Taronga Zoo Sydney's Accessibility Toolkit

2024

This toolkit was developed thanks to our partnership with Cushman & Wakefield.

Access & Inclusion Partner

CUSHMAN & WAKEFIELD

TARONGA ZOO SYDNEY

For the Wild

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Access for all

We understand that our guests may have different needs during their visit to Taronga Zoo Sydney.

Taronga is committed to being an inclusive place that everyone can enjoy.

This Accessibility Toolkit is a guide to give everyone the best experience when they visit Taronga.

This toolkit is a continuation of the Taronga Visual Story that was developed in collaboration with Autism Spectrum Australia.

autism spectrum AUSTRALIA

Icons

Taronga has a range of sensory areas, including soundscapes and tactile activities such as playgrounds and interactive spaces. These are referenced throughout this Toolkit and identified on the Accessibility and Assistance Dog maps (see page 7).

General Information:

- Information Desk
- Toilets
- Accessible Toilets
- Adult Change (MLAK)
- Parent Room
- Lift
- Escalator
- Stairs
- Café or Eatery
- Picnic Table
- Water Bubbler

Sensory Information:

- Heavy Doors
- Keeper Talk
- Low Light Environment
- Soundscape (sound effects via speakers)
- Tactile or Interactive Activity
- Tranquil Space

When to visit

Opening hours

Taronga is open every day of the year. Taronga has different opening hours during summer and winter to make sure that our animals get the right amount of rest.

Winter: 9.30am to 4.30pm (May to August)
Summer: 9:30am to 5:00pm (September to April)

Quiet or busy

The number of guests visiting Taronga varies.

Taronga can get very busy. The busiest times are during school holidays and weekends. A less busy time to visit Taronga is Monday to Wednesday, but sometimes there are school groups on these days.

Leave enough time.

Leave enough time. It can take 3 hours to explore Taronga…

Cashless Zoo

Taronga is cashless. This means that we accept contactless payments when purchasing tickets, food and beverages or products from the Gift Shops. Alternatively, guests can take advantage of the 'Cash for Ticket' machine to purchase general admission tickets using Australian currency or the 'Tap and Go' card system where cash can be topped to create a digital wallet to purchase selected items.

Sensory tools

During your visit to Taronga, you might come across different sensory experiences.

You are welcome to bring items with you that help you feel comfortable and relaxed. This could include noise reducing headphones, hat or sunglasses, or a stimming/fidget toy or device.

Check the weather

Taronga is open in all kinds of weather, but please take precaution visiting in a wheelchair when it has been raining. Taronga covers a large 28-hectare site and the topography is quite steep in some areas. All paths are bitumen and many that traverse the Zoo are reasonably level, however some paths linking the various levels are steep.

Pathways are marked on the Accessibility Map:

Steep slope Gentle slope

Other items to consider bringing...

Water bottle Wet weather gear Bank or Credit card

Before your visit

Plan your day at Taronga from the comfort of your home.

Tickets

You can purchase your ticket when you arrive at the Zoo, or you can prebook on the Taronga website and save up to 20%*. If you purchase online, your digital ticket will be sent to your email. When you arrive at the Zoo, your ticket can be scanned from your mobile device, or you can print it before you come.

Visit **taronga.org.au** to purchase your ticket. If you need to change the date of your Zoo visit, please speak to Taronga's Contact Centre on **(02) 9969 2777.**

Companion Cards

Taronga offers free entry to a NSW Companion Card** holder with the purchase of a ticket for the person needing support, and we also accept reciprocal state issued companion cards. Simply show your Companion Card with your ticket upon entry to the Zoo.

Sunflower Lanyards

Taronga supports and recognises the Hidden Disability Sunflower. The Sunflower is a globally recognised symbol for Hidden Disabilities.

The lanyard is a way that people with Hidden Disabilities can indicate to Taronga Staff and Volunteers, that you may need extra support, time, and understanding.

