MY VISUAL STORY *for* A DAY AT TARONGA ZOO

TARONGA ZOO SYDNEY

For the Wild

CONTENTS

This is the Visual Story contents list. The contents list tells me what is inside of the Visual Story.

I can use the contents list to help me find information in the visual story more easily.

What is a Visual Story? 3

Before I go... 4

- Taronga Zoo Map 5
- The Hidden Disabilities Sunflower Lanyards 6
- Accessibility 7
- Sensory Information 8
- What to bring 9

Ok, so where are we going? 10

How will we get there? 11

When we arrive 13

- Internet Access 13
- First we will go in through the archway 14
- Rules 15
- What to expect? 16
- Things to see and do 17
- There might be a bit of waiting 18
- Sky Safari 19
- Animal Presentations 20
- Toilets 21
- Eating 22
- Who to ask for help if I need? 23
- Gift shop 24

Leaving Taronga Zoo 25

Thank you! 26

WHAT IS A VISUAL STORY?

Visual stories are written in an easy to read format and use pictures to provide greater accessibility for everyone.

This Visual Story has been developed in collaboration with Autism Spectrum Australia.

Visual stories are used to prepare people for a new environment or situation.

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TARONGA ZOO SYDNEY
For the Wild

BEFORE I GO...

I can click on this link to look at the Taronga Zoo website:

www.taronga.org.au

I can look at the Zoo map and decide what I would like to see and do.

TARONGA ZOO MAP

I can pick up a map from the Information Desk when I arrive at the Zoo.

The staff can help me find
the Information Desk if I need.

THE HIDDEN DISABILITIES SUNFLOWER LANYARDS

The Zoo supports and recognizes 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 staff that they may need extra support, time, and understanding.

It is OK if I don't have a lanyard, I can still get help if I need.

If I already have a Sunflower lanyard I can bring it with me.

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HIDDEN disabilities

ACCESSIBILITY

Toilets

The Zoo has several accessible toilets and a changing place.

Wheelchairs

I can hire a wheelchair at no cost from the Top Plaza Shop, (Map ref. 7L).
I can look for this symbol on my map.

I will have to leave my ID with reception and sign a disclaimer form.
I will get my ID back when I return the wheelchair.

Assistance Animals

The Zoo welcomes certified assistance animals. I will have to let Zoo Staff know that I plan to visit with my assistance animal at least 72 hours in advance.

This is so that Zoo Staff can make sure my assistance animal and the Zoo animals are safe when I visit.

To let Zoo Staff know, I should email: **webmaster@zoo.nsw.gov.au**

SENSORY INFORMATION

During my visit to the Zoo, I might come across different sensory experiences.

These include:

- Smell of animals
- Very bright areas
- Very dark areas
- Things I can touch and feel
- Play areas
- Very loud areas
- Announcements that come through speakers
- Animal noises
- Free flying birds
- Steep inclines and declines
- Crowding

I can also find a Quiet Area on the map.
Quiet areas are marked on my map with this symbol.

WHAT TO BRING

Sometimes it is busy, noisy, bright and loud at Taronga Zoo.

I can bring things to help me enjoy the day.

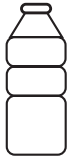
NOTE: Taronga Zoo is cashless. If I would like to purchase anything inside the Zoo I should remember to bring my bank or credit card.

Things I might want to bring:

Sunglasses

Hat

Headphones



Watter Bottle

Sensory Tool

Phone

Credit Card

Wet Weather Gear

OK, SO WHERE ARE WE GOING?

Taronga Zoo Sydney is located on Bradleys Head Road, Mosman.

