



For the Wild

Excursion Teachers Guide 2019



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Checklist for Organising Teacher

Pre- Excursion:

- ☐ Check your invoice confirmation and make changes if needed:
Information on your excursion will be written here, including pricing, workshop times and locations (if applicable) and access to the Sky Safari Cable Car (if applicable).
- ☐ Want to upgrade or change your excursion? E-mail us at education@zoo.nsw.gov.au to discuss options and alternatives.
- ☐ 2 Week Before:
Confirm final numbers with Taronga education 2 weeks before your excursion.
- ☐ 1 Week Before:
Check with your accounts team that payment has been made. Send your remittance advice to education@zoo.nsw.gov.au
Reminder: Taronga Zoo is a **PRE-PAID Venue for School Visitors**
- ☐ Do you have a map, and know where you are going? Our advice is to be flexible, but have a few key experiences to see.
- ☐ Have your additional teachers/parent supervisors read and understand the excursion details?
- ☐ Have you organised any resources and other activities for the day? [Learning resources](#) can be downloaded from our website.
- ☐ [Download the Taronga App](#) and stay up to date during your visit

Excursion Day:

- ☐ Upon arrival at Taronga Zoo you will be required to **sign for the exact amount of students/teachers you have with you**. Please proceed through the main plaza down to the entrance to the zoo (past the retail store and down the stairs)
- ☐ If you have booked an education workshop, make sure your group knows where to go and at what time. Use the planning sheet below to help.
- ☐ Check the times of any keeper talks and shows you wish to attend
- ☐ Return your excursion evaluation forms to your workshop teacher or the Information Desk at the top of the Zoo.

After your excursion:

- ☐ We love hearing about your experience at the Zoo. Please send us some feedback via [email](#) and let us know how you enjoyed your day. We also love seeing how you have extended learning back at school.

Education Workshop Excursion 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 #1: _____
Phone number: _____
- Name #2: _____
Phone number: _____

Workshop Time: _____

Workshop Location: _____

Post-Workshop Meeting Location: _____

Lunch Location: _____

Do we have access to Sky Safari Cable Car? ☐ Yes ☐ No

Other Activities: _____

Zoo Keeper Talks and Presentation Times (General Admission): _____

School is Leaving the Zoo at: _____ via _____

Student Roll List:

[illegible]

Education Self-Guided Excursion 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 #1: _____
Phone number: _____
- Name #2: _____
Phone number: _____

Do we have access to Sky Safari Cable Car? ☐ Yes ☐ No

Specific Animals / Divisions to Visit: _____

Zoo Keeper Talks and Presentation Times (General Admission): _____

Lunch Meeting Point: _____

School is Leaving the Zoo at: _____ via _____

Student Roll List:

[illegible]

PAYMENT INFORMATION:

Taronga Zoo has thousands of school visitors every year, so to ensure your school isn't delayed unnecessarily all education excursions must be **PRE-PAID**. Entry may be refused if payment has not been received prior to your visit.

Payment is due prior to your arrival at Taronga Zoo. 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. On the day of your visit, you will be asked to sign in for the number of students you have brought – if there are less students, a refund can be organised post-visit. If you have brought more students, the balance of the payment must be made at the ticketing desk before entering the Zoo.

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
Branch: Mosman
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 education@zoo.nsw.gov.au)

• Send a Cheque 10 business days before your excursion

Cheques can be made out to 'Taronga Conservation Society Australia'

Send to:

Accounts Receivable

Taronga Zoo Conservation Society

PO Box 20, Mosman NSW 2088

Please send an e-mail to education@zoo.nsw.gov.au with your Cheque Number so we can apply it to your booking.

• Credit Card

To make payment via credit card please call education on ph: 02 9978 4578 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 ph: 02 9978 4578 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 PCard, 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: 100024034
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 at least 5 days prior to the date of your visit.
5. [Email](#) Taronga education with your purchase order and confirmation numbers.

