

# SCHOOL EXCURSION TEACHERS GUIDE 2021



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## BOOKINGS

**Please Note: ALL school groups must be booked through the TWPZ Education Centre.**

9:00am – 4:00pm

Monday – Friday

Phone: 02 6881 1433

Email: [twpzeducation@zoo.nsw.gov.au](mailto:twpzeducation@zoo.nsw.gov.au)

Online booking form: <https://taronga.org.au/education/excursions/book>

## PAYMENT INFORMATION

Taronga Western Plains Zoo has thousands of school visitors every year, so to ensure your school isn't delayed unnecessarily all Education Excursions must be **PRE-PAID**.

**Please pass your Invoice to your Accounts Department or SAM for processing.**

### Unsure how many students you'll have?

We recommend booking an excursion for the maximum number of students you are likely to bring. Changes can be made up to two weeks prior to your arrival. If you are paying on the day by Credit Card the balance of the payment must be made at either the education centre or Savannah Plaza before entering the Zoo Circuit.

Payment can be made via EFT, Cheque, Credit Card or via Shared Services LMBR system for Department of Education Schools.

### Direct Deposit:

**Account Name:** Taronga Conservation Society Australia

**Bank:** ANZ

**BSB:** 012 351

**Account Number:** 775406049

### Reference: Tax Invoice or Booking Number

Please allow a few days for the payment to clear, so we can have your booking marked as PAID upon your entry. Please send your remittance advice to [twpzeducation@zoo.nsw.gov.au](mailto:twpzeducation@zoo.nsw.gov.au)

## **Credit Card:**

To make payment via Credit Card please call Education Centre on 02 6881 1433 or send an email with your contact details and we can call back to take payment. Visa, MasterCard and American Express are accepted.

## **NSW Department of Education – LMBR/ Shared Services Payments**

Department of Education Schools can make payment via **Purchase Card** over the phone by contacting the Education Team on 02 6881 1433 or send us an email with your contact details and we can call you back to take payment. After consultation with the Department of Education, Shared Services have recommended Purchase Cards as the preferred method for pre-payment.

If you do not have access to a P-Card, you will need to create a free text shopping cart and follow the steps below.

1. Create a free text shopping cart using the information provided on the Pro-forma invoice sent with your booking confirmation.

**Vendor ID:** 100005564 (TWPZ invoice)

**ABN:** 41 733 619 876

2. Confirm the Purchase Order

3. Download and complete the 'Pre-payment request form'

**BSB:** 012 351

**Account Number:** 775406049

4. Email the completed and signed form to [EDConnect.accountspayable.schools@det.nsw.edu.au](mailto:EDConnect.accountspayable.schools@det.nsw.edu.au) at least 5 days prior to the date of your visit.

5. Email Taronga Education with your Purchase Order and Confirmation Numbers.

## **Cancellations and Postponing Your Excursion:**

Please let us know by return e-mail ([twpzeducation@zoo.nsw.gov.au](mailto:twpzeducation@zoo.nsw.gov.au)) if you need to cancel your excursion. If you do not show up for an excursion and you have not sent us an e-mail confirming cancellation, you will be charged.

## CHECKLIST FOR ORGANISING TEACHER

### Pre Excursion:

- Check your invoice confirmation and make changes if needed.

Your invoice will include excursion date, pricing, workshop times and locations (if applicable).

- Want to upgrade or change your Excursion?

E-mail [twpzeducation@zoo.nsw.gov.au](mailto:twpzeducation@zoo.nsw.gov.au) to discuss options and alternatives.

- 3 Weeks** before check if your Accounts Team intend to pay by using the LMBR option as they will need approx. 30 days to raise and process a Purchase Order prior to the arrival date. Please note that **Taronga Western Plains Zoo is a PRE-PAID Venue for School Visitors**. Send your remittance advice or Purchase Order number to [twpzeducation@zoo.nsw.gov.au](mailto:twpzeducation@zoo.nsw.gov.au)

- 2 Weeks** before your excursion confirm the following with TWPZ Education:

- Final Numbers – Students, Teachers, Carers and Drivers
- Dietary and Medical Requirements (if applicable)

- 1 Week** before, check with your Accounts Team that payment has been made.

