes 🛚	No 🗌		
Construction/ Maintenance/ Repair	Are licensed personnel used for all construction, maintenance and repair work?	Yes 🛚	No 🗌		
First Aid	Are first aid kits available for each activity?	Yes 🖂	No 🗌		
	Is there a trained first aid officer at the venue?	Yes 🔀	No 🔲		
	Is a first aid room available?	Yes 🖂	No 🗌		
Child-related employment	Are employees and others undertaking work (including volunteers) of your organisation engaged in child-related employment as defined by the				
	Commission for Children and Young People Act 1998?	Yes 🖂	No 🗌		
	If your organisation is registered with an Approved Screening Agency in NSW, have all employees and others undertaking work (including volunt				
	undergone employment screening?		- ,		
		Yes 🖂	No 🗌		
	Have all employees and others undertaking work (including volunteers) completed an Applicant Declaration and Consent form?				
		Yes 🔀	No 🗌		

Please note that the information provided above was current as at the date above. It has been provided by the venue to assist employees in their risk management planning for excursions. If further information is required please directly contact the venue. If this information changes, the venue will advise the Department of Education and Communities and provide an update.