Refunds:

Refunds can be organised for applicable bookings after your excursion date. Please contact education@zoo.nsw.gov.au to discuss further.

Cancellations and Postponing Your Excursion:

Please let us know by return e-mail (Education@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 may be charged.

TRANSPORT:

Ferry:

Transport NSW have a ferry service which runs from Circular Quay to Taronga Zoo Wharf every half hour.

Please note students will need separate tickets or Opal cards to use the service. These ferries are run by Transport NSW and therefore no combination deals for Taronga Zoo entry and ferry tickets are available.

For timetable and fares, please visit information: <https://transportnsw.info>

Entry to the Zoo Prior to 11.30am:

You will need to catch a connecting Transport NSW bus to the Main Entrance of Taronga Zoo. You will need to purchase a ticket for this or use your opal cards. For Opal Card holders, this is a 7 cent transfer from the ferry for students, and 16 cent for adults.

For large groups, admission onto the bus is per the discretion of the Transport NSW bus driver.

Entry to the Zoo after 11.30am:

Our lower shop opens at 11.30am, and you can sign in for your students here. Please visit the shop staff for assistance with entry and to record student numbers.

If you have the Sky Safari Cable Car booked:

You are able to proceed up the steps to our Cable Car (operation hours 9.30am – 4.15pm). Children under 15 must be supervised by an adult/teacher in a Cable Car Gondola on a **1:5 ratio**. On your Confirmation/Invoice you will see in the notes section whether you have Sky Safari booked. The Cable Car must be pre-booked and cannot be added on to your booking on the day of your arrival.

Public Bus:

Transport NSW buses run to Taronga Zoo from the City, Balmoral Beach, and Milsons Point.

Bus Routes:

M30 – Stanmore to Taronga Zoo (via central and Wynyard) Opal card required.

247 – Wynyard to Taronga Zoo (limited operation – early morning and late evening)

228 – Milsons Point to Clifton Gardens

238 – Balmoral Beach to Taronga Zoo and Taronga Zoo Wharf

Please note students will need separate tickets or Opal cards to use the service. These buses are run by Transport NSW and therefore no combination deals for Taronga Zoo entry and bus tickets are available.

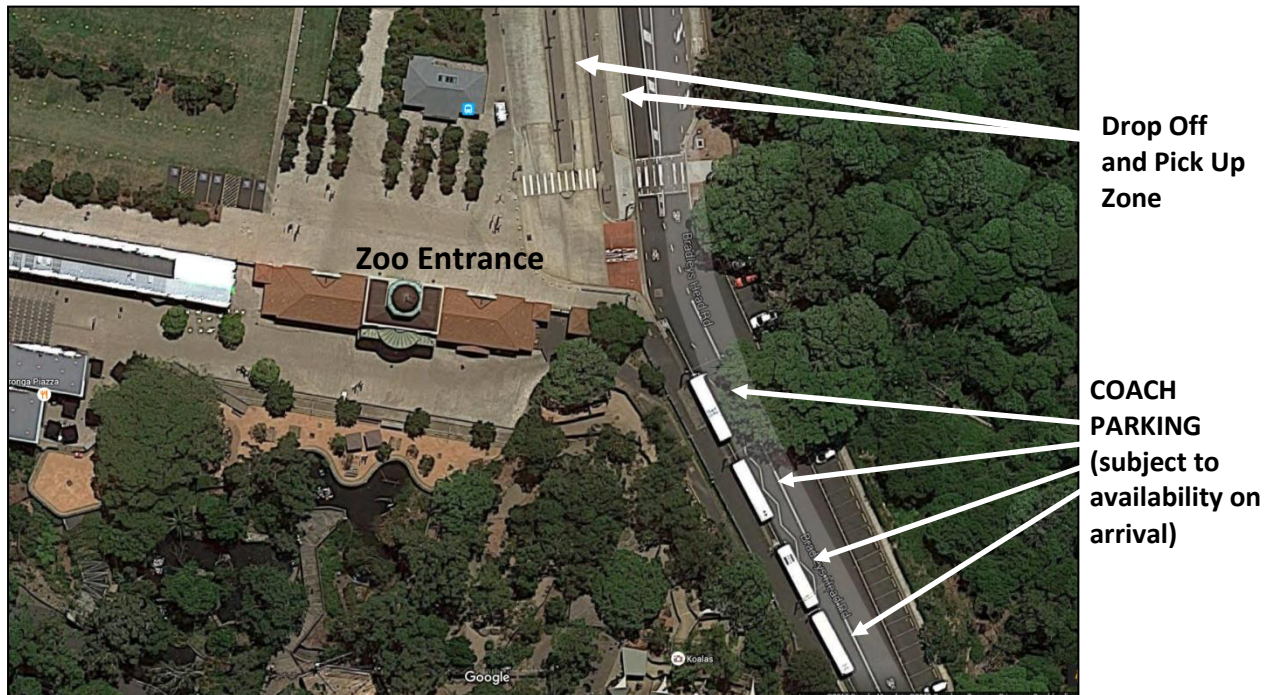
For timetables and fares, please visit information: <https://transportnsw.info>

