

# Behaviour expectations

**Pre-excursion discussion notes about respect and safety at Adelaide Zoo**

Dear educator,

Zoo Learning provides these notes to support your conversation with students with a pre-excursion discussion about why we have particular rules at the Zoo. These rules are designed to keep everyone safe and our animals happy and healthy. We hope you have a fabulous learning experience at Adelaide Zoo.

## Over 135 years of history

For over 135 years Adelaide Zoo has been connecting people to nature and on your visit you will see many of the efforts that are being made to save animals from extinction. These guidelines will help you to enjoy your visit and ensure that you and our animals remain safe.

Remember, Adelaide Zoo is home to over 2500 animals and 250 different species. Each animal has the right to be respected and the rules that apply to all visitors are designed to protect animals from harm, keep you safe and help you make the most of your visit.

## Please don't pat the animals unless a Zoo staff member invites you to

Usually our Keepers avoid going into animal enclosures, and there are few animals Keepers will touch at any time. Our aim is to avoid humanizing or domesticating Zoo animals the way we do with dogs and cats. Modern zoos provide the most natural environment possible so that animals are healthy, happy and safe. Therefore, if you try to touch them, you could get hurt, and the animals could be hurt too.

## Special places and times to pat safe animals

The Farmyard and Native Animal Contact Areas are safe places to pat animals and we ask students to be with an adult when going into these contact areas. Some people find the animal contact experience overwhelming. These animals will sometimes rush up to visitors in expectation of being fed. They may nibble on clothing and bags, papers and other objects. If you don't think you can stay calm in this environment, please don't go in.

During special Keeper presentations at Adelaide Zoo, visitors will sometimes be invited to touch one or more of our friendly species. At 11.15am daily our presentations team run a Wildshow Animal Experience in the Variety Children's Zoo where you may have this opportunity. Please arrive at least 10 minutes before the start time.

## How to show respect to animals at the Zoo

Yelling and high noise levels can distress some animals. Please keep voices down to a whisper in the Panda Forest, Reptile House, Nocturnal House and the Envirodome; these areas have animals that are especially sensitive to noise. Please make sure the flash is turned off on your camera in these areas. Please respect the animals by avoiding tapping on enclosures and throwing anything at them. Don't forget, this is their home!

Normal walking pace should be how you move around the Zoo. This avoids collisions or tripping.

## Discovering

To finding answers to questions, use your observation skills, read the signs and ask questions of our roving volunteers. Volunteers are experienced Members of Zoos SA and are happy to answer questions. You will see them in their Zoos SA Volunteer uniforms.

**The messages for today are: stay safe, respect the animals and other people in the zoo, learn and have an enjoyable day!**



# Behaviour expectations

## When you first arrive at Adelaide Zoo

Dear educator,

Our Zoo Guides may be scheduled to meet your group when you first arrive at the Zoo to welcome you and your students, however this is not always possible. Zoo Learning provides these notes to support an introduction when your students first arrive at the Zoo. Please run through this checklist with your students before they venture off into the Zoo if we were not able to meet you at the Entrance.