It is OK if you don't have a lanyard, you can still get help when you need it. Please feel free to approach one of our friendly guest experience staff or volunteers.

*Conditions apply. See website for details.

**People with significant or permanent disability who need a high-level of care are eligible for The NSW Companion Card.

Assistance Dogs

Taronga will make every effort to safely welcome guests with accredited and vaccinated Assistance Dogs. You and your Assistance Dog are welcome to explore permitted areas of the Zoo independently, and do not need to be accompanied by a Taronga Guide, unless this is your preference.

You can take a look at the Assistance Dog map (page 7) for the restricted and caution areas of the Zoo, and there is also signage in-grounds to assist you on your visit.

Taronga accepts dogs with accreditation under Guide Dogs, Hearing Assistance Dogs and Assistance Dogs Australia and currently welcome the following types of dogs on site:

- Guide (or 'seeing eye') dogs to assist people with vision impairment to move around safely;
- Hearing (or 'hearing ear') dogs to alert people with hearing impairment;
- Assistance (or 'service') dogs, specifically trained to assist a person with a disability, to alleviate the effects of that disability. At this stage, this does not include mindDogs.

Please let Taronga Staff know if you are planning to visit with your assistance animal at least 48 hours in advance, by speaking to the Taronga Contact Centre.

Email: tz@zoo.nsw.gov.au
Call: 02 9969 2777

Alternatively, fill in the form on the Taronga website: taronga.tfaforms.net/f/assistance-dogs

We're here to help!

Should you have questions before you arrive, please connect with the Taronga Contact Centre.

Email: tz@zoo.nsw.gov.au
Call: 02 9969 2777

Should you need support when you arrive, Taronga Staff and Volunteers will be available at the Information Desk (map 6L).

Getting to Taronga Zoo

Plan your mode of transport for your visit.

By ferry

Typically, the Ferry leaves from Circular Quay to Taronga every 30 minutes. Transport NSW will have the latest timings on their website.

When you arrive at Taronga Wharf, you can catch the 238 bus to the Top Entrance of Taronga, or you can enter via the Lower Entrance, which is 300 metres uphill from the Wharf.

By bus

The 100 bus route (Mosman to City) operates between Taronga and the Queen Victoria Building in the city from early morning until around midnight, seven days a week. Buses will run every 10 minutes across the day and at least every 20 minutes in the early morning and late at night. The 238 bus route travels between Balmoral Beach, the Taronga Top Entrance and the Taronga Wharf on the waters-edge for passengers arriving or leaving by Ferry.

By car

NSW Mobility Parking Permit holders can park in metered, coupon or ticket parking areas at no charge in Mosman Council and on-street parking areas. Bradleys Head Road offers Mosman Council-managed ticketed metered parking spaces in close proximity of Taronga's Top Entrance.

Accessible parking is available in the Taronga carpark on the ground level. Parking is a flat rate of $22 for the whole day, or free if entering and exiting within 90 minutes.

Maximum height is 2.1m in the Taronga carpark. If your vehicle height exceeds 2.1m feel free to use street parking.

We're here to help!

Should you have questions before you arrive, please connect with the Taronga Contact Centre.

Email: tz@zoo.nsw.gov.au
Call: 02 9969 2777

At the Zoo

Taronga has accessible facilities spread across the Zoo, including accessible toilets, adult changing facilities and wheelchair hire. You can prepare for your visit, by downloading a Taronga map or pick one up for free from the Information Desk when you arrive.

Accessibility Map

The Accessibility Map shows Taronga's accessible pathways and facilities, including sensory sensitive areas, interactive spaces and tranquil areas.

Download Taronga's Accessibility map here.

Assistance Dog Map

The Assistance Dog map outlines the restricted and caution areas that you can OR can't take your assistance animal.

Download Taronga's Assistance Dog map here.