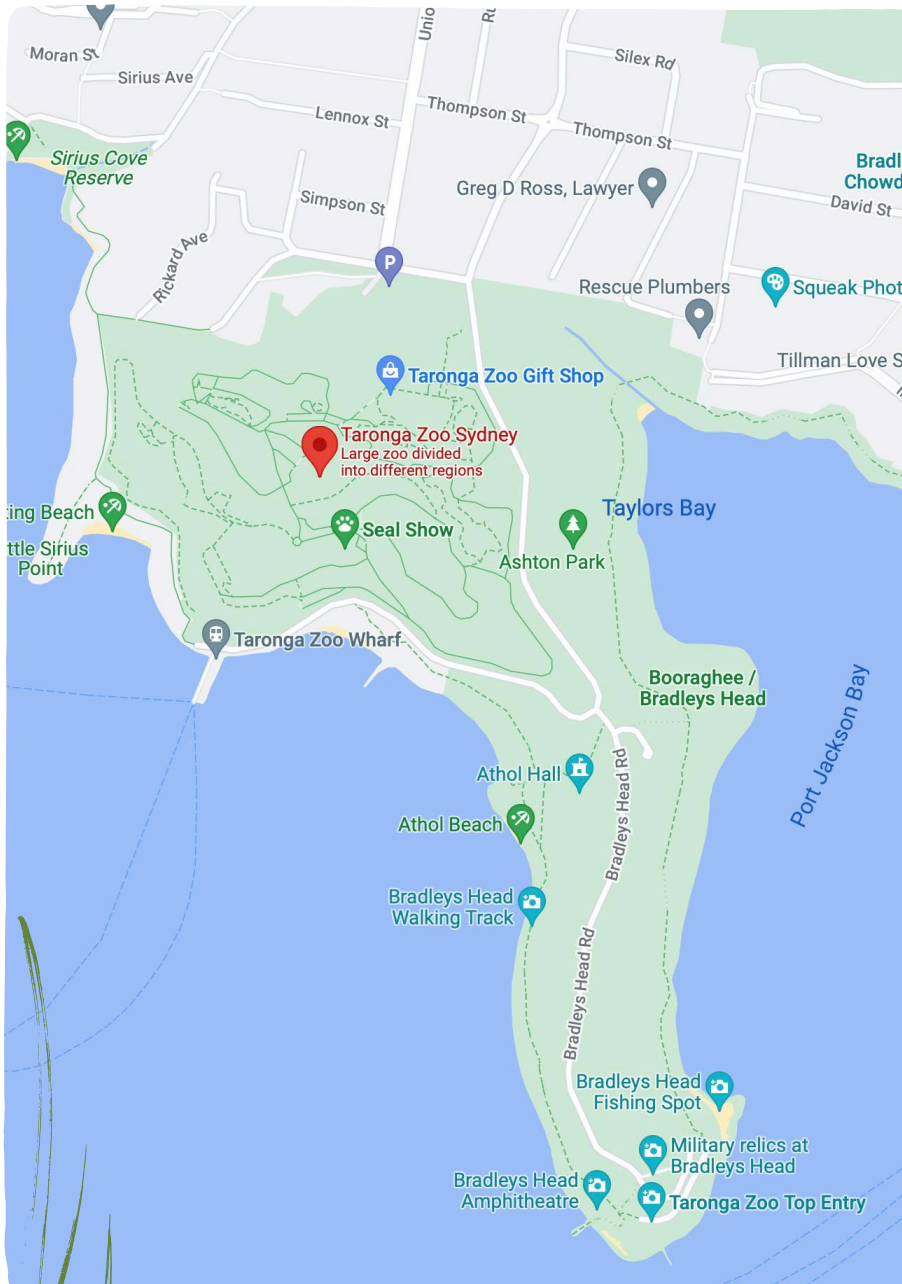
Taronga Zoo's opening times are:

From May to August: **9.30am to 4.30pm**
From September to April: **9.30am to 5.00pm**

I will need a ticket to get into the Zoo.

I can buy my ticket on the Taronga Zoo website.

www.taronga.org.au/buy-tickets



HOW WILL WE GET THERE?

BY CAR

When we arrive we can park in the carpark at the top of the Zoo.

BY PUBLIC TRANSPORT

Train

I can take the train to Circular Quay train station and join the ferry to Taronga Zoo Sydney.

Bus

I can take the 100 bus (Mosman to Sydney City) from the Queen Victoria Building in Sydney City.

The Bus runs every 10 minutes during the day.

When we arrive we get off the bus at the stop at the top of the Zoo.

PUBLIC TRANSPORT CONTINUED

Ferry

Taronga Zoo Sydney is 12 minutes from Circular Quay by ferry. The ferry departs from Circular Quay every 30 minutes.

When we arrive at Taronga Wharf we can catch a bus to the top of the Zoo.