For large groups, admission onto the bus is per the discretion of the Transport NSW bus driver.

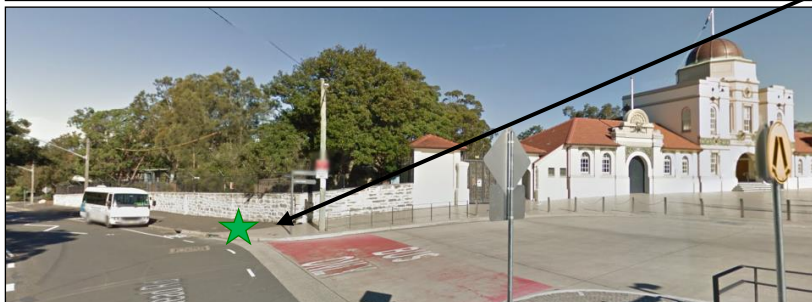
Coach:

Private bus and coach parking is on a first come first serve basis, and cannot be reserved for any particular group. Where possible we recommend using the drop off and pick up bays (as marked below).

Coach parking is now located on Bradley's Head Road. *Please note this is a new location for coach parking.*



Please park in this area and allow students to disembark.
School visitors will then proceed to the Main Entrance of Taronga Zoo for sign in on arrival.



Taronga Zoo Car Park:

Parking for cars is available at the Zoo. Entry to the car park is from Bradleys Head Road and the day rate is \$18.

More Information:

Please see our website: <https://taronga.org.au/sydney-zoo/getting-here>

Phone the Taronga Zoo Switchboard for the most current information: (02) 9969 2777

PLANNING YOUR VISIT

Navigation and Way finding:

Taronga Zoo is evolving! In celebration of our centenary in 2016 we're building a better zoo to ensure a future for wildlife and our guests.

Familiar exhibits and landmarks may have moved from previous visits, so please make sure to check the website for our most up to date information.

Please check your invoice for information on classroom locations and meeting points as the Education Centre is no more!

After 41 years educating millions of students from across Australia and the world, the Taronga Education Centre has been retired to make way for the brand new [Taronga Institute of Science and Learning](#). This brand new building is due to arrive in late 2018 replacing our old Education Centre with exciting new science labs and classrooms to service future generations and inspire children to become champions for wildlife and the environment.

Education workshops that previously ran in the Education Centre have been temporarily re-located throughout the Zoo grounds.

Maps:

It is Taronga Zoo 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 to the adults leading the excursion.

We advised you [download or print a map from our website](#), or try the [brand new Taronga App for iPhone and Android Devices](#).