### Checklist

- Please respect the animals in terms of noise levels; tapping on the glass and yelling can distress some animals. Don't forget, this is their home!
- Normal talking voice and normal walking pace should be how you move around the Zoo.
- Please keep your voices down to a whisper in the Panda Forest, Reptile House, Nocturnal House and the Envirodome. Please remember to disable the flash on your camera in these areas. Giant Pandas in particular are shy by nature and can become quite stressed if there is lots of noise in the Panda Forest area. Please make sure your students understand that quiet behaviour is expected in this area.
- The Zoo recycles as much rubbish as it can so please help by sorting your waste and placing it into the appropriate bins. The bins are labelled and you will notice that the Zoo recycles more items than most sites, eg chip and muesli bar packets, cling wrap and other 'soft' plastics.
- Many of you may have workbooks to fill in or information to collect as part of your zoo visit today. Take the time to read the signs around the Zoo and at the animal enclosures as this should help with your inquires /learning.
- Volunteers are experienced Members of Zoos SA and are happy to answer your questions. You will see them in their Zoos SA Volunteer uniforms.
- You may be able to ask a Zoo Keeper but please keep in mind that they are busy working with the animal collection and can't always stop for a chat.
- The Zoo animals are all well fed, please do not feed them (keep your food for yourselves).
- If you go into either of our zoo shops please leave large school bags at the entrance of the shop (obviously remove your valuables from your bag first though).
- It is important that you stay safe while you are at the Zoo. Zoo Keepers avoid going into animal enclosures, and there are few animals Keepers will touch at any time. Modern zoos provide the most natural environment possible so that animals are healthy, happy and safe. Remember not to try to touch the animals - you could get hurt, and the animals could be hurt too.
- You can interact with the animals in the Farmyard and Native Animal contact areas. The Zoo asks you to be with an adult supervisor when you visit these areas. Please meet your group leader at ..... am/pm near the Penguin enclosure.

The messages for today are: stay safe, respect the animals and other people in the zoo, learn and have an enjoyable day!



# Features Areas



## Nocturnal House

Quiet behaviour is expected as nocturnal animals are timid by nature. Please ensure that groups are supervised by a teacher or adult. A ratio of at least one adult to fifteen students is recommended. The entrance and exit "tunnels" direct noise into the Nocturnal house, so it is best not to address groups immediately outside these areas!

## Reptile House

For successful observation of exhibits in this area, viewing is best done in small groups. Students should be supervised at all times. Reptiles remain motionless for long periods of time - this is natural behaviour. Tapping on glass or throwing objects at them will not change this behaviour and could cause stress and/or injury to the animals.



## Animal Contact Area

Contact with the animals is encouraged in this area. The contact areas provide the opportunity to develop respect and a caring attitude towards animals. Please remove name tags from children in this area and put booklets out of sight, or they may be eaten! Adult supervision is essential for all groups, including secondary students. If your students are working in smaller groups please schedule a nominated time to meet and supervise them in these areas.

## Envirodome

The Envirodome is an indoor, interactive discovery centre popular with all ages. Students should be supervised at all times while exploring this area as noise levels can often escalate. Toilet facilities are also located inside.



## Nature's Playground

The play space at Adelaide Zoo is a wonderful environment where young people of all ages can let their imaginations run wild, have fun, challenge themselves and explore the natural world. The playground includes play equipment built on nature play principles that stimulate all the senses through climbing structures, water play features, a natural creek bed and aerial walkways. We ask that group leaders supervise students to ensure a safe experience for all. The precinct also has disability friendly toilets and an undercover area.

## Giant Pandas

Wang Wang and Fu Ni are the South Hemisphere's only breeding pair of Giant Pandas. At 1.15pm every day you can meet the Panda keepers and hear more about these amazing animals. Pandas are very shy by nature and can become quite upset if there is lots of noise in the Panda Forest area. Please make sure your students understand that quiet behaviour is expected in this area to ensure our Pandas remain calm and stress-free.



