

Excursion Risk Management Plan

Excursion details: Taronga Zoo			
Date(s) of Excursion:	9 th April 2026	Excursion destination/address:	Taronga Zoo Mosman
Departure and arrival times	Depart Centre: 9:30AM Departure :Arrive back at Centre: 4:00PM		
Proposed activities	Take a tour around the zoo, enjoy some free play and watch animal presentations		Water hazards? Yes/No If yes, detail in risk assessment below.
Method of transport, including map of proposed route	<div style="display: flex;"> <div style="flex: 1;"> <p>Bus</p> <p>via Wakehurst Pkwy 51 min Fastest route now due to traffic conditions 32.3 km Details Preview</p> <p>via A8 57 min Some traffic, as usual 28.6 km</p> <p>4:56 PM – 6:26 PM 1 hr 30 min 🚶 > 🚗 199 > 🚌 B1 > 🚗 100</p> </div> <div style="flex: 2;"> </div> </div>		

Name of excursion coordinator	Sarah Le-Hanie		
Centre Contact Details	Landline: 02 9918 - 9672	Mobile: 0493 696 164	
Number of children attending excursion	Intended: 50	Number of educators/parents/volunteers	8
Educator to child ratio, including whether this excursion warrants a higher ratio? Please provide details.	1:7		
<p>Procedures for:</p> <ul style="list-style-type: none"> • Leaving the centre • Entering and exiting the bus • Entering the venue • Leaving the venue • Entering and exiting the bus • Returning to the centre <p>Including accounting for children at all times.</p>	<ul style="list-style-type: none"> • A roll call is conducted prior to the children leaving the Avalon OOSH building. The responsible person is to ensure they know the number of children who are in our care. • Children are encouraged to go to the bathroom before leaving, an educator remains at toilet block until all children have finished • Children are lined up in the playground and walked in 2 lines. Educators positioned at front, middle and ends of group • Two educators count the children onto the bus. • A roll call is conducted before the bus departs, with another educator conducting a headcount of all children on the bus. • As we alight from the bus a headcount is conducted. The bus is checked for any remaining children and items. • We then walk to our destination, with the educators working to ensure the children stay within the group at all times. An educator is stationed at the front, leading all the children to the destination, another at the back to ensure all children are safe and others spaced out throughout the middle of the group. • On arrival at our destination a headcount is conducted. • Educators are to ensure that they have knowledge of where the children are at all times. • Prior to exiting the venue another headcount is conducted. • We then walk to our bus, with the educators stationed at the front, middle and back of the group leading all the children to the destination, to ensure all children are safe. • Two educators count the children onto the bus. • A roll call & headcount is conducted before the bus departs. • When the bus stops to let us off a headcount is conducted as the children alight. The bus is checked for any remaining children and items. • We then walk to the Centre, where a roll call & headcount is conducted. 		

Excursion checklist	
<input type="checkbox"/> First aid kit	<input type="checkbox"/> Excursion Bag & Children's medication
<input type="checkbox"/> List of children attending the excursion	<input type="checkbox"/> Walkie Talkies
<input type="checkbox"/> Contact information for each child	<input type="checkbox"/> Mobile phone / other means of communicating with the service & emergency services
<input type="checkbox"/> Medical information for each child	<input type="checkbox"/> Other items, please list

Hazard identified	Risk Rating (use matrix)	Elimination/control measures	Who	When
Slips, trips, falls, collisions	Moderate	<ul style="list-style-type: none"> • Walk children in 2 lines in close groups • Educators positioned at front, middle and ends of groups • Educators to encourage children to tie up shoes laces and assist if required 	All Children	Entering bus/leaving bus & During excursion
Extreme Weather conditions (including heat stress, sun burn, storms, high winds), Fire / floods, emergency crisis/situation	Moderate	<ul style="list-style-type: none"> • Seek shade/shelter where appropriate • Give time for children to be calm, safe, and secure • Leave excursion if extreme weather conditions or any critical emergencies 	All Children & Educators	While at Excursion
Missing Child/absconding	Moderate	<ul style="list-style-type: none"> • Walk children, 2 lines in close groups and educators positioned at front, middle and ends of groups • Constant head counts, and checking on children • Educators to communicate with one another and the children • Maintain staff to child ratio 1:10 	All Children	Leaving/entering the bus & At the Excursion/transiting to other areas
Anaphylactic reaction/ allergies	Moderate	<ul style="list-style-type: none"> • First aid Kits/ EpiPen's on hand • Regularly update information of children with anaphylaxis/allergies/intolerances and 	Children with Allergies	Throughout the day