- It is a Taronga policy in the interest of sustainability and waste minimisation that printed materials are only handed out in limited quantities. We cannot give every student a map during their visit. Maps may be handed out to Adults on the excursion. Please find a copy of the zoo map at <https://taronga.org.au/dubbo-zoo/visitor-information#zoomap> and print it out before your visit.

- Alternatively, download the **Taronga Western Plains Zoo App** from <https://taronga.org.au/dubbo-zoo/app> and stay up to date during your visit.

- Have any additional School Teachers', Parents and Supervisors **read and understand the Risk Assessment** and Excursion details.

- Have you organised any activities or other resources for the day? Learning resources can be downloaded from our website.

## Excursion Day:

- Upon arrival at Taronga Western Plains Zoo you will be required to sign in at either the Savannah Visitor Plaza or checkpoint.
  
- If you have booked an Animal Encounter or Safari Tour you will need to collect your tickets from the Savannah Visitor Plaza on arrival.
  
- If you have booked a Guided Bus Tour please collect your Tour Guides from the prearranged location i.e. Education Centre Carpark or in front of the Savannah Visitor Plaza.
  
- If you have booked a Workshop please be at the Education Centre 10 minutes prior to your workshop time.

## TRANSPORT TO AND FROM THE ZOO

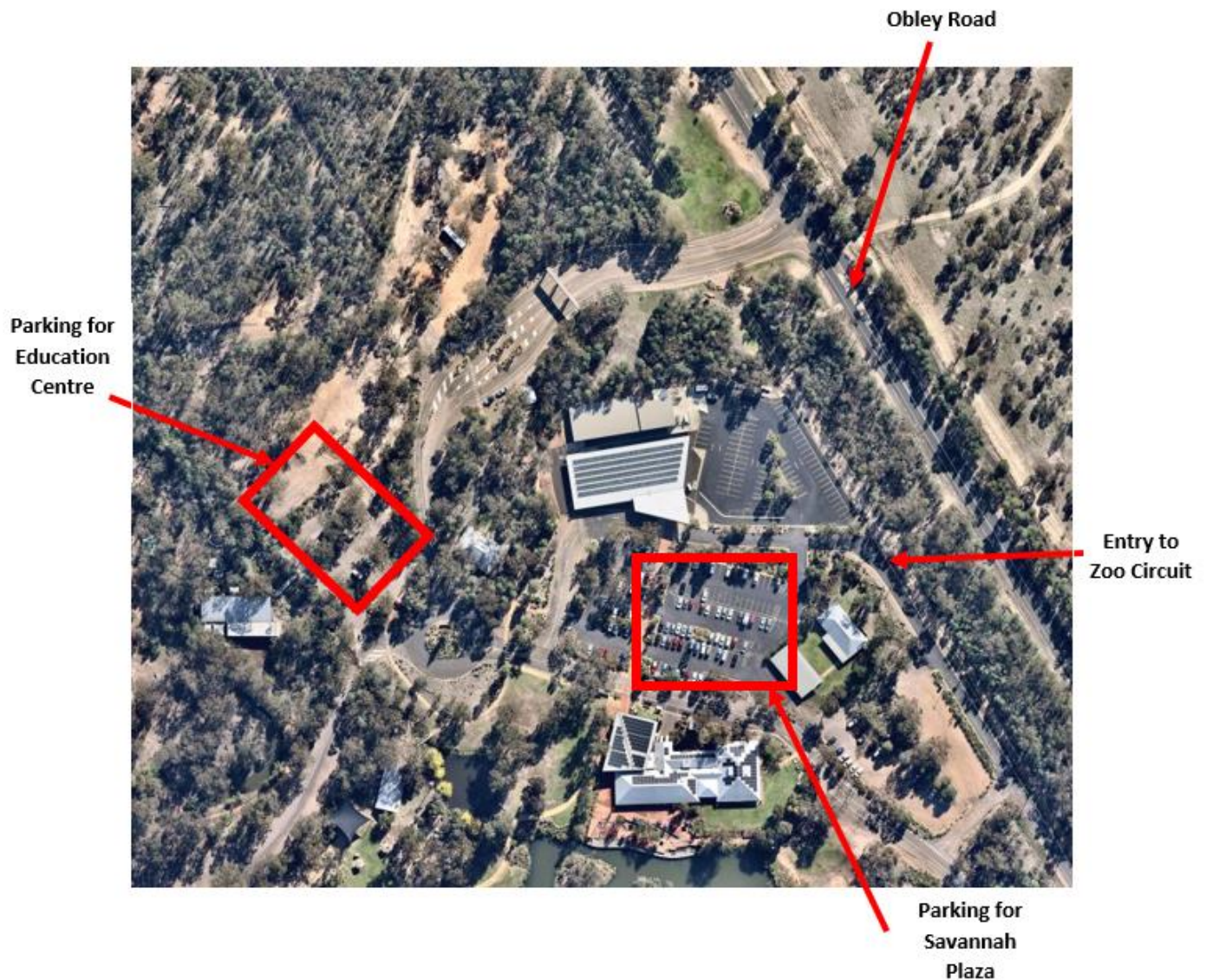
### Public Transport:

Dubbo Bus Lines have a Direct Route (572A) to Taronga Western Plains Zoo. Pickup and Drop-off times and locations can be found at the following link:

<https://www.buslinesgroup.com.au/dubbo-maps-timetables.html>

### Cars and Coaches:

Free parking for Cars, Private Busses and Coaches is available on site but cannot be reserved.



### More information:

Please see our website: <https://taronga.org.au/dubbo-zoo>

## GETTING AROUND

We recommend exploring the Zoo on Foot, Bike, Cart or Coach. Bikes and Electric Carts are available for hire and a fun way to get around, but Schools are also welcome to use their own Cars or Coaches.

Please Note – due to safety guidelines scooters and skateboards are not permitted on the Zoo Circuit.

The Zoo Circuit features a 6km one-way vehicle accessible track. Please refer to Zoo Map for Animal Exhibits and Picnic Grounds situated along the way.

### Getting around by Coach and Car:

Most Animal Exhibits can be seen from the road, but a few require you to walk a short distance. The Zoo circuit is a sealed road and road rules apply at all times. Around the Circuit, there is plenty of parking so you can leave your Bus or Vehicle and explore our trails on foot. **Please Note** – Caravans and Trailers are unable to be taken onto the Zoo circuit.

### Getting around by Bike:

Exploring the Zoo by bike is a great way to see the animals as you can easily traverse some of the paths and trails off the main circuit. Bike and helmet hire can be added to your schools booking and must be arranged 14 days prior to your arrival (subject to availability).

The Zoo circuit is a sealed road and road rules apply at all times. The first half of the circuit has a slight incline but is otherwise flat.

### Getting around by Cart:

For the ultimate experience, hire an Electric Cart. Our Carts are easy to park and hop on and off at different exhibits with parking available around the Circuit. Cart hire can be added to your schools booking and must be arranged 14 days prior to your arrival (subject to availability). The Zoo Circuit is a sealed road and road rules apply at all times. Drivers must be over the age of 21 with a full driver's licence. Bookings must be made through our website - <https://taronga.org.au/dubbo-zoo/bike-cart-hire>

*Cart Hire has a \$200 Bond which is required to be paid on the day via Credit Card – a Manual Swipe is taken and **no money is withdrawn** unless the Cart is returned damaged.*



## WORKSHOPS

Workshops are available to all visiting School Groups and are included in the entry price to the Zoo. Available workshops can be found at <https://taronga.org.au/education/school-workshops-dubbo> Workshop bookings need to be made in advance online or through the Education Centre.

Workshops are delivered on Mondays, Tuesdays, Thursdays and Fridays.

Workshop times:

- 9:30 – 10:15am
- 10:30 – 11:15am
- 1:00 – 1:45pm
- 2:00 – 2:45pm

Groups must arrive 10 minutes prior to their Workshop time.

