



# WILD LIFE

## SYDNEY

### **A visual Story**

Visual stories are used to prepare a person for, and increase the predictability of a new environment or situation. This helps bring familiarity to a process and to reduce anxiety and stress. Visual stories are written in an easy to read format and use pictures to provide greater accessibility for everyone



# Accessibility

The Zoo has a range of accessibility tools available. These include:

- Magnifying glass
- Magnifier strip
- Magnifier sheet
- Ear plugs
- Noise reducing ear protection

The Zoo is fully wheelchair accessible. I can use the elevators and ramps to travel between floors.

The Kangaroo Walkabout area has uneven, bumpy ground so I should be careful when moving through this space.

Mobility aids such as wheelchairs are available at no cost. I will have to leave my ID with reception. I will get my ID back when I return the wheelchair.

Assistance animals are welcome at the Zoo, however I am unable to bring my assistance animal into Kangaroo Walkabout.

WILDLIFE Sydney Zoo supports and recognizes the Hidden Disability Sunflower.





# The Hidden Disabilities

## Sunflower Lanyards



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.

There will be a limited number of lanyards available at the Zoo.

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.



# Sensory Information

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

These include:

- Smell of animal excrement, animal food and different outdoor animals
- Very bright areas and very dark areas
- Interactive activities that I can touch and feel
- Things that I am not allowed to touch
- Reflective glass enclosures
- Noise from other visitors and animals
- Crowding

There are seats throughout the Zoo where I can take a break if I need.

Some parts of the Zoo are open air so I should bring weather appropriate clothing





# What to bring to WILD LIFE Sydney Zoo

Sometimes it is busy, noisy, bright and loud at the Zoo.  
I can bring things to help me enjoy the day.

Things I might want to bring:





# Where to find WILDLIFE

## Sydney Zoo



Wildlife Sydney Zoo is located at 1-5 Wheat Road, Sydney NSW 2000

The Zoo is open at different times on different days.  
I can check what times the Zoo is open at:  
[www.wildlifesydney.com.au](http://www.wildlifesydney.com.au)

I will need a ticket to get into the Zoo  
I can buy my ticket online at:  
[www.wildlifesydney.com.au/tickets](http://www.wildlifesydney.com.au/tickets)



# Parking

I can park at one of the Wilson parking stations near by.

I can receive discounted parking at Wilson parking if I am visiting the Zoo.

To get discounted parking I will need to:

- Pre-book my parking online or via the Wilson Parking App
- Select from one of these car parks:
  - 100 Murray Street (Harbourside)
  - Citipark
  - Darling Park
  - 383 Kent Street
  - 321 Kent Street
- Enter the promo code 'MERLIN' before I pay

I can find the parking stations listed on the WILDLIFE website.







# Using Public Transport

## Train

The Zoo is a short walk from Town Hall or Wynyard train station.

## Bus

If I have a ticket for Big Bus Sydney, I can ride to the Zoo stop on Wheat Road.

I could also take any bus that goes to Market Street or King Street and walk down the hill to Darling Harbour.

## Ferry

I can catch the Public ferry services to Darling Harbour. The ferry will depart from Circular Quay (Wharf 5) every half an hour.

## Light Rail

The Zoo is a short walk from either the Convention Centre or Pyrmont Bay Light Rail stations.

## Metro

The zoo is a short walk from the Barangaroo Metro station.



# Symbols I will see in this Visual Guide

These symbols will help me prepare for spaces that might have bright lights, smells, loud sounds, dark spaces, smoke machines or be very visual.



Dark  
Spaces



Smoke



Smells



Loud  
Sound



Touch



Strobe  
Lighting



Sudden  
Sound



# What to expect



There are lots of things to see and do at the Zoo.

These might include:

- Lots of animals like kangaroos, crocodiles, snakes and koalas
- Talks from animal keepers about the animals
- Interactive activities to help me learn about the animals
- Tunnels and windows I can look through to see the animals
- Objects and materials inside the enclosures for the animals to play with
- Animals being fed
- Birds flying freely around the outdoor areas

There might be other things to see and do at the Zoo, I can check on the website to see what is on before I visit.



# Toilets

There are toilets at the beginning, middle and end of the Zoo.

There are toilets at the Koala Rooftop Café.

Accessible toilets and baby changing facilities are located before the nocturnal area on Level 1 and at the exit of the Zoo.

An adult and baby changing facility is available at the exit.







# Rules at the zoo

There are rules that I need to follow inside the Zoo.  
These rules help keep me and the animals safe.  
The most important rules to remember are:

## Rule 1: No rushing

- I will wait my turn to see the animals or use interactives.
- I will walk slowly and be patient when I am in the zoo.
- I might have to wait to view the animal through the glass.

## Rule 2: No touching the animals

- Some areas inside the Zoo have free roaming animals, I will only look at the animals and not touch them.

## Rule 3: No tapping or banging on glass enclosures

- This might frighten the animals inside.

## Rule 4: No eating food or drinking inside the zoo

- Some human food is harmful to animals.
- I can bring a bottle of water to drink while I am inside the zoo.
- I can bring my own food to eat in the cafe area at Koala Rooftop or purchase food while I'm there.