		cultural requirements.		
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		<ul style="list-style-type: none"> • Ensure each educator and volunteer is aware of the medical and dietary list/info of each child. • Staff are trained in First aid, anaphylaxis and allergy awareness. • Asthma and anaphylaxis medication has been taken on the excursion, and their plans are followed in the event of a reaction/asthma attack 		
Using the toilets/public toilets & hand washing/hygiene	Moderate	<ul style="list-style-type: none"> • An Educator to check toilet areas for any hazards before children enter • If the gender of that educator is not able to check the toilets. Send 2x older more responsible children to check whilst the educator waits right outside of toilet area • Children to go in small groups of same gender • Regular head counts and roll calls • Educators to walk children in groups at a time and remain near toilet block area until children have finished • Children to always communicate with educators about going to and from the toilets. 	All Children	At the Excursion
Choking, illness, vomiting	Moderate	<ul style="list-style-type: none"> • Have sickness bags available on the bus • Ensure children do not eat or drink on the bus • Ensure children are seated down whilst eating or drinking • All staff trained in first aid 	All Children	On the Bus & While eating/drinking

Open animal enclosures	Moderate	<ul style="list-style-type: none"> • Talking to children beforehand about expected behaviour around animals • Zoo staff surround the area 	All Children	At the Excursion
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Strangers	Moderate	<ul style="list-style-type: none"> • Maintain 1:10 child to staff ratio • Safety talk before departure with all children • Children to go to bathroom in groups or pairs 	All Children	At the Excursion
Bugs and insect bites/stings	Moderate	<ul style="list-style-type: none"> • Educators are equipped with first aid and all staff trained in first aid 	All children and educators	At the excursion
Construction	Moderate	<ul style="list-style-type: none"> • Students to be aware of the construction areas in the zoo when we will be attending (Great Southern Ocean underwater viewing area, upper Australia precinct) • Children to stay on the designated paths to avoid construction areas • 	All children	At the excursion
Hills	Low	<ul style="list-style-type: none"> • Students to ensure they are wearing practical walking shoes • There are many hills so it is essential to give children lots of water breaks and rest 	All children	At the excursion
Covid- 19 illness, infections, hospitalisation, death of child/educator/adult	Moderate	<p>Ensure Educators & Families are aware of our Covid-19 Policy & procedure</p> <p>Maintain communication between NSW Health department, Department of Education, ECED and any other relevant organisation in relation to Covid-19</p> <p>Ensure information of Covid-19 and any practices are updated as new information becomes available</p> <p>Ensure all such important information and factsheets are available & /or displayed for educators /parents /families and visitors to view</p> <p>Educators & families are updated with any new information / updates on Covid-19</p>	<p>Coordinator</p> <p>Educators</p> <p>Families and children</p> <p>Provider Staff</p>	Throughout the whole day

		<p>Ensure that when adults enter the service, they practice social distancing, cleaning of hands. That they enter and exit solely to drop off or collect their child</p> <p>Ensure that there are no children, educators or adults that enter the premises if they have been in contact with anyone that has had COVID-19 symptoms or are currently displaying any related symptoms</p> <p>If children or adults present during the day as unwell, they will be set aside from others. For a child: their parent will be contacted to collect them as soon as possible. For an adult: they will be asked to leave the centre to seek further medical advice.</p> <p>All adults/Visitors/volunteers are to adhere to all Covid-19 rules and practices as per prescribed from the NSW government</p> <p>Children will be given regular hand washing routines throughout the day, dependant on activity and what they are exposed to</p> <p>Antibacterial wipes, hand soap, paper towels and hand sanitiser will be available to all that enter/use the premises.</p> <p>Educators are strongly recommended to wear PPE including gloves & face masks where necessary</p> <p>Educators are to ensure supervision of children using hand sanitiser (as it is alcohol-based)</p> <p>A routine cleaning list is created in the centre and all educators are to complete the cleaning tasks and schedule. Educators are given opportunity to reflect and bring about new information in relation to our Covid-19 practices</p>		
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Communicated to: All Staff on the day & Families (via website, and printed in centre)

Venue and safety information/risk assessment reviewed and attached:

Yes

Comment if needed:

Reminder: Monitor the effectiveness of controls and change if necessary. Review the risk assessment if an incident or significant change occurs.

