

## Venue and Safety Information for School Day and Overnight Excursions

### TARONGA ZOO



Venue name	Taronga Zoo		
Location	Bradleys Head Rd, Mosman, NSW Australia 2088		
Phone number	(02) 9978 4578	Email	<a href="mailto:education@zoo.nsw.gov.au">education@zoo.nsw.gov.au</a>
Web address	<a href="http://www.taronga.org.au">www.taronga.org.au</a>		
Insurance	Does the venue have public liability cover? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
<i>Hazard (Task or what could cause harm)</i>	<i>Associated risk</i>	<i>Existing risk controls</i>	
<b>DAYTIME VISITS (INCLUDING FULL DAY PROGRAMS AND EDUCATION WORKSHOPS)</b>			
Duty of Care	<p>Unsupervised accident, illness, injury, misadventure, antisocial behaviour</p> <p>School staff have a legal obligation to ensure the safety of students during an excursion, as it is considered an extension of the workplace.</p>	<p>NSW Department of Education Excursion Policy explicitly states that the duty of care owed to students cannot be delegated from the school to employees of external organisations regarding student supervision.</p> <p>Direct supervision of all students at all times by school staff and/or supervising adults is a venue requirement whilst onsite at Taronga Zoo. School staff are required to ensure students behave respectfully towards all guests, staff, volunteers, and animals.</p> <p>Curriculum-based Workshops are led by Zoo Education Officers and require supervising teachers to remain with their class for the duration of the lesson. Taronga Zoo provides entry for supervising adults to students at a ratio of 1:5 for all school stages at no cost. Schools are required to provide adequate supervision based on student needs, with approval for additional supervising school staff at no cost at the discretion of the Zoo Education team.</p>	

		<p>Supervising teachers have acknowledged (via online booking form) that they understand the requirement of direct supervision of their students at all times within zoo grounds.</p> <p>Valid Working with Children Checks are an employment requirement for all Taronga Zoo staff and volunteers engaged in roles that may involve working with children.</p>
General Public and Zoo Guests	<p>Stranger interaction</p> <p>Antisocial behaviour</p>	<p>Taronga Zoo is a site accessible to all guests, members, staff, volunteers, students, and contractors. Direct supervision of students is essential in timely and appropriate response to any interactions between school students and the public.</p> <p>In the event of an antisocial interaction between students and guests, supervising school staff are to immediately notify a Taronga staff member who can radio or call for support where required. If a person makes a report of antisocial interactions with school students, Taronga will immediately contact school staff using the contact information provided when booking the excursion.</p> <p>Taronga is a safe and inclusive place for all. Individuals, including school students, who exhibit antisocial behaviour or actions that negatively impact the safety, wellbeing, or overall experience of other guests or staff may be asked to leave the site. In serious cases, individuals may be removed from the premises to maintain a safe and positive environment.</p>
Students using shared public toilet facilities	Stranger interaction	<p>Taronga bathrooms and amenities are accessible to all Taronga Zoo guests, staff, volunteers, students, and contractors. School staff are recommended to check toilets prior to allowing student use and supervise as appropriate. Students are advised to go into toilet facilities with at least one other peer.</p> <p>In the event of any issues or incidents in shared public toilet facilities, school staff are to immediately notify a Taronga staff member who can radio or call for support where required.</p>