# Organisational guidelines

- Zoo Entry fees are payable after the day of your visit. Payment must be made within 14 days of receiving a Tax Invoice from Zoos SA. This will be sent to your school's Finance Officer so please make them aware of this. Adults who are not covered within the free ratio can either pay on the day or they will be included as paying adults on the post-pay invoice. A representative from your school will be requested to sign-off on final numbers on the day of your visit acknowledging that the school will take responsibility for full payment. Late payments will incur a \$20 late payment fee.
- All entry and program fees are GST exempt. If you have booked a session with one of the Zoo's Education staff you will be charged a program fee of \$2.50 per student (this fee applies to all students including Zoos SA Members).
- If preferred, payment can be made on the day of your visit. Teachers will be issued a Tax Receipt at the time of payment to assist with financial reporting.
- Teachers are responsible for the behaviour and safety of their students. It is important that students treat the animals and zoo environment responsibly. Your influence will help in this area. Consider the Risk Management Guidelines when planning for student safety.
- Zoo maps are not readily available for school groups on excursion day. Please photocopy the map we have sent for your students or obtain a copy from the Zoos web site: <http://www.adelaidezoo.com.au/visitor-information/#map-of-the-zoo> This map can be downloaded as a PDF and printed in B & W or colour.
- If the class is breaking into groups, ensure that students and supervisors have critical meeting times recorded, such as lunch, education sessions, Nocturnal House and time of departure.
- As the Zoo is a public venue; safe areas to store school bags are not available. We recommend that groups bring students' food in wheeled trolleys or eskies which can be stored in the Education Centre courtyard.
- Pre-ordered school lunch packs are available from Fig Tree Café at the Adelaide Zoo: <https://www.qualitycatering.com.au/cafe-catering>
- Due to the potential danger of straws and plastic wrap to Zoo animals, you are asked to maintain strict control over the disposal of these items. Name tags with safety pins also pose a problem for animals in the contact areas - perhaps they could be handed out to children after they have visited these areas.
- Please report any instance of inappropriate student contact with animals to the Zoo Learning team.
- Students must be supervised in the Cafés, Zoo Shop and animal contact areas at all times. Students are asked not to bring food or drinks with them into the Zoo Shops.
- Bus parking is not available in Botanic Park, however students may be dropped off near the Zoo Entrance (See Botanic Park map for off-loading zone).

The parking facilities in Botanic Park are managed by the Adelaide Botanic Garden. Please contact the Traffic Officer on tel. 8222 9311 if you would like to discuss possible extended parking options for your bus.





## Risk Management Guidelines for Teachers

To reduce risks to people and Zoo animals at Adelaide Zoo the following considerations are important:

- A calm and respectful attitude provides a safe environment for all ages and reduces the chance of animals becoming stressed.
- Behaviour management and safety remains the responsibility of the supervising teacher/s at all times while in the Zoo.

All Zoos SA Conservation educators have current Teacher Registration Board registration and Department of Communities and Social Inclusion (DCIS) Clearance to teach. This covers DECD, Independent and Catholic Education sites.

To support teachers and students in having a safe and successful visit, Zoo Learning offers:

- **On day visits:**
  - Free admission to adult supervisors in the following ratios.
    - Pre to Year 3 1: 5 students
    - Year 4 – Year 7 1:10 students
    - OSHC Groups 1:8 students
    - Year 8 – Year12 1:15 students
  - For Year 7's and above a 5-10 minute "Welcome" can be requested, if Zoo Learning staff are available, to student groups who are not undertaking a program with a zoo teacher. Expectations of student behaviour are outlined along with other relevant Zoo information.
- **On overnight programs:**
  - Free admission to adult supervisors in the following ratios. A small catering fee applies for each adult.
    - Reception to Year 7 1: 5 students
    - Year 8 – 12 3 supervisors

Please make sure your bring a school First Aid kit with you on the day.

Zoos SA teaching staff are trained in First Aid, including EpiPen and defibrillation.

