

# 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	<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</i>	<i>Associated risk</i>	<i>Existing risk controls</i>
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### DAYTIME VISITS (INCLUDING FULL DAY PROGRAMS AND EDUCATION WORKSHOPS)

Traffic Hazards and Vehicles – both external and in-grounds vehicle movements	Injury from a moving vehicle	<p>Supervising teachers must:</p> <ul style="list-style-type: none"> <li>ensure all students alight from buses/ vehicles in the designated parking areas not directly in front of the Education Centre.</li> <li>ensure all students are aware that general road rules apply to all circuits throughout the site.</li> <li>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.</li> <li>be familiar with bike hire and cart risk controls as per the <b>bike hire and cart risk assessment</b> (if pre booked).</li> <li>ensure students use designated walking paths around the site.</li> </ul> <p>Taronga traffic management rules in place include but are not limited to:</p> <ul style="list-style-type: none"> <li>limited movement on the circuit during daytime hours.</li> <li>ten kilometer speed limit enforced for all vehicles.</li> <li>safety buzzer/light in use for buggies.</li> </ul>
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		<ul style="list-style-type: none"> <li>the provision of hazard lights when Zoo vehicles are travelling backwards around the zoo circuit.</li> </ul>
Child Protection	Duty of Care Management (including lost students and large public crowds)	<p>WWCC existing for all Taronga Western Plains Zoo Staff and Volunteers.</p> <p>Primary duty of care is with the school's attending teachers/supervising adults.</p> <p>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.</p> <p>Students should be chaperoned at all times within Zoo grounds by supervising teachers/adults. Supervising teachers have acknowledged this via the online booking form.</p> <p>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).</p> <p>Teachers/supervising adults should students behave appropriately and follow instructions at all times.</p> <p>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.</p>
First Aid and Emergency Response	<p>First Aid Required</p> <p>Medical Emergency</p>	<p>All attending schools must bring their own first aid kit.</p> <p>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.</p> <p>First Aid Officers are on duty within Zoo opening hours.</p> <p>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.</p>
Walking on uneven circuit track	Slips, trips and falls	<p>Supervising teachers/adults and students are to wear enclosed footwear.</p> <p>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.</p> <p>School must communicate with Education Administration Officer if additional provisions are required for student access.</p>

Environmental Impacts	Extreme Weather Conditions (incl. Heat stress, Sunburn, Storms, High Winds)	<p>In the event of severe weather, Taranga Western Plains Zoo Emergency Response Plan will be enacted.</p> <p>Each school's duty of care responsibility must dictate whether their excursion is to go ahead – option for school to cancel/postpone their visit.</p> <p>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.</p> <p>Water available from drinking water taps throughout the Zoo.</p> <p>Teachers should be aware of areas of shelter in Zoo grounds in case of hot or wet weather (via excursion information document).</p>
Information Centre and Communications	<p>Unprepared for Excursion</p> <p>Additional attending adults unaware of supervision requirements</p>	<p>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.</p> <p>Guests are not permitted to bring and operate radios within Zoo grounds.</p> <p>Additional information also available on Taronga Website (<a href="http://www.taronga.org.au">www.taronga.org.au</a>)</p>
Contact with Flora and Fauna	<p>Animal bite or scratch</p> <p>Disease or allergy</p>	<p>Animals are regularly checked for potential disease.</p> <p>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.</p> <p>Restricted access and instructional signage must be observed by public.</p> <p>First Aid available via Taronga Western Plains Zoo Emergency Response Plan (See above: First Aid and Emergency Response).</p> <p>Guests are not to feed animals under any circumstances.</p>
Water Bodies	Injury or drowning	<p>Supervising teachers/ adults must supervise all students at all times near water.</p> <p>All water bodies in Zoo grounds are equipped with safety equipment.</p>
Behind the Scenes access/ tours	<p>Collision</p> <p>Slips, Trips, Falls</p> <p>First Aid or Medical Emergency</p>	<p>Students and teachers will be briefed on potential traffic hazards before accessing behind the Scenes areas (for pre booked workshops or programs).</p> <p>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.</p>