Slips, Trips, Falls	<p>Injury</p> <p>First Aid Required</p> <p>Medical Emergency</p>	<p>Primary Duty of Care is with the school's attending teachers, support staff and adult volunteers.</p> <p>All attending schools must bring their own first aid kit and at least one staff member trained and confident in administering first aid.</p> <p>School supervising teachers must be in possession of information on all students' medical needs, including Emergency Response Plans (including anaphylaxis and asthma management plans) and medication.</p> <p>For escalation of medical aid Taronga Zoo staff should be immediately notified as Taronga Zoo's Emergency Response Plan can be implemented, which includes first aid response or initiation of a medical emergency code, including external communication with emergency services.</p> <p>Students accessing non-public areas of the site must be accompanied by Taronga Zoo staff and briefed on safety hazards related to potential trips or slips prior to accessing behind-the-scenes locations.</p> <p>Students and school staff are expected to always remain on dedicated paths and walkways. Potential trip hazards in teaching locations are detailed in safety briefings by Taronga staff prior to accessing. Clear instructions given to all visitors before entering teaching locations with instructions regarding moving safely while in the space.</p>
Extreme Weather Conditions	<p>Risk of illness/injury resulting from heat stress, dehydration, sunburn, hypothermia, poor air quality, storms or high winds</p>	<p>In the event of severe weather Taronga Zoo's Emergency Response Plan will be enacted and visitors will be directed by staff accordingly.</p> <p>The School's Duty of Care responsibility must dictate whether the excursion is to proceed. In the event of extreme weather schools may cancel or postpone their visit at no penalty, with rescheduling dependent on availability.</p> <p>Schools are responsible for ensuring that students have appropriate PPE and clothing for the conditions on the day of their excursion, such as raincoats, sunscreen, and hats. Regular breaks and reminders to stay hydrated are encouraged. Drinking water is available from drinking fountains throughout the zoo as indicated on the map.</p> <p>Teachers should be aware of areas of shelter in zoo grounds or potential student mustering locations if required.</p>
Insufficient Communication	<p>Teacher and/or supervising adults and/or students unprepared for excursion.</p> <p>Additional attending adults unaware</p>	<p>The coordinating teacher is responsible for ensuring that all attending staff, adults and students, have received and understand important information regarding their excursion, including the requirement for direct supervision and respectful behaviour towards guests, staff, animals and property.</p>

	of supervision and duty of care requirements.	Additional venue information, including how and where to purchase food, beverage and retail, and timing for presentations and talks is also available on Taronga Zoo Website ( <a href="http://www.taronga.org.au">www.taronga.org.au</a> )
Contact with Flora and Fauna	<p>Animal bite or scratch</p> <p>Cut, scratch, graze, puncture to skin</p> <p>Allergic reaction</p> <p>Skin irritation</p> <p>Zoonotic disease transmission</p>	<p>All guests must remain in public access areas of the Taronga Zoo site, remaining on pathways, and observe signage prohibiting access to staff only areas.</p> <p>Access to animal exhibits without direct supervision and permission from a Taronga staff member is strictly prohibited. If a guest is observed in a prohibited location, notify a Taronga staff member immediately who can initiate Taronga’s Emergency Response Plan if required.</p> <p>In the event of a zoo-based animal found outside of an exhibit, Taronga’s Emergency Response Procedures will be enabled. All guests, staff, students and people are required to promptly follow the direction of Taronga staff, either in person, or over the site-wide public address system.</p> <p>Taronga is habitat for a diverse range of wild flora and fauna species. Guests are not permitted to attempt to touch, catch or feed any animals within the Taronga Zoo site. If school students or staff observe people attempting to make contact with either wild or zoo-based animals within the Taronga site, they are advised to notify a Taronga staff member immediately.</p> <p>First Aid is available by notifying any Taronga staff member who can support the request for assistance.</p> <p>During school workshops contact with zoo-based animals may be possible under the supervision and instruction of trained Taronga staff. Taronga staff will give clear instructions on how to do so safely. If there are concerns for the welfare of people or animals the encounter will cease at the discretion of Taronga staff. Animals used for encounters in education settings have been specifically selected due to temperament, positive handling conditioning, and good health.</p>
Vehicle Movement and Traffic Hazards	Injury as a result of collision	<p>Taronga Zoo traffic management procedures are in place to limit vehicle movement within the site during opening hours. Vehicles moving within the site require a safety buzzer/light in use and to adhere to the internal site speed limit of 10km/h, restricted to walking pace with a staff escort if in public areas.</p> <p>Students and teachers will be briefed by Taronga staff on potential traffic hazards before accessing non-public areas of the site during behind-the-scenes experiences.</p> <p>School staff are responsible for actively supervising students while they safely embark and disembark from transport to and from the site. Supervision must continue as students transition from the bus drop-off areas on Bradley’s Head Road into the venue. There is adequate space to muster students both outside and inside Taronga’s Heritage Archway entry plaza before entering the Zoo.</p>