Venue and Safety Information for School Day and Overnight Excursions

Venue name	Taronga Zoo		
Location	Bradleys Head Rd, Mosman, NSW Australia 2088		
Phone number	(02) 9978 4578 or (02) 9978 4624	Email	education@zoo.nsw.gov.au
Web address	www.taronga.org.au		
Insurance	Does the venue have public liability cover? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Hazard (Task or what could cause harm)	Associated risk	Existing risk controls	

DAYTIME VISITS (INCLUDING FULL DAY PROGRAMS AND EDUCATION WORKSHOPS)

<p>Traffic Hazards and Vehicles – both external and in-grounds vehicle movements</p>	<p>Injury as a result of collision</p>	<p>The School will provide supervision for students embarking/disembarking from transport vehicles and direct students to safe crossing points. (i.e. pedestrian crossings) Taronga Zoo traffic management rules in place including limited movement during daytime hours. Speed limit enforced and safety buzzer/light in use for buggies. All large vehicles are chaperoned by Taronga Zoo Staff to assist with crowd control. Students and teachers will be briefed on potential traffic hazards before accessing Behind the Scenes areas.</p>
<p>Duty of Care</p>	<p>Lack of Duty of Care Management resulting in lost or isolation child</p>	<p>WWCC existing for all Taronga Zoo Staff and Volunteers. Students should be chaperoned at all times within Taronga Zoo grounds. Taronga Zoo Educational Workshops are led by a trained teacher. Taronga Zoo provides free entry for supervising adults on a ratio of 1:5 for all school stages. Schools to provide supervision as per student needs. Supervising teachers have acknowledged (via online booking form) that they understanding they must supervise their students at all times within zoo grounds.</p>

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		<p>Teachers/supervising adults via the Teacher Information Document that they should implement effective supervision strategies. Teachers ensure students behave appropriately and follow instructions at all times.</p>
<p>First Aid and Emergency Response</p>	<p>Slips, Trips, Falls First Aid Required Medical Emergency</p>	<p>Primary Duty of Care is with the School's attending teachers/ adult helpers. All attending schools must bring their own first aid kit. School supervising teachers must be in possession of information on all students' medical needs, including Emergency Response Plans (including Anaphylaxis and Asthma) and Medication. For escalation of Medical Aid, please approach Taronga Zoo staff as Taronga Zoo's Emergency Response Plan can be implemented, which includes Occupational First Aid Responders or Emergency Code Calls, including external communication with emergency services. Students accessing Behind the Scenes areas to be accompanied by Taronga Zoo staff at all times and briefed on safety hazards related to potential trips or slips. Clear, maintained, compacted visitor walkways around all teaching locations. Logs and rocks are low in height and surrounded by mulch and/or grass in outdoor classrooms. Clear instructions given to all visitors before entering teaching locations (e.g. to walk not run, where to walk and potential trip hazards).</p>

Extreme Weather Conditions	Risk of illness/injury resulting from heat stress, sunburn, poor air quality, storms or high winds	<p>In the event of severe weather, Taronga Zoo's Emergency Response Plan will be enacted. The School's Duty of Care responsibility must dictate whether the excursion is to go ahead – option for school to cancel/postpone their visit. Schools advised that appropriate PPE is recommended for excursion – including, rain coats, rest breaks, water, sunscreen, and hats advised.</p> <p>Water available from drinking fountains throughout the zoo.</p> <p>Teachers should be aware of areas of shelter on zoo grounds.</p> <p>In the event of severe weather and Taronga Zoo enacting its emergency response plan, guests will be directed accordingly to procedure.</p>
Insufficient Communication	<p>Teachers unprepared for Excursion.</p> <p>Additional attending adults unaware of supervision requirements.</p>	<p>Expectation of the booking School staff member to send information to the relevant parties and attending adults. A link to this information will be emailed to the organising teacher upon booking via e-mail, including Risk Assessment and other relevant site information.</p> <p>Additional information also available on Taronga Zoo Website (www.taronga.org.au)</p>
Contact with Flora and Fauna	<p>Animal bite or scratch</p> <p>Disease or allergy</p> <p>Infection (Zoonotic disease)</p>	<p>Restricted access and instructional signage must be observed by public.</p> <p>First Aid available via Taronga Emergency Response Plan and also by supervising School. (See above: First Aid and Emergency Response)</p> <p>Animals are under the supervision of trained Taronga Zoo staff members or volunteers. Ample space for animals to retreat if necessary (including human exclusion zone in habitat and outdoor classroom).</p> <p>Animals are conditioned to minimise the potential of biting or scratching.</p> <p>Animals are regularly checked for potential disease.</p> <p>Clear instructions given by staff during every workshop (e.g. wash hands once leaving the area, especially before food and point out closest hand washing facilities)</p>