## LOCATION OF EDUCATION CENTRE



## OPTIONAL EXTRAS AND ACTIVITIES

More information on all of our optional extras can be found on our website at

<https://taronga.org.au/education/dubbo-excursions/optional-activities>

Prices are included on the Booking Form but can also be viewed at the following link

<https://taronga.org.au/education/dubbo-excursions/pricing>

## EARLY MORNING WALKS

Early Morning Walks are available Monday – Friday but bookings are essential. Schools must be at the front gate of the Zoo at 6:45am for a prompt 7:00am start. The experience includes a guided behind scenes walk which takes approximately 2 hours.

Prices for Early Morning Walks and Breakfast Packs can be found at the following link:

<https://taronga.org.au/education/dubbo-excursions/pricing>

## GUIDED BUS TOUR

Due to Covid, these experiences have changed. Please enquire before booking.

Guided Bus Tours are available Monday – Friday but bookings are essential. This is a great experience where some of our expert Tour Guides will board the Schools Bus and travel around the Zoo Circuit sharing their knowledge of the Zoo, its animals and the local region. This Tour is charged per Coach, as opposed to per person, making it a very affordable option to give your visit to the Zoo a little something extra special.

## GIRAFFE IN FOCUS (GIF) ENCOUNTER

Due to Covid, these experiences have changed. Please enquire before booking.

Giraffe in Focus (GIF) Encounters are available Monday – Friday but bookings are essential. This is an exhilarating experience that allows students to get up close and personal with one of our more exotic creatures. Schools must collect their tickets from the Savannah Visitor Plaza on arrival and it is the Schools responsibility to be ready and waiting at the Giraffe Exhibit at their designated time.

## SAVANNAH SAFARI TOUR

Savannah Safari Tours are available Monday – Friday but bookings are essential. On this Tour students and teachers can rest their legs while being driven in and amongst some of our larger residents on the open Savannah Plains. Schools must collect their tickets from the Savannah Visitor Plaza on arrival and it is the Schools responsibility to be ready and waiting at the pick-up point by the specified time. The Bus seats 26 people and the tour last for approx. 20 minutes.

## CATERING

<u>Breakfast</u>	
<p><b>Cold Breakfast Option</b></p> <p><i>Walk along breakfast table which includes:</i></p> <p>Cereal Basket of fruit Toast - white/brown bread Butter, Vegemite and strawberry jam Juice Milk for cereal</p> <p><b>\$8.50pp</b></p>	<p><b>Takeaway Option</b></p> <p><i>On the go breakfast includes:</i></p> <p>Bacon and Egg Roll or Cheese Roll Juice</p> <p><b>\$9.00pp</b></p>
<u>Lunch</u>	
<p><b>Packed Lunch Option:</b></p> <p><i>Packed lunch to be grabbed on the go includes:</i></p> <p>Assorted sandwiches will include: ham and cheese, cheese and tomato, plain chicken Fruit drink popper Piece of fruit</p> <p><b>\$8.50pp</b></p>	<p><b>BBQ Lunch Option:</b></p> <p><i>Pre-cooked and to be collected from café at Savannah Plaza at 12pm. This option includes:</i></p> <p>Sausage and bun Fruit drink popper Piece of fruit</p> <p><b>\$10.00pp</b></p>
<u>Other</u>	
<p><b>Snack Attack:</b></p> <p><i>Packed snack to be grabbed on the go includes:</i></p> <p>Bag of popcorn Fruit drink popper Piece of fruit</p> <p><b>\$6.00pp</b></p>	

## KEEPER TALKS AND FEEDS

Taronga Western Plains Zoo Dubbo hold daily keeper talks. Learn about the fascinating animals that call Taronga home from our expert Keepers, free with your Zoo entry.

Keeper talks may vary daily to ensure the highest of animal care. A daily timetable of what's on at the Zoo can be found at <https://taronga.org.au/dubbo-zoo/daily-timetable>

## MORE GREAT OPTIONS AT THE ZOO

- Stay overnight with our ZooSnooz program

<https://taronga.org.au/education/excursions/zoosnooz-dubbo>

- Attend one of our full day programs including Meet a Keeper and Senior Depth Studies Days

<https://taronga.org.au/education/full-day-programs>

- Work experience for year 10-12 students

<https://taronga.org.au/get-involved/school-work-experience/dubbo>

## DIGITAL PROGRAMS

If you cannot make it to the Zoo or you are looking for activities to compliment your teaching and learning programs, Taronga offers an exciting range of digital programs.