<p>Accessing Athol Beach for Full Day Programs, eg. Litter Free Oceans Day</p>	<p>Collision with Vehicle</p> <p>Slips, Trips and Falls</p> <p>First Aid Required</p> <p>Exposure to sharps</p> <p>Working near water</p>	<p>Athol Beach is accessed by exiting the lower entry of Taronga Zoo and crossing Bradleys Head Road at the pedestrian crossing directly opposite the exit, guided by Taronga Education staff and under direct supervision of attending teachers. Pedestrian crossing is marked and student crossing is supported by staff positioned on the crossing to assist with traffic management.</p> <p>The path down to Athol Beach is unsealed and in parts can be rocky, uneven, and sandy. Students are briefed before accessing path. In the event of student participants or supervising teachers not being able to access path, an alternate activity to the beach clean is arranged in advance.</p> <p>Athol Beach is within radio communications range of Taronga Zoo, and Zoo Education staff are required to have a radio when accessing Athol Beach, which provides access to first aid support.</p> <p>Prior to each use Zoo Education staff conduct a reconnaissance visit to check for and safely remove hazardous objects such as syringes. Prior to beginning a beach clean, students participate in a safety brief, including what to do in the event of finding a hazardous object. Sharps found during beach cleans are removed by Zoo Education staff and disposed of in provided sharps disposal containers.</p> <p>Students remain under the direct supervision of school staff and at no point are permitted to be in contact with the water, as directed in the briefing led by Zoo Education staff. At least one Zoo Education staff member in attendance is required to be certified in <i>Perform Basic Water Rescues</i>. In the event of unusually high tides, extreme weather, or dangerous swell, an alternative activity will be arranged. This can occur at short notice on the day of the program, or in advance if hazardous conditions are anticipated.</p>
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**EVENING AND OVERNIGHT PROGRAMS – In addition to above day visit information**

<p>Accessing the Zoo site after hours</p>	<p>Unauthorised access</p> <p>Slips, trips and falls due to low visibility</p> <p>Student isolation from group</p>	<p>Advance communication is sent to all school re: parking arrangements – parking available immediately adjacent to footpath with no requirement for students to cross the road.</p> <p>Taronga Zoo Hosts to meet group at main entrance. Communications re: safety and expectations on site given by hosts prior to Zoo entry.</p> <p>Admission/ access to site for evening and overnight programs is only permitted with Taronga staff supervision.</p> <p>Behind the Scenes access via supervision of Taronga Zoo staff and appropriate safety briefing provided where necessary including potential traffic hazards.</p> <p>Taronga Zoo night lighting is provided in set areas throughout the Zoo.</p> <p>Taronga Zoo Hosts will be escorting the School throughout Taronga Zoo premises and carry special torches for low-lit areas on night walks. Hosts to be at front and back of group with schools’ supervising teachers dispersed through group.</p> <p>Students advised to bring torches for use in tents.</p> <p>Safety Induction is performed by Taronga Zoo Hosts on arrival and signed by attending School.</p> <p>Early entry or exit to program is not available unless in emergency circumstances or by prior arrangement with the Taronga Zoo Snooz team.</p> <p>Taronga Zoo Security is available at all times, contactable via Taronga Zoo staff member radios. Security staff have been advised of overnight and evening program dates and are aware of access points and movements throughout site.</p> <p>Overnight Emergency Action Plan applies for all issues that may be called (including security response).</p>
<p>Unsupervised student or teacher entry into Zoo grounds overnight (between the hours of 9pm-6am).</p>	<p>Medical or other Emergency during overnight hours</p> <p>Slips, trips and falls</p>	<p>Security on site 24 hours with CCTV cameras around the site.</p> <p>Taronga after hours emergency procedures in place with sufficient safe houses for group size.</p> <p>Safety Induction is performed by Taronga Zoo Hosts on arrival and signed by attending school, outlining Emergency Response Plans and course of action for duration of the excursion.</p>