Shows, Talks and Closures:



A Zoo is a constantly changing environment with animals affected by weather, illness, or sometimes just having a quiet day. Our keeper teams monitor these situations closely and may make last minute decisions regarding what animals are on display within the Zoo and when keeper presentations and shows will go ahead.

The Guest Experience staff will update signage and may make announcements regarding closures or cancellations via the P.A system, so listen closely. Check with the Information Desk on the day of your visit for the most up to date information and tips for what to see (e.g. baby animals, feeding times, etc) or download the new Taronga App for real time updates.

Seal Show times: everyday 11am and 2pm

Bird Show times: everyday 12pm and 3pm

For other keeper talk times, visit: <https://taronga.org.au/sydney-zoo/daily-timetable>

Taronga is under-going lots of changes, don't be disappointed on the day – make sure you're informed of [closures and works](#) occurring at the Zoo.

Taronga App:



Available for Android and Apple devices, the Taronga App helps you plan your day more efficiently with real time information on show capacity, closures and works.

Stay up to date and download it today from <https://taronga.org.au/sydney-zoo/app>

Wild Squad Missions:

Great for Primary School students, Wild Squad found on the Taronga App include fun, quick and interactive missions that will help students learn more about conservation and the animals they are seeing at the Zoo. Visit the Taronga Centenary Theatre to get your journey started and continue around the Zoo completing challenges. Current missions include:

- Movie Mission
- Chimp Chat
- Tiger Trek
- Elephant Trail
- Bee Wise
- Lemur Forest Adventure



**Discover Wild Squad
Missions for your students
and learn more about
Conservation at Taronga!**



They're Calling on You



THEY'RE CALLING ON YOU

Recycle your phone to help wild gorillas

HOW RECYCLING YOUR MOBILE PHONE HELPS GORILLAS

Gorillas' forest homes are being mined for conflict minerals - such as coltan - which are used to make mobile phones. This mining is accelerating the decline in gorilla numbers in central Africa. By simply recycling your old mobile phone, you are diverting it from landfill and reducing the demand for further mining of gorilla habitat. Taronga donates all money raised from recycled and refurbished phones to support the Jane Goodall Institute's essential primate conservation work in Africa.

FOR MORE INFORMATION

taronga.org.au/act-for-the-wild/forests/theyre-calling-on-you

HOW DOES PHONE RECYCLING WORK?

- 1 Bring your old mobile phones to Taronga or collect them at home, in your office or classroom - it's amazing what you can do with a box!

- 2 Contact PhoneCycle and they will arrange a courier to collect your phones for FREE so that they can be recycled.

- 3 PhoneCycle will donate the value of your phones to Taronga for the Jane Goodall Institute's primate conservation programs.


BOOK YOUR FREE COLLECTION
phonecycle.com.au/theyre-calling-on-you-taronga

More information

SUGGESTED ACTIVITIES:

Once you have your map, take a look at [What's On at Taronga](#) to help you organise your day. Below are some suggested activities – choose the best to suit your students and outcomes for the day.

Time	Activity	Location	Notes
10am	Arrival	Top Plaza	On arrival make sure to sign in at ticketing before proceeding into the Zoo. Now's a good time for a quick bathroom stop! Map Ref (L6)
10.30 AM 11.30 AM 12.30 PM	Zoo Education Workshop Times (Set Times, Pre-booked)	See Invoice for details on meeting location	If you've booked in for a workshop, please proceed to your meeting locations where your Zoo teacher will meet you.
OPEN ALL DAY (estimated time 15mins)	Wild Squad! (Taronga Centenary Theatre)	Map Ref J12	Start your day by learning about the amazing conservation work undertaken at Taronga – and enjoy some unique views of the zoo and its animals.
11 am (also at 2pm)	Seal Show	Map Ref F9	Enjoy morning tea at this favourite of Zoo visitors young and old. Showcasing training and behavioural conditioning by our marine team, learn about the importance of sustainable fishing and actions we can take to keep our oceans beautiful for both humans and the wild.
OPEN ALL DAY (estimated time 20mins)	Rainforest Trail	Map Ref G13	Take a walk around our Rainforest Trail and see some of the endangered animals from our closest Asian-Pacific neighbours.