Connect with our educators, animals and conservation experts using technology, including Video Conferencing, Ask an Expert form and Taronga's LegacyLIVE.

We're always updating our suite of digital programs, please visit

<https://taronga.org.au/education/digital-programs> for more exciting options.

## EXCURSION PLANNING TEMPLATE

To help communicate to your other teachers and parent helpers, use this template to personalise the details of your visit below.

Group #: \_\_\_\_\_

Emergency Contact Details:

Name: \_\_\_\_\_ Phone number: \_\_\_\_\_

If you have booked an Early Morning Walk Schools are to meet Guide at the Main Gates at 6:45am. Walk will conclude at approximately 9am.

Breakfast Location (if applicable) – Savannah Plaza.

Transport around Zoo Circuit: \_\_\_\_\_

Workshop (if applicable):

Time: \_\_\_\_\_ Location: \_\_\_\_\_

Post-Workshop Meeting Location: \_\_\_\_\_

Lunch Location: \_\_\_\_\_

Other Activities (specific animals to visit etc): \_\_\_\_\_

Zoo Keeper Talks: \_\_\_\_\_

School is Leaving the Zoo at: \_\_\_\_\_ via \_\_\_\_\_

Student Roll List:


## FREQUENTLY ASKED QUESTIONS

### **Lost Child Procedures**

The Zoo can be a very busy place, and it is not hard to lose sight of a child during your visit! To help minimise the risk of lost students please ensure the supervising adults have arranged regular roll calls, emergency meeting points and student identification and contact information as relevant for the age and needs of students.

If a child is lost during your excursion, please visit any Taronga Staff member in grounds. They will activate our lost child procedures and all staff in-grounds will be notified.

Students should be advised to approach a Taronga Staff member (in green and khaki uniforms) if they should become separated from their group.

### **First Aid**

For Schools visiting Taronga Western Plains Zoo, the responsibility of Duty of Care is on the teachers supervising the excursion. Schools are encouraged to bring their own first aid kits. Supervising teachers should also have with them any relevant student medical information and emergency response plans for anaphylaxis, asthma and other medical needs. Teachers should also be aware of any medication required by students including Epipens and asthma treatment.

If assistance is required, Taronga has trained First Aid Officers onsite. Contact the Information Centre, any employee or food outlet staff for assistance in case of an emergency.

### **Accessibility and Mobility**

Taronga Western Plains Zoo Circuit is a minimum of 6kms with the option to shorten or extend this experience depending on the Animals you wish to see and how you choose to get around the site. The main circuit is relatively flat however parts of the circuit have slight inclines. The unsealed walking tracks can be uneven and subject to washouts. For this reason, a good level of fitness is required by supervising adults.

Taronga's animal displays, feedings and presentations are wheelchair viewable. All food outlets and shops are wheelchair accessible.

Manual wheelchair hire is available at no cost to those who require mobility assistance and a disclaimer form must be completed. **These wheelchairs must be pushed by a carer/companion and seat belts are required to be worn.** Advanced booking is recommended (02 6881 1433).

## **Lunch Locations**

There are many areas around the Zoo to explore and enjoy lunch as a class!

You could enjoy lunch at the Savannah Visitor Plaza, the Waterhole Café, the Safari Park Playground, the African Savannah Picnic Grounds, The Wild Asian Wetlands Picnic Grounds or the Bushland Picnic Grounds.

## **Wet Weather and Extreme Weather Plans**

Taronga Western Plains Zoo is an all-weather venue and most of our enclosures and areas are not sheltered.

Where possible we always recommend coming to the Zoo, even when the forecast doesn't look great! Some of our animals love the rain and are much more active. We simply recommend bringing raincoats or umbrellas and a sense of adventure.

In summer and extreme weather, students should have appropriate weather protection including hats, sunscreen and water. There are multiple watering stations around the Zoo Circuit where drink bottles can be refilled.

If you need to cancel, please let us know ASAP by e-mail ([twpzeducation@zoo.nsw.gov.au](mailto:twpzeducation@zoo.nsw.gov.au)).