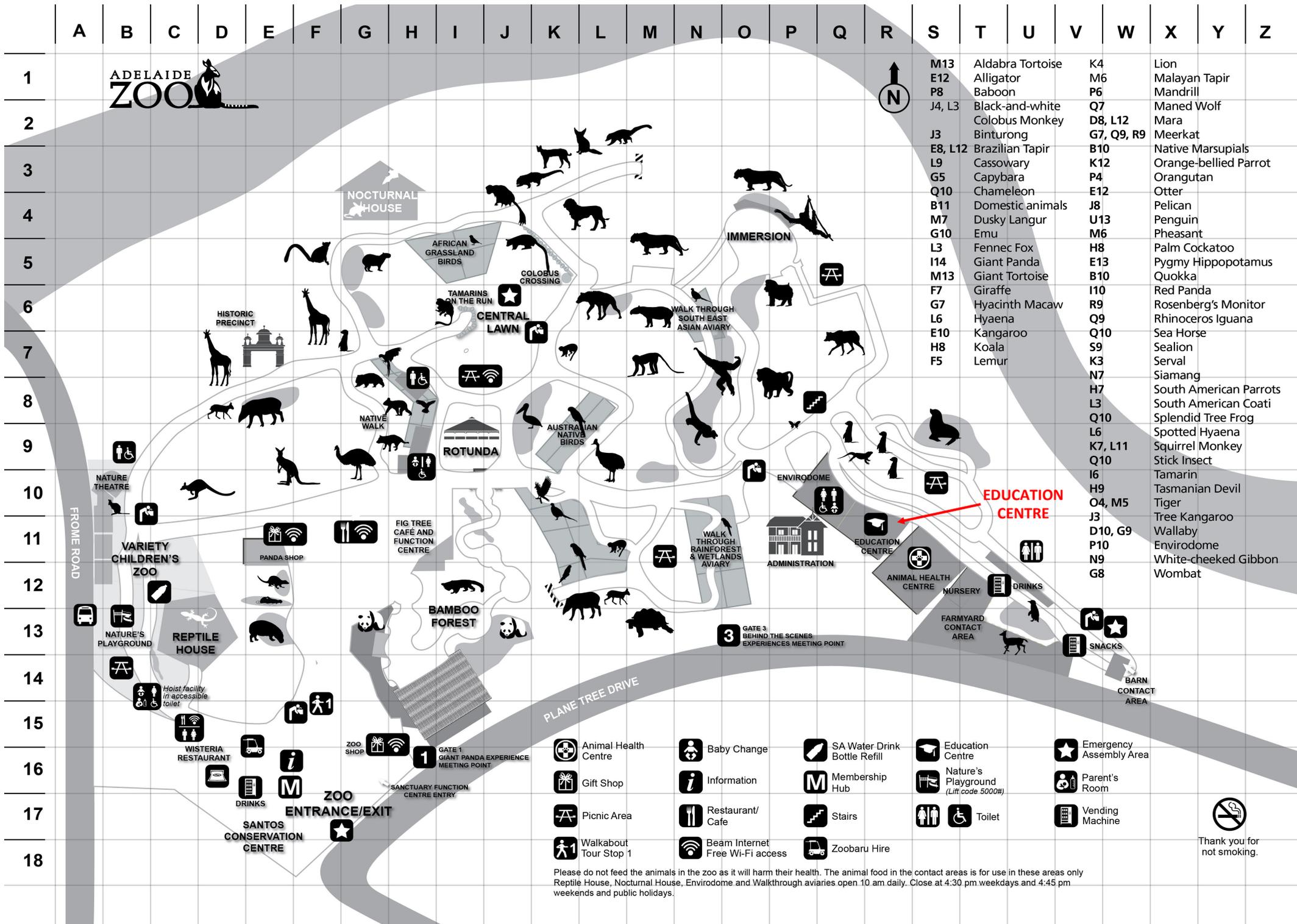
Zoo First Aid staff are on duty each week day.