12.00pm (also at 3pm)	QBE Free Flight Bird Show	Map Ref G16	With the stunning view of Sydney Harbour as a backdrop, the QBE Free-flight Bird Show introduces you to some of the amazing birds of Australia and their unique talents. Be amazed as they soar overhead! A must see.
12.30pm	Lunch Time		Suggested locations include: Concert Lawns (Map Ref D5) or other lawn areas (Map ref G15, F4, I8)
OPEN ALL DAY (estimated time 30 mins)	Tiger Trek	Map Ref G14	Board a flight to Sumatra and be transported to Way Kambas National Park to see the magnificent Sumatran Tiger. Explore the village, and discover how we all have a role to play in saving this species from extinction.
OPEN ALL DAY	Backyard to Bush	Map Ref E4	The Backyard to Bush precinct takes you from the urban to rural then bush environments. Introduce students to common backyard buddies, farm yard animals and Aussie favourites. Great for ES1 and S1 students.
OPEN ALL DAY	Blue Mountains Bush Walk	Map Ref H6	Immerse yourself in a pocket of the Blue Mountains transported to Sydney. Meet flora and fauna native to this area including wallabies, regents honey eaters and the pre-historic Wollemi Pine.

We also recommend looking at our various [Keeper Shows and Presentations](#) such as the Seal Show and QBE Free Flight Bird Show, though make sure to get there early!

Taronga is under-going a lot of changes, don't be disappointed on the day – make sure you're informed of [closures and works](#) occurring at the Zoo.

More Great Locations in the Zoo:


As well as the suggested activities above, check out the below suggestions for any themes you may be exploring in class. We advised you [download or print a map from our website](#), or try the [brand new Taronga App for iPhone and Android Devices](#).

Amazing Aussie Animals (K-2)

1. Koala (K11)
2. Australian Rainforest Aviary (J7)
3. Australian Nightlife (J5)
4. Platypus (J4)
5. Wombat (J4)
6. Kangaroo Walkabout (K4)
7. Southern Cassowary (I7)
8. Blue Mountains Bush Walk (H6)
9. Backyard to Bush (E4)
10. Saltwater Crocodile (G7)

Wild Squad Adventures (3-4)

1. Movie Madness (I12)
2. Chimp Chat (L13)
3. Tiger Trek (I15)
4. Elephant Trail (F12)
5. Bee Wise (E4)
6. Lemur Forest Adventure (I9)



Download the Taronga App to complete the trail activities along the Way!

Wildlife Conservation – Taronga’s Legacy Species (5-6)

1. Centenary Theatre (I12)
2. Southern Corroboree Frog (L11)
3. Sumatran Tiger (I15)
4. Asian Elephants (F12)
5. Sun Bear (G14)
6. Regent Honey Eater (H6)
7. Platypus (J4)
8. Bilby (J4)

Classification and Adaptations (7-8)

1. Reptile World (L13)
2. Chimpanzees (L13)
3. Giraffe (F6)
4. Great Southern Oceans and Seal Show (F9)
5. Blue Mountains Bushwalk (H6)
6. Platypus (J4)
7. Kangaroo walkabout (K5)

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 meetings 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 Zoo, the duty of care responsibility 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 a well-equipped First Aid Centre and a large number of trained First Aid Officers. Contact the Information Centre, any employee or food outlet staff for assistance in case of an emergency.

Sky Safari Cable Car Access

Sky Safari Cable Car access for School visitors it is an additional purchase which must be pre-paid for at the time of booking. Unlike general admissions tickets, it is not automatically included with entry.