The 238 bus travels from the Taronga Zoo Wharf to the Zoo's main entrance.

WHEN WE ARRIVE

I will walk through an archway to enter the Zoo.

If I need to buy a ticket, I can follow the signs to the Ticket Counter.

If I booked my ticket online, I can walk straight through.

I can ask a Zoo Staff Member or Volunteer for help if I need to.

INTERNET ACCESS

It is important to remember that Data and mobile device signals can be poor in some areas of the Zoo.

I can use the Zoo's WIFI or I can move to a different area to try to get a signal.

FIRST WE WILL GO IN THROUGH THE ARCHWAY

Ticket Office Information Desk

Then turn right to find the Ticket Office – it is better to buy tickets online so we don't have to queue up with lots of people and wait. It's not usually as empty as this!

Next I will go to the Information Desk where I could ask for a Sunflower Lanyard if I need one. I could show my Sunflower Lanyard to the Staff and Volunteers and they can help me find out where the Tranquil Areas are, the toilets, or even my favourite animals.

If I need to use the toilet before we go to see animals, there is a toilet close to the Information Desk.

Ticket Office

Information Desk

RULES

There are rules that I need to follow inside Taronga Zoo.

This is to help keep me and the Zoo animals safe.

Let's have a look at the most important rules:

- **No feeding the animals.** Human food can make the Zoo animals sick.
- **No touching the animals.** Unless a zoo keeper tells me it's OK to touch.
- **I might have to wait.** I should wait calmly for my turn to look at the animals.
- **I will stay with my group.** The Zoo is very big and it is easy to get lost.
- **No banging or tapping on the glass.** This might scare the animals inside.
- **I will not bring animals, balloons, bikes, skates, skateboards, or scooters** to the Zoo because they are dangerous.
- **I will put my litter in the bins**. Some animals will try to eat it and it makes them sick.

WHAT TO EXPECT?

THE MAIN PATH

The main path goes all the way around the Zoo.
I can look for green circles on ground to follow the main path.
The main path is also on the Zoo map.

ANIMAL ENCOUNTERS

If I would like to have an animal encounter I should check the times of these before I visit.

I should book an animal encounter as soon as I arrive so that I don't miss out.

I will have to pay extra to have an animal encounter.

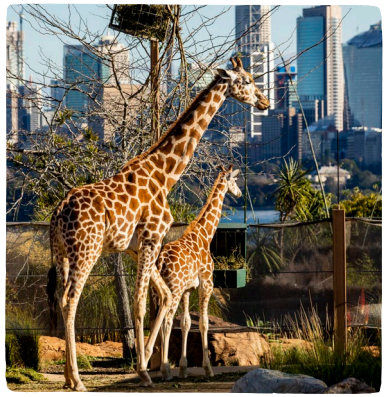
I can look at the different encounters on the Zoo website by clicking on this link:

www.taronga.org.au/sydney-zoo/animal-encounters

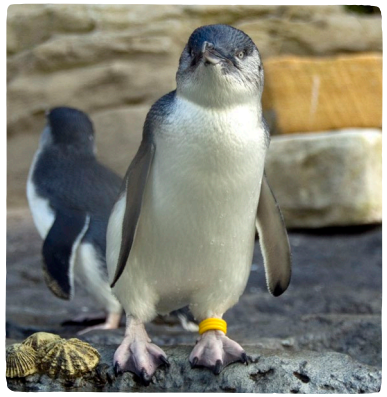
THINGS TO SEE AND DO

Some of the things I might see include:

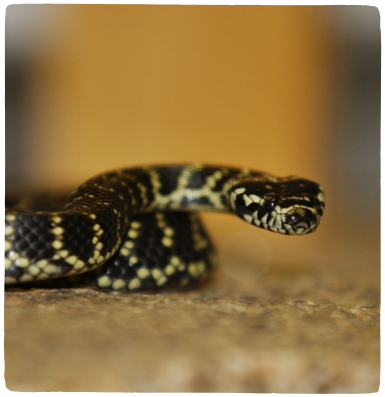
Big animals like lions and tigers.