All risks are minimised:

- When visiting groups provide sufficient supervision to students.
- The supervising teacher is expected to read and understand the Risk Management Guidelines sent before each zoo visit. These guidelines include a requirement for students to walk, stay in groups with a supervising adult when possible, and to follow zoo rules for the safety of people and zoo animals

## Adelaide Zoo Learning – Risk Level Summary

1. .		
Hazards / Issues / Risks	Risk level	Managing the risk – documentation and procedure
COVID-19 conditions of entry	Low-High	<ul style="list-style-type: none"> <li>Please refer to our COVID-19 conditions of entry at <a href="https://www.zoossa.com.au/covid-19/">https://www.zoossa.com.au/covid-19/</a></li> </ul>
Child gets lost – day	Low	<ul style="list-style-type: none"> <li>Whole Zoo lost child procedure managed by Zoo Visitor Services staff.</li> </ul>
Child gets lost – night	Low	<ul style="list-style-type: none"> <li>Rotunda and path lights left on at night.</li> <li>Night lights on around Education building.</li> <li>Groups have teacher mobile numbers.</li> <li>Zoo staff can call police or security 24 hours a day if required.</li> </ul>
Sunburn	Low-Med	<ul style="list-style-type: none"> <li>Adequate shady areas provide across the site.</li> <li>Zoo first aid officers available.</li> <li>Provision of drinking water.</li> <li>Hats/sunburn cream available for purchase at the Zoo Shop.</li> </ul>
Physical and/or sexual assault	Low-High	<ul style="list-style-type: none"> <li>Whole Zoo child-safe policy and procedures in place.</li> <li>Staff and volunteer WH&amp;S training including Zoo security staff.</li> </ul>
Tripping on rough surfaces	Low-High	<ul style="list-style-type: none"> <li>Behaviour expectations info pack to teachers - walking not running.</li> <li>Guidelines for night walk – stay together, walking not running.</li> <li>Report incidents (PAWS) &amp; rough areas to WHS Coordinator.</li> </ul>
Bitten by animals in contact area	Low-Med	<ul style="list-style-type: none"> <li>Zoo first aid officer identified at the beginning of the day.</li> </ul>
Bitten by general Zoo animals	Low-Med	<ul style="list-style-type: none"> <li>Zoo first aid officer identified at the beginning of the day.</li> </ul>
Injury	Low-Med	<ul style="list-style-type: none"> <li>Zoo staff with First Aid training.</li> <li>Schools with First Aid equipment and staff training.</li> </ul>
Slip on wet boardwalk or injuries near viewing areas.	Low-High	<ul style="list-style-type: none"> <li>Report incidents (PAWS) to WHS Coordinator.</li> </ul>
Allergy reaction at Zoo	Low	<ul style="list-style-type: none"> <li>Zoo staff with First Aid training.</li> <li>Report suspect plant species to Horticulture &amp; WHS Coord.</li> </ul>
Falling off chair.	Low-Med	<ul style="list-style-type: none"> <li>Zoo Learning Officer to manage behaviour in rooms.</li> </ul>
Injury from biofacts in classrooms.	Low-Med	<ul style="list-style-type: none"> <li>Zoo Learning Officer provides clear instructions about biofact handling.</li> </ul>
Injury on Behind the Scenes tours.	Low-Med	<ul style="list-style-type: none"> <li>Zoo Learning Officer/Volunteer/Keeper – safety instructions.</li> </ul>
Asthma attack.	Low to Ext	<ul style="list-style-type: none"> <li>Zoo staff with First Aid training.</li> <li>Asthma first aid kit available at Zoo First Aid Room.</li> </ul>
Falling down stairs to tent site.	Low - High	<ul style="list-style-type: none"> <li>Introductory safety talk before students move onto the rooftop campsite.</li> </ul>
Natures Playground	Low - High	<ul style="list-style-type: none"> <li>Adelaide Zoo's Nature's Playground is designed to Australian standards for nature based play. Children must be supervised at all times in this area.</li> </ul>