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Use of Sky Safari Cable Car	<p>Injury during boarding or disembarking</p> <p>Student Misbehaviour</p> <p>First aid in cabin</p>	<p>The Sky Safari Cable Car is managed and operated by an external provider. Access and permission to use is at the discretion of the Sky Safari Cable Car staff, and access can be restricted at any time without prior warning (e.g. weather or safety requirements). Safety procedures in place.</p> <p>Children must be accompanied by an adult or teacher on 1:5 ratio (1 adult: 5 children) Taronga Emergency Response Plan in effect for response to emergencies and first aid.</p>
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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. 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"> -Thoroughly wiping down (with disinfectant) all equipment that guests will come in to contact with -Regular hand washing with soap or use of hand sanitiser <p>Revise and modify program manuals and checklists such as SOPs to support program delivery. 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 –</p> <p>https://www.nsw.gov.au/covid-19/education/schools-and-childcare Program delivery will be in line with TZ site protocols and COVID-19 Safety Plan for Zoos, Reptile Parks and Aquariums-</p> <p>https://www.nsw.gov.au/sites/default/files/2020-06/covid-19-safety-plan-zoos-reptile-parks-and-aquariums_0.pdf</p> <p>Regular briefings to Educators and GEOs communicating and reinforcing COVID-19 protocols. 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	<p>Spread of communicable disease by students/guests</p> <ul style="list-style-type: none"> • 	<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"> -Thoroughly wiping down (with disinfectant) all equipment that they have come in to contact before and after use -Regular hand washing with soap or use of hand sanitiser -Adhering to Education guidelines at all times and with staff/adults maintaining 1.5 metres where practical. -All guests will follow the instructions from TZ staff. <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. Guests will all register online either through QR codes, security portal or 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. Students, supervising teachers and guests will be briefed on arrival to education activity (eg Workshop, meeting, etc) to ensure they are aware of guidelines and requirements. 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

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

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	<p>Entry into animal exhibits</p>	<p>From the hours of 5.15pm – 9pm and 6.30am – 10am next day, Taronga Zoo Hosts will be escorting the school throughout Zoo premises.</p> <p>Duty of Care responsibility (including behaviour) is with the school’s teachers/attending adults at all times, but especially during the hours of 9pm-6am. This is communicated at time of booking and also during Safety Induction by Taronga Zoo hosts.</p> <p>Providing adequate supervision ratios (male and female) and child protection is the responsibility of the attending school.</p> <p>Taronga Zoo Hosts sleep on site at the Zoo and are contactable via phone during the</p>
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		hours of 9pm 6am in the event of an emergency. All overnight staff are first aid trained and first aid kits are available on site.
Unhygienic facilities	Injury or illness due to unhygienic facilities	Taronga Zoo Cleaning Department is responsible for the monitoring of Zoo facilities. Taronga Zoo Staff to assist with monitoring the ZooSnooz site and communication of any issues with the Cleaning team.
Consumption of inappropriate food and/or beverages	Food allergy or intolerance Intoxication due to alcohol consumption	Food and beverage is provided and managed by external contractor Epicure. Food Safety Standards in place as managed by Epicure. Schools submit medical and dietary requirements to Taronga Zoo two weeks prior to overnight excursion. School's supervising teachers must be in possession of information on all students' medical needs, such as Anaphylaxis, Asthma and Medication and have appropriate control measures in place. Advanced communication that students must bring epipens or equivalent for known allergies; for severe allergies it is also advised that students bring own food. Taronga Zoo Education Programs are drug and alcohol free and supervising adults are reminded of this during safety briefing. Any adults found to be under the influence of drugs or alcohol will be asked to leave the premises immediately. Taronga after hours emergency procedures are in place.
Extreme Weather Conditions	Risk of illness/injury resulting from heat stress, sunburn, poor air quality, storms or high winds	See above in Daytime Visits Taronga reserves the right to change the accommodation location of school groups in the event of extreme weather.
Contact with Flora and Fauna	Animal bite or scratch Disease or allergy Infection (Zoonotic disease)	See above in Daytime Visits
Communicable Disease	Spread of communicable disease by staff	See above in Daytime Visits
Communicable Disease	Spread of communicable disease by students/guests	See above in Daytime Visits

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Equipment

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 No
Other requirements <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.
Supervision/services <i>List services provided by venue including briefings, guided tours, supervision of activities etc</i>	During Workshops, qualified teachers assist School teachers in the supervision of children
	Safety brief is provided to children and teachers prior to lesson/entry into grounds
	In-grounds security, guest services and qualified first aid staff.
Access	Are access to and egress from the premises safe and without risk to health? Yes No Is the venue wheelchair accessible? Yes No Are disabled toilets available? Yes No
Emergencies	Are emergency procedures in place in the venue? Yes No Are employees and others undertaking work (including volunteers) trained to deal with emergency procedures? Yes No
Construction/ Maintenance/ Repair	Are licensed personnel used for all construction, maintenance and repair work? Yes No
First Aid	Are first aid kits available for each activity? Yes No Is there a trained first aid officer at the venue? Yes No Is a first aid room available? Yes No
Child-related employment	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 No
	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.

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