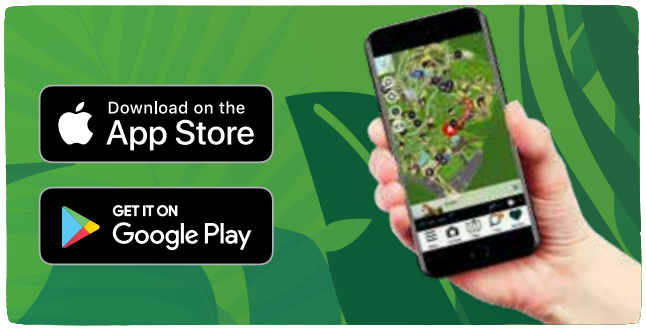
General Admission Map

The General Admission map includes all Keeper Talks and Activities, along with the location of all of your favourite animals.

Download Taronga's General Admission map here.

Taronga App

You can download the free Taronga app from the App store or Google Play. Take advantage of the interactive map, daily updates and up to date animal info.



Facilities

Toilets
Map 7L, 5J, 5D, 8D, 11E, 12G

Accessible toilets are located at the top and lower entrances, at the Taronga Food Market, The Treehouse inside Nura Diya Australia, Backyard to Bush and Mid Shop.

There is also a wheelchair accessible Parents Change Room located near the Giraffe exhibit.

Adult Change Room
Map 12G

The Adult Change Room located near the First Aid Room is accessible with a MLAK key. Taronga has a MLAK key should you not have your own, but we encourage those who have a MLAK key to bring it with you during your visit. Please talk to the Taronga staff at the Information Desk (map 6L) for access.

Mobility Scooters and Wheelchairs
Map 7L

Taronga is fully accessible and has a number of elevators and ramps. These paths are marked on the Accessibility Map, including steep and low grades.

You can hire a manual wheelchair for free from the Top Plaza Shop (map 6L). Manual wheelchairs need to be pushed by a carer/ companion and seat belts are required to be worn for safety.

To hire a mobility scooter or wheelchair, you will need to present your ID at the Gift Shop (Top Main Plaza) and sign a disclaimer form. The loan of the mobility scooters is subject to the weather conditions of the day.

Water Refill and Bubbler Stations
Map 8L, 10L, 11F, 12J, 10I, 16G, 5D, 3C, 4K

Taronga has nine water refill and bubbler stations located across the Zoo where you can refill your water bottle or use the bubbler. These are marked on your map or ask a Taronga staff member for the nearest water station.

We're here to help!

Should you have questions before you arrive, please connect with the Taronga Contact Centre.

Email: tz@zoo.nsw.gov.au
Call: 02 9969 2777

Should you need support when you arrive, Taronga Staff and Volunteers will be available at the Information Desk (map 6L).

What is expected from guests

We look forward to welcoming you to Taronga. To ensure that you and your fellow guests have a great day out, there are some rules to follow during your Zoo visit to keep both yourself, and our animals, safe.

- Our animals are on special diets to keep them healthy. Please do not feed them, as this may make them sick.
- Unless a Zoo Keeper says it's okay, please do not touch our animals.
- During busy times at Taronga, you might have to wait for your turn to look at some of our animals.
- Taronga is a big site with lots to see and do. Sometimes it's easy to get lost, so please stay together with your group.

- Our animals can get a fright too and banging on the glass might scare them.
- Some items are dangerous to bring to Taronga. Please do not bring pets, balloons, bikes, skates, skateboards, or scooters as these could be harmful to other guests or our animals.
- We have lots of wildlife around Taronga who can mistake rubbish for food, which makes them sick. Please help keep them safe by putting your rubbish in the bins provided across the Zoo.
- To review the full 'Conditions of Entry', please visit **taronga.org.au/terms-and-conditions.**

Things to see and do

Animal Encounters

If you would like an extra special experience when you visit Taronga, you can book an Animal Encounter. Animal Encounters are not included in the price of your entry ticket and need to be booked and paid for separately from the Zoo Shop in the Top Plaza. We suggest you get to Taronga early to purchase your encounter as places are limited. Small groups may be paired with another person or group during the Encounter. There are a limited number of encounters each day.