M13	Aldabra Tortoise	K4	Lion
E12	Alligator	M6	Malayan Tapir
P8	Baboon	P6	Mandrill
J4, L3	Black-and-white Colobus Monkey	Q7	Maned Wolf
J3	Binturong	D8, L12	Mara
E8, L12	Brazilian Tapir	G7, Q9, R9	Meerkat
L9	Cassowary	B10	Native Marsupials
G5	Capybara	K12	Orange-bellied Parrot
Q10	Chameleon	P4	Orangutan
B11	Domestic animals	E12	Otter
M7	Dusky Langur	J8	Pelican
G10	Emu	U13	Penguin
L3	Fennec Fox	M6	Pheasant
I14	Giant Panda	H8	Palm Cockatoo
M13	Giant Tortoise	E13	Pygmy Hippopotamus
F7	Giraffe	B10	Quokka
G7	Hyacinth Macaw	I10	Red Panda
L6	Hyaena	R9	Rosenberg's Monitor
E10	Kangaroo	Q9	Rhinoceros Iguana
H8	Koala	Q10	Sea Horse
F5	Lemur	S9	Sealion
		K3	Serval
		N7	Siamang
		H7	South American Parrots
		L3	South American Coati
		Q10	Splendid Tree Frog
		L6	Spotted Hyaena
		K7, L11	Squirrel Monkey
		Q10	Stick Insect
		I6	Tamarin
		H9	Tasmanian Devil
		O4, M5	Tiger
		J3	Tree Kangaroo
		D10, G9	Wallaby
		P10	Envirodome
		N9	White-cheeked Gibbon
		G8	Wombat

- Animal Health Centre
- Baby Change
- SA Water Drink Bottle Refill
- Education Centre
- Emergency Assembly Area
- Gift Shop
- Information
- Membership Hub
- Nature's Playground (Lift, code 5000#)
- Parent's Room
- Picnic Area
- Restaurant/Cafe
- Stairs
- Toilet
- Vending Machine
- Walkabout Tour Stop 1
- Beam Internet Free Wi-Fi access
- ZooBaru Hire

Please do not feed the animals in the zoo as it will harm their health. The animal food in the contact areas is for use in these areas only. Reptile House, Nocturnal House, Immersion and Walkthrough aviaries open 10 am daily. Close at 4:30 pm weekdays and 4:45 pm weekends and public holidays.

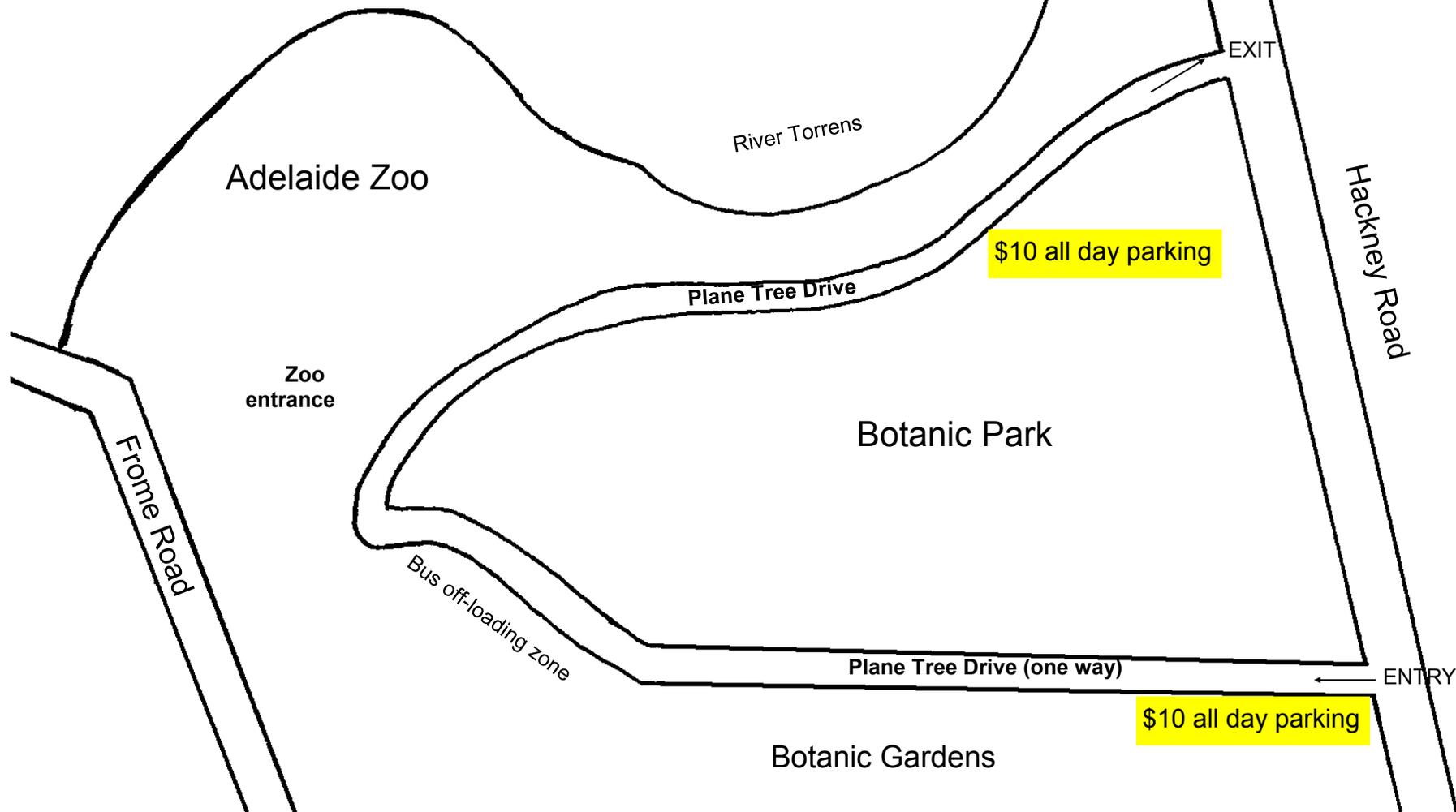
Thank you for not smoking.