Tall animals like giraffes and alpacas



Short animals like penguins and monkeys



Small animals like spiders, snakes and insects

Free flying birds

Play parks and interactive activities

Keeper talks and animal presentations

I can check on the Zoo's website to see what is on by clicking on this link:

Taronga Zoo Sydney | Taronga Conservation Society Australia

THERE MIGHT BE A BIT OF WAITING

OFTEN THE ZOO IS VERY BUSY...

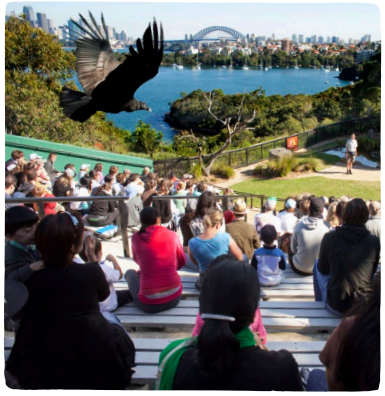
...and I will have to wait, sit still or stay close.

THAT'S NORMAL!

I don't want to upset the animals or scare them.

I'LL REMEMBER TO...

wait for my turn.



STAY CLOSE!

When I'm waiting for a show or listening to a keeper talk.

USE MY SENSORY TOOLS...

I can use my sensory tools while I wait.

SKY SAFARI - CONSTRUCTION

- The Sky Safari at Taronga was very old.
- Taronga decided it needed to be re designed and fixed to be safe.
- It will be closed for construction for a long time from the end of January 2023.
- When it opens again, it will be very different and exciting.
- I can ride the new Sky Safari when it opens in the future.

ANIMAL PRESENTATIONS

There are two big animal presentations I can see at the Zoo.
These can be very busy, loud and crowded. I might have to wait in line.

SEALS FOR THE WILD

MAP REF. F9

Seals for the Wild is usually on every day at **11.00am and 2.00pm**.
Sometimes this show is cancelled so that keepers can clean
the seals' tanks. I can ask the Zoo staff if I would like to know
the times of the seal presentations.

FREE FLIGHT BIRDS

MAP REF. G16

Free Flight Birds is on every day at **12.00pm and 3.00pm.**
The show might be cancelled if the weather is bad.
This is to keep the birds safe and healthy.

Seals for the Wild

Free Flight Birds

TOILETS

There are many toilets located throughout the Zoo.

ICON Accessible toilets are located at:

- Taronga Zoo entry (Map ref. 7L)
- ‘Family Room’ at the end of Lemur Walk (Map ref. 11H)
- Taronga Food Market (Map ref. 12G)
- Mid Shop (Map ref. 11E)
- Kids Trail (Map ref. 4C)

There is a changing place located above the Taronga Food Market (Map ref. 12H).

I will need a MLAK key to open the door. I can ask a Taronga staff member for help if I do not have a MLAK key.

EATING

There are two places I can buy food from at the Zoo, Forage and Graze café and the Taronga Food Market and Café. I must remember that on quiet days, the cafés may close.

FORAGE AND GRAZE

Forage and Graze is located near the Zoo's main entrance (Map ref. 7L). I can buy sandwiches, drinks and even a biscuit. Forage and Graze is open from **9.00am until 5.00pm** every day.

TARONGA FOOD MARKET AND CAFE

Taronga Food Market and Café is located opposite the Elephants (Map ref. 12G).

I will collect a tray and choose my food. I can put my food onto my tray to carry it, and then I will take my tray to the Zoo Staff to pay. Remember that this café can become loud and crowded.

If I need help I can ask a Zoo Staff member.

I can view the menus online before I visit by clicking on this link:

taronga.org.au/sydney-zoo/visitor-information/food-and-drink

Forage and Graze

Taronga Food Market and Café

WHO TO ASK FOR HELP IF I NEED?

I can ask for help from Taronga Zoo Staff and Volunteers. Taronga Zoo Staff and Volunteers wear a green shirt. I can find Staff and Volunteers throughout the Zoo or at the Information Desk.

GIFT SHOP

There is a Gift Shop located at the Top Entry of Taronga Zoo (Map ref. 7L).

They sell plushies, stationery, jewellery, t-shirts and other fun things!

The Gift Shop is cashless so I will have to use a card to pay. If I have money, I can buy something if I want to. I do not have to buy something if I do not want to.