Our Animal Encounters include:

- Dingo encounter
- Capybara encounter
- Koala encounter
- Giraffe encounter
- Meerkat encounter
- Elephant encounter

Rules for your, and our animals, safety

- Some encounters have age limits. Please check with the Taronga staff when booking.
- Guests will be required to wear flat closed-toed shoes for some encounters. Please check the conditions when booking your specific encounter.
- Please be aware that animals respond in different ways to different people, and the encounter may vary day to day.
- We may be handling animal products during the tour so if there are any allergies, please highlight to the keeper leading the tour.
- We may also ask the guests to behave in a certain way to assist in their behavioural development.
- Encounters are weather dependent – both for heat and wet weather – and are subject to change.
- Only some Animal Encounters are wheelchair accessible.

Animal Presentations

You can learn about the animals that live at Taronga by visiting a Presentation or Keeper Talk. Visit our website or check the information on the map to plan your day so you can see everything you want to see. Our two main presentations can become very busy, crowded and loud, and you may have to wait in line, so please keep this in mind when planning your day.

Seals for the Wild, Map 9F

Seals for the Wild is on every day at 11.00am and 2.00pm. During school holidays and public holidays, an additional presentation is scheduled at 1.00pm.

Watch the graceful seals catch fish, climb and dive. You'll see species like the Australian Sea Lion, Californian Sea Lion, and the Long-nosed Fur Seal show off their natural abilities while you learn about their marine environment.

Free Flight Birds, Map 16G

Free Flight Birds is on every day at 12.00pm and 3.00pm.

Have you ever seen an Andean Condor spread its three-metre-wide wings? Learn about the condor and other exotic birds such as the Red-tailed Black Cockatoo and Galah, as they fly against the iconic Sydney Harbour skyline.

Please remember the presentation might be cancelled due to bad weather to make sure we keep our birds safe and healthy.

Seals for the Wild

Food and Drink

Take a break at one of the many food and beverage options around the Zoo. Whether you're after a quick coffee and snack or a warm meal, you can find an array of options. Enjoy cafe favourites, lunch with a view or bring your own picnic. Please remember that Taronga is cashless, so please bring your bank or credit card to pay for your purchases.

Forage and Graze Café, Map 6L.
Open 9am – 5pm daily.

Forage and Graze Café is located at Taronga's Top Entrance and serves delicious sandwiches, pastries, snacks, cold drinks, coffees and some hot food.

Taronga Food Market and Café, Map 12G.
Taronga Food Market is open
11am to 3.00pm daily.
Café is open 10am – 4pm daily.

The Taronga Food Market is a market style cafe where there is a tray picking system, where you pick your food up from different areas and carry it to the check out area to pay. This café can become loud and crowded, so you can skip the queue and pre-order your food by scanning the QR code on the General Admission map and collect it without queuing.

Gift Shops

Taronga has three gift shops around the Zoo, located at the Top Main Plaza (Top Shop, map 6L), Palm Plaza (Mid Shop, map 12E) and at the Lower Entrance (Lower Shop, map 9D).

The Taronga Gift Shop sells a range of animal soft toys, stationery, jewellery, t-shirts and other fun things. You can have a look on the website to see some of the items the Taronga Gift Shop sells.

We hope you enjoy your visit

Inclusivity partner

Taronga worked with Cushman & Wakefield as our Accessibility and Inclusion partner, shining a light on inclusivity at Taronga.

Feedback

Taronga is committed to being a place of inclusion and accessibility for guests of all abilities. We would love to hear from you.

Email: feedback@zoo.nsw.gov.au

Survey: taronga.org.au/sydney-zoo/thanks-for-visiting

Call: 02 9969 2777

Access & Inclusion Partner

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TARONGA ZOO SYDNEY

For the Wild