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

		Designated paths and seating areas to assist in effective management of groups.
Extreme weather	Heat related issues (lethargy, heat stress), extreme cold weather, high wind issues (branches falling), heavy rain (flooding, slip hazard)	<p>Taronga Education to provide schools advanced communication regarding PPE recommended for excursion – including rain coats, water, sunscreen, enclosed shoes and hats.</p> <p>Water available from drinking water taps throughout the Zoo.</p> <p>Shady areas provided in all teaching locations and around the site.</p> <p>Trees area maintained around teaching spaces to minimize branch falling.</p> <p>Taronga educators to monitoring visitors during workshops and programs and modify activity/venue as necessary.</p> <p>In the event of severe weather, Taronga’s Emergency Response Plan will be enacted.</p>
Communicable Disease	Spread of communicable disease by staff	<p>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.</p> <p>Students and Teachers must declare any suspected or confirmed cases of communicable disease to their school and not attend the excursion/incursion.</p> <p>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)-</p> <ul style="list-style-type: none"> <li>-Thoroughly wiping down (with disinfectant) all equipment that guests will come in to contact with</li> <li>-Regular hand washing with soap or use of hand sanitiser</li> </ul> <p>Revise and modify program manuals and checklists such as SOPs to support program delivery.</p> <p>Staff/guests to wear a face mask if required and identified through WHS risk assessment and guidelines.</p> <p>Program delivery for children/students to be in line with NSW Health guidelines for schools and childcare – <a href="https://www.nsw.gov.au/covid-19/education/schools-and-childcare">https://www.nsw.gov.au/covid-19/education/schools-and-childcare</a></p> <p>Program delivery will be in line with TWPZ site protocols and COVID-19 Safety Plan for Zoos, Reptile Parks and Aquariums- <a href="https://www.nsw.gov.au/sites/default/files/2020-06/covid-19-safety-plan-zoos-reptile-parks-and-aquariums_0.pdf">https://www.nsw.gov.au/sites/default/files/2020-06/covid-19-safety-plan-zoos-reptile-parks-and-aquariums_0.pdf</a></p> <p>Regular briefings to Educators and GEOs communicating and reinforcing COVID-19 protocols.</p> <p>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.</p>

Communicable Disease	Spread of communicable disease by students/guests	<p>Students and guests will not attend the site if feeling unwell and will notify Education Admin. Program participants must also declare all suspected and confirmed cases of COVID-19 and self-isolate as appropriate and in accordance with NSW Health.</p> <p>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);</p> <ul style="list-style-type: none"> <li>-Thoroughly wiping down (with disinfectant) all equipment that they have come in to contact before and after use</li> <li>-Regular hand washing with soap or use of hand sanitiser</li> <li>-Adhering to Education guidelines at all times and with staff/adults maintaining 1.5 metres where practical.</li> <li>-All guests will follow the instructions from TWPZ staff.</li> </ul> <p>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.</p> <p>External stakeholders must also declare all suspected and confirmed cases of COVID-19 and self-isolate as appropriate and in accordance with NSW Health.</p> <p>Guests will all have been registered online through web link to ensure correct recording for contact tracing.</p> <p>Children participating in programs may be encouraged to bring a mask but not mandatory.</p> <p>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.</p> <p>Students, supervising teachers and guests will be reminded throughout the day in regards to good hygiene practices.</p> <p>Students and supervising teachers will not access communal Taronga staff areas such as lunch areas and kitchens</p>
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**EVENING AND OVERNIGHT PROGRAMS**

Information 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 ( <a href="http://www.taronga.org.au">www.taronga.org.au</a> ).
Traffic hazards and vehicles	Injury from a moving vehicle	Taronga Education to provide schools advanced communication regarding drop off, parking arrangements and supervision requirements at the Zoo.

		<p>Schools are instructed to sign in at Information. 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 Information and escort the group to camp.</p> <p>Supervising teachers must:</p> <ul style="list-style-type: none"> <li>• ensure all students alight from buses/ vehicles in the designated parking areas not directly in front of the Education Centre.</li> <li>• ensure all students are aware that general road rules apply to all circuits throughout the site.</li> <li>• 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.</li> <li>• be familiar with bike hire and cart risk controls as per the <b>bike hire and cart risk assessment</b> (if pre booked).</li> <li>• ensure students use designated walking paths around the site.</li> </ul> <p>Taronga traffic management rules in place include but are not limited to:</p> <ul style="list-style-type: none"> <li>• ten kilometer speed limit enforced for all vehicles.</li> <li>• safety buzzer/light in use for buggies.</li> <li>• the provision of hazard lights when Zoo vehicles are travelling backwards around the zoo circuit.</li> </ul>
Child Protection	Duty of Care Management (including lost students/isolation from group)	<p>WWCC is a requirement for all Taronga Staff and Volunteers.</p> <p>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.</p> <p>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.</p> <p>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).</p> <p>Supervising teachers must ensure students behave appropriately and follow instructions at all times.</p> <p>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.</p>
First Aid and Emergency Response	First Aid Required Emergency (including medical	<p>All attending schools are to bring their own first aid kit.</p> <p>Supervising teachers must be in possession of information on all students' medical needs, including Emergency Response Plans (including Anaphylaxis and Asthma) and medication.</p>