I can look at some of the things the Gift Shop sells by visiting the website.

zooshop.taronga.org.au

LEAVING TARONGA ZOO

We can go home by ferry, or catch a bus from the bottom of the Zoo.

Taronga Zoo Wharf

Catch a bus

THANK YOU!

If I have any feedback or questions I can:

Email: **webmaster@zoo.nsw.gov.au**

Call: **(02) 9969 2777**

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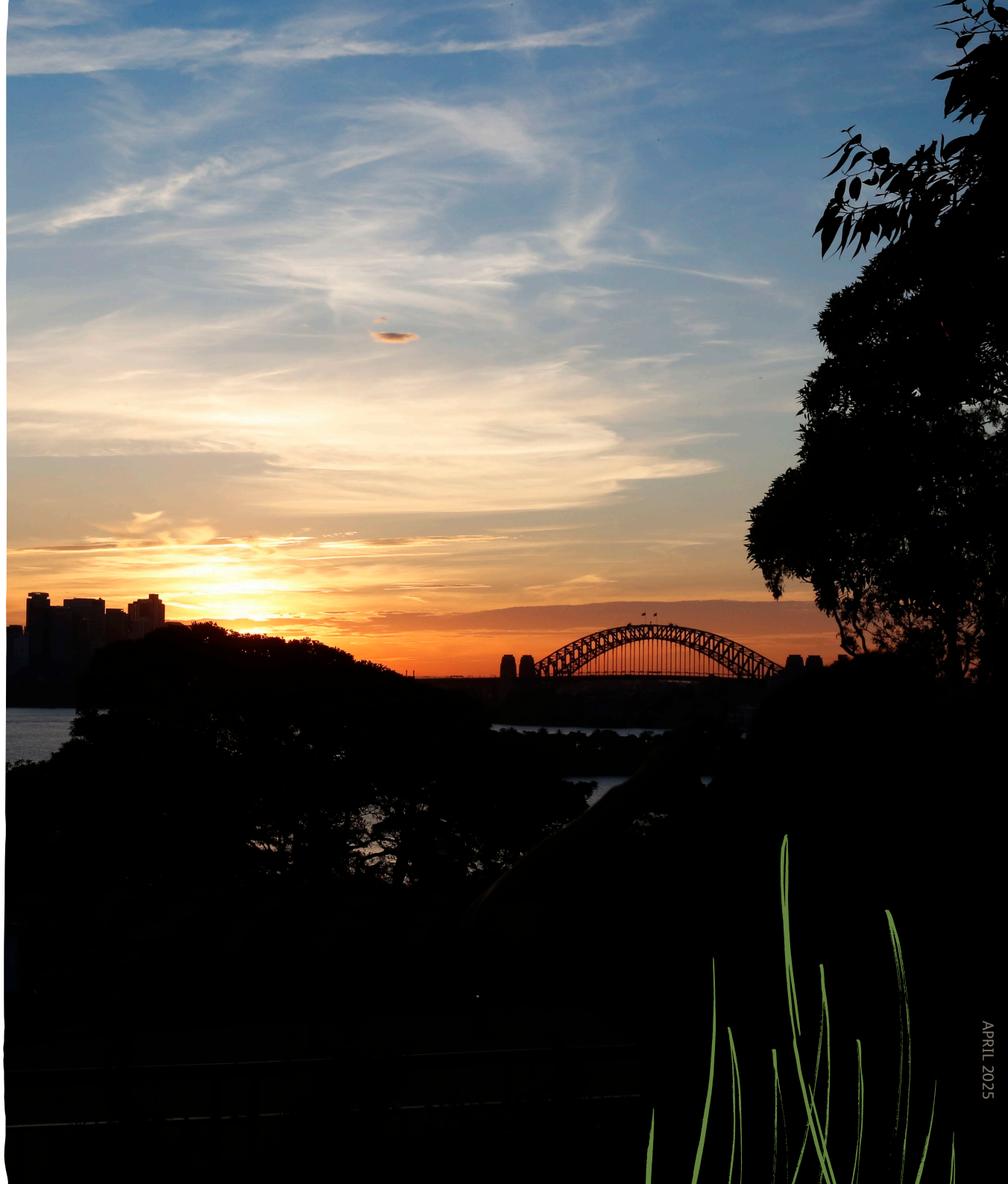

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