There are a few reasons for this:

- Students under 16 years of age must be supervised in the Sky Safari Cable Car gondola on a 1:5 ratio (and therefore may require additional adults to be added to the booking)
- School Entry to Taronga Zoo is a NSW Department of Education subsidised rate, and the insurance for the use of cable car is covered under a separate fee.
- Due to school group sizes, the time taken to use the cable car can fluctuate drastically and therefore impact a school's plans for their excursion. It is therefore up to the school to decide whether they wish to opt into this service.

It is also important to note that whether this service is pre-booked or not, Taronga reserves the right to close the Sky Safari in the event of any required maintenance, adverse weather, during construction and at anytime Taronga deems it unsafe to operate.

The Sky Safari cable car can accommodate wheelchairs up to a width of 610mm. A lift is available to transport guests with disabilities from wharf/street level to the lower Sky Safari terminal.

The Sky Safari operates from 9.30am – 4:30pm. Due to limited capacity, during peak periods Sky Safari may only operate one-way trips to facilitate effective guest movement in the zoo.

The above information is relayed to the school's organising teacher at the time of booking. The school's booking confirmation will also confirm whether the Sky Safari Cable Car is available or not. It is the school's responsibility to relay all relevant information regarding excursion to all attending adults and parent helpers that may be visiting on the day.

Accessibility and Mobility

Taronga Zoo is on a site of 28 hectares and the topography is quite steep in areas. Although all paths are bitumen and lateral paths relatively level, some connecting paths linking various levels are steep. For this reason, a good level of fitness is required by supervising adults.

For students or adults with impaired mobility, elevators and ramps are located around the site, allowing those with limited mobility to traverse the entire Zoo. These are indicated on the Zoo map. More information on accessibility including a map can be found [here](#).

More than 95 per cent of Taronga's animal displays are wheelchair viewable. All food outlets, shops, shows and presentations are wheelchair accessible. All new developments since 2001 have been fitted with elevators.

Manual wheelchair hire is available at no cost to those who require mobility assistance (ID required) 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 9969 2777). Wheelchairs may be hired from the 'Animal Encounters' store (map reference 19E).

Lunch Locations

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

You could enjoy lunch whilst watching the QBE Free-Flight Bird show or the Seal Shows. Have a picnic on the Concert Lawns (Map Ref D5) or the following lawn areas (Map ref G15, F4, I8)

The Taronga Food Market can get very busy, so we would recommend using the seating just above that area where there are also bathrooms available close by (Map ref H13)

Wet Weather and Extreme Weather Plans

Taronga 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 the event of adverse weather the following locations are located under cover:

Reptile World (Map Ref L13)

Taronga Food Market (Map Ref G12)

Taronga Centenary Theatre (Map Ref J12)

Backyard to Bush House (Map Ref E4)

Platypus House (Map Ref J4) – Shh! Quiet Zone

Australian Nightlife (Map Ref J5) – Shh! Quiet Zone

Seal Walk (Map Ref E9)

In summer and extreme weather, students should have appropriate weather protection including hats, sunscreen and water. Sheltered and indoor locations as above should also be utilised during the warmest parts of the day.

If you need to cancel, please let us know ASAP by e-mail (Education@zoo.nsw.gov.au).

More great options at the Zoo

Review our options for future visits to Taronga Zoo,

Did you know the Zoo runs [Education Workshops](#) for schools and universities?

Stay overnight with our [ZooSnooz](#) program or come for dinner and a [Twilight Safari](#)

Combine your excursion with a [Wild Ropes](#) challenge!

[Full-day programs](#) including senior study days, [Taronga Presents](#) and [Meet a Keeper](#)

[Professional Learning](#) for teachers as well as a special [teacher annual membership](#)

Do you have visiting international students? [Wildlife Workshops](#) include catered half, fully or multi-day visits with special animal encounters and koala photo opportunities.

Extend learning back at school, invite out [Zoomobile](#) team to come to your school!

Stay Connected!

Keep up to date with Taronga Education by following our [Facebook](#) page