## Bus drop-off and parking arrangements - Botanic Park

A bus offloading zone is located near the Zoo Entrance on the western side of Botanic Park. Classes enter the Zoo via this entrance. Boxed lunches may be stored in the education Centre Courtyard (please do not bring individual bags).

The parking facilities in Botanic Park are managed by the Adelaide Botanic Garden. Please contact the Traffic Officer on tel. 8222 9311 if you would like to discuss possible extended parking options for your bus.

Parking for private vehicles is available on Plane Tree Drive at a cost of \$3.50/hour (4 hours max). Extended all-day parking is available at both the southern and northern end of Plane Tree Drive at a cost of \$10.00.



# PANDA PICNIC ORDER FORM

Pre-order price \$ 9.50 each - Adult packs \$18.50 each



## Panda Picnic 1

- Ham, cheese and lettuce or vegemite, cheese and lettuce sandwich
- Water or fruity drink
- Fruchocs

## Panda Picnic 2

- 3 nuggets and chips
- Water or fruity drink
- Fruchocs
- Tomato sauce

## Adult Panda Picnic

- Wrap - Tandoori chicken or vegetarian
- Water or soft drink can
- Fruit salad
- Fruchocs



## Quantity

### Children Panda Picnic Order

..... Panda Picnic 1 - ham, cheese & lettuce  
..... Panda Picnic 1 - vegemite, cheese & lettuce  
..... Panda Picnic 2 - nuggets & chips

### Drinks choice

..... Water  
..... Apple & blackcurrant  
..... Orange  
..... Apple

### Adult Panda Picnic Order

..... Tandoori chicken wrap  
..... Vegetarian wrap

### Drinks choice

..... Soft drink can  
..... Water

## Order details

Date of visit ..... Pick up time .....  
School name .....  
Contact name .....  
Contact phone .....

Orders can be emailed to: [events@qualitycatering.com.au](mailto:events@qualitycatering.com.au)  
Online orders at [www.qualitycatering.com.au](http://www.qualitycatering.com.au)