		<p>Taronga staff will be 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. <b>ZooSnooz mobile number - 0404 472 691.</b></p> <p>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.</p> <p>All overnight Taronga staff are first aid trained.</p> <p>First Aid Officers are on duty within Zoo opening hours.</p> <p>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.</p>
Environmental Impacts	Extreme Weather Conditions (incl. Heat stress, Sunburn, Storms, High Winds).	<p>Taronga Education to provide schools advanced communication regarding PPE recommended for ZooSnooz excursion (via the ZooSnooz terms and conditions document) – including rain coats, water, sunscreen, enclosed shoes and hats.</p> <p>Water available from drinking water taps throughout the Zoo.</p> <p>Taronga staff will monitor visitors and suggesting changes in activity/venue as necessary.</p> <p>In the event of severe weather, Taronga’s Emergency Response Plan will be enacted.</p>
Night and morning walks and behind the scenes access	<p>Getting lost/disorientated</p> <p>Access to exhibits</p> <p>Collision</p> <p>Slips, Trips, Falls</p> <p>First Aid or Medical Emergency</p>	<p>Taronga Education to provide schools advanced communication regarding all guests needing to wear enclosed footwear.</p> <p>School must communicate with Taronga Education if additional provisions are required for student access.</p> <p>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.</p> <p>Taronga staff to be at front and back of group with schools’ supervising teachers dispersed through group.</p> <p>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.</p> <p>Torches will be carried by Taronga staff.</p> <p>Designated roads and paths are used where possible.</p>



Contact with Flora and Fauna	<p>Animal bite or scratch</p> <p>Disease or allergy</p>	<p>Students are reminded to observe proper hygiene after contact with animals - i.e. washing hands or use antibacterial foam.</p> <p>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).</p> <p>Restricted access and instructional signage must be observed by all guests.</p> <p>Guests are not to feed animals under any circumstances.</p> <p>First Aid available (See above: First Aid and Emergency Response).</p>
Water Bodies	Injury or drowning	<p>Supervising teachers/ adults must supervise all students at all times near water.</p> <p>All water bodies in zoo grounds are equipped with safety equipment.</p> <p>Students under the age of 5 are not permitted to participate in the overnight program.</p>
Overnight accommodation in tents	<p>Getting lost/disorientated</p> <p>Access to exhibits</p> <p>Slips, Trips, Falls</p> <p>First Aid or Medical Emergency</p>	<p>Students under the age of 5 are not permitted to participate in the overnight program.</p> <p>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.</p> <p>Checklist during safety induction signed by supervising teachers.</p> <p>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.</p> <p>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.</p> <p>Schools are permitted to bring torches for tent use only.</p> <p>Lighting provided on paths at site.</p> <p>Security sweep the Zoo after close, between 6pm and 12am, between 12-4am and again during the early morning.</p> <p>Animal exhibits are locked after hours. Most exhibit entry points are behind the scenes. Many animals are locked off exhibit overnight.</p> <p>In the event of an animal escape, Taronga after hours Emergency Response Procedures are enacted; availability of sufficient safe houses for group size.</p>

Showers	<p>Slips, trips and falls</p> <p>Lack of privacy in unisex toilets</p>	<p>Low slip flooring in facilities.</p> <p>Teachers to accompany students when using the facilities.</p> <p>Schools groups to shower males and females at separate times.</p> <p>Disabled toilets available.</p>
Food preparation	<p>Burns</p> <p>Food poisoning and allergies</p>	<p>Food preparation and cooking is undertaken by Taronga staff only.</p> <p>Students are not permitted in the vicinity of the BBQ while cooking.</p> <p>Taronga staff are food safety trained.</p> <p>Supervising teachers/adults are to assist with service of food. Students are not permitted to serve food.</p> <p>Commercial quality dishwasher used.</p> <p>Cleaners service the site daily.</p> <p>Schools to provide Taronga advanced communication (14 days prior) regarding dietary requirements of attending guests.</p> <p>Supervising teachers must be in possession of information on all students' medical needs, including Emergency Response Plans (including Anaphylaxis and Asthma) and medication.</p> <p>Students must bring epipens or equivalent for known allergies.</p> <p>First Aid available (See above: First Aid and Emergency Response).</p>
Campfire	<p>Burns</p> <p>Food allergies</p>	<p>Sufficient lighting in campfire area.</p> <p>Taronga staff brief guests about safe movement in the area, the use of toasting tongs and waiting for marshmallow have cooled sufficiently before eating.</p> <p>Specific metal toasting tongs are provided for marshmallow roasting – the handles are plastic to avoid burns.</p> <p>Taronga staff limit the number of guests around the campfire to avoid overcrowding.</p> <p>First Aid available (See above: First Aid and Emergency Response).</p>

Communicable Disease	Spread of communicable disease by staff	<b>See above in Daytime Visits</b>
Communicable Disease	Spread of communicable disease by students/guests	<b>See above in Daytime Visits</b>
<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>	In Zoo grounds, the primary duty of care rests with the supervising teachers/adults with each school group.	
	Safety briefing is provided to students and teachers prior to education workshops and at the commencement of the ZooSnooz program.	
	In-grounds security, guest services and qualified first aid staff.	
<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  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.**