	Entry into animal exhibits	<p>From the hours of 5.15pm – 9pm and 6.30am – 9:30am next day, Taronga Zoo Hosts will be escorting the school throughout Zoo premises.</p> <p>Duty of Care responsibility including behaviour management, is with the school's teachers/attending adults at all times, but especially during the hours of 9pm-6am. This is communicated at time of booking and during Safety Induction by Taronga Zoo hosts. Providing adequate supervision ratios (male and female) and child protection is the responsibility of the attending school.</p> <p>Taronga Zoo Hosts sleep on site at the Zoo and are contactable via phone during the hours of 9pm-6am in the event of an emergency.</p> <p>All overnight staff are first aid trained and first aid kits are available on site.</p>
Unhygienic facilities	Injury or illness due to unhygienic facilities	<p>Taronga Zoo Cleaning Department is responsible for the monitoring of Zoo facilities. Taronga Zoo Staff to assist with monitoring the ZooSnooz site and communication of any issues with the cleaning and facilities team.</p>
Consumption of inappropriate food and/or beverages	<p>Food allergy or intolerance</p> <p>Intoxication due to alcohol consumption</p>	<p>Food and beverage is provided and managed by external contractor Trippas White Group, including compliance with relevant food safety standards.</p> <p>Schools are required to submit medical and dietary requirements to Taronga Zoo two weeks prior to overnight excursion.</p> <p>School's supervising teachers must be in possession of information on all students' medical needs and have appropriate control measures in place. Advanced communication that students must bring epipens or equivalent for known allergies; for severe allergies it is also possible for students bring own food.</p> <p>Taronga Zoo Education programs are drug and alcohol free and supervising adults are reminded of this during safety briefing. Any adults or students found or suspected to be under the influence of drugs, alcohol or other substances will be escorted offsite by Taronga Security as per site emergency procedures.</p>
Extreme Weather Conditions	Risk of illness/injury resulting from heat stress, sunburn, poor air quality, storms or high winds	In addition to information day visits section, Taronga reserves the right to change the accommodation location of school groups in the event of extreme weather.

<b>Equipment</b>	
List any equipment, including personal protective equipment, to be provided for use during the activities/programs.	
First aid supplies available at designated points around the site. These are accessed by designated Taronga First Aid staff.	
First aid team on call at all times during operating hours	
Water is available from drinking fountains throughout the Zoo	Is all equipment at the venue maintained in accordance with the WHS Regulation, appropriate standards and codes of practice?      Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>Other requirements</b> <i>Where relevant, list other requirements such as clothing, footwear and sun screen that participants are required to bring. Indicate if any items are provided by the venue</i>	Appropriate clothing, footwear, water and sunscreen advisable
	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.
<b>Supervision/services</b> <i>List services provided by venue including briefings, guided tours, supervision of activities etc</i>	School staff have duty of care of students and a venue requirement of direct, active supervision at all times while onsite at Taronga.
	Safety brief is provided to children and teachers prior to workshops, behind the scenes encounters, and overnight programs.
	In-grounds security, guest services and qualified first aid staff are available at the Taronga venue.
<b>Access</b>	Are access to and egress from the premises safe and without risk to health?      Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	Is the venue wheelchair accessible?      Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	Are disabled toilets available?      Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>Emergencies</b>	Are emergency procedures in place in the venue?      Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	Are employees and others undertaking work (including volunteers) trained to deal with emergency procedures?      Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>Construction/ Maintenance/ Repair</b>	Are licensed personnel used for all construction, maintenance and repair work?      Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>First Aid</b>	Are first aid kits available for each activity?      Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	Is there a trained first aid officer at the venue?      Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	Is a first aid room available?      Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>Child-related employment</b>	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 <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If your organisation is registered with an Approved Screening Agency in NSW, have all employees and others undertaking work (including volunteers) undergone employment screening?      Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	Have all employees and others undertaking work (including volunteers) completed an Applicant Declaration and Consent form?      Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>