# Entering the zoo

The entrance to the Zoo is from Darling Harbour.

- I may have to line up to get in.
- After I enter I can have my photo taken by the staff.
- If I do not want my photo taken I can say no.
- I should wait for the people having their photo taken to finish before I walk past.

There are a few ramps when I first enter the zoo that have loud music and sounds playing. I may want to wear noise-cancelling ear protection or headphones.

Sensory warning

- The camera uses a flash.
- This is very bright.
- I can wear sunglasses if I need.



WILDLIFE Zoo entry



Smells



Sudden  
Sound



Loud  
Sound





# Tricky tongues and Treetops

Tricky tongues and treetops is the first area of the zoo.

In this area, I can see Kofi the Tree kangaroo, and Diesel the Echidna.

This area is partially outside so I may want to wear sunglasses and a hat.

There is a keeper talk for the Tree Kangaroo at 1:00pm every day. Talk times may change for school holidays.

The talks may be a bit loud as the keeper will use a microphone. I may want to wear my noise-cancelling ear protection or headphones.



Smells



Sudden  
Sound



# Devils Den & Snake Shack

In Devils Den and Snake Shack, I can see Tasmanian Devils and different species of snakes.

There are spaces where I can crawl through tunnels and interact with some effects in this area.

There is a keeper talk for the Tasmanian Devils at 12:00pm every day. Talk times may change during school holidays. I can check the Wild Life website to stay updated.

The talks may be a bit loud. I may want to wear my noise-cancelling ear protection or headphones.



Smells



Sudden  
Sound



Touch





# Wallaby Cliffs

In this area, I can see Rock Wallabies and Ringo the Wombat.

This area has a few interactive areas that I can touch and interact with. I can go around a dark corner to see Ringo's burrow.

There is a keeper talk for the Wombat at 11a:00am every day. Talk times may change during school holidays. I can check the Wild Life website to stay updated.

The talks may be a bit loud. I may want to wear my noise-cancelling ear protection or headphones.



**Dark  
Spaces**



**Sudden  
Sound**



**Loud  
Sound**



**Smells**



**Touch**





# Daintree Rainforest

In this area, I can see Princess the Cassowary and other bird species.

This area has a few interactive areas that I can touch and interact with and an outdoor space I can walk through.

There is a keeper talk for the Cassowary at 1:30pm every day. Talk times may change during school holidays. I can check the Wild Life website to stay updated.

The talks may be a bit loud. I may want to wear my noise-cancelling ear protection or headphones.



**Dark  
Spaces**



**Sudden  
Sound**



**Loud  
Sound**



**Smells**



**Touch**







# Kangaroo Walkabout

Assistance animals are NOT allowed to enter Kangaroo Walkabout. If I have an assistance animal I can pass Kangaroo Walkabout by staying inside the building.

If I choose to walk through Kangaroo Walkabout I can see Kangaroos and various species of birds. Some of the birds may fly close to me. They might make loud sounds.

As it is outdoors, I may want to wear my hat and sunglasses if it is sunny or use an umbrella or raincoat if it is raining.

There is a short fence that separates me from the kangaroos.

If I choose to stay inside, I can see the Kangaroos through the glass.

There is a keeper talk for the Kangaroos every day at 11:30am. Talk times may change during school holidays.



Sudden  
Sound



Loud  
Sound



Smells



# Upper Crocodile Billabong

As I enter this area, at the small ramp leading towards Crocodile Billabong there is a screen with a button I can press. If I press it, a video of a crocodile jumps up and makes a loud noise. I may want to walk past without pressing the button or use my ear protection.

In this area, I can view the Freshwater Crocodiles from above. There is an interactive I can touch that will play informative videos

There is a keeper talk for the Freshwater Crocodiles at 2pm daily. Talk times may change during school holidays.

The talks may be a bit loud. I may want to wear my noise-cancelling ear protection or headphones.



Sudden  
Sound



Loud  
Sound



Smells



Touch







# Nightfall

In this area, I can see Bilbies, Sugar Gliders, Frogs and Quolls.

This area is kept dark for the nocturnal animals so I may need to be careful when walking through.

There are some bright paintings on the wall that glow in the dark.

When I am done in this area I can either continue by going up the stairs or elevator to Koala Rooftop or if I would like to leave, I can go down the ramp towards Crocodile Billabong



**Dark  
Spaces**



**Smells**



# Koala Rooftop

On Koala Rooftop I can see the Koalas and visit the cafe

I can use the lift or stairs to get to the rooftop.

There is also a space indoors, away from the animals and cafe where I can sit in a comfortable chair and relax. There is colouring-in and some story books available.

There is a keeper talk for the Kangaroos at 12:30pm and 2:30pm every day. Talk times may change during school holidays. I can check the Wild Life website to stay updated.

The talks may be a bit loud. I may want to wear my noise-cancelling ear protection or headphones.

Once I have finished with Koala Rooftop I can head back down the stairs or elevator. Once at the bottom, I can go down the ramp near the end of the Nightfall zone.



Sudden  
Sound



Loud  
Sound



Smells



Touch







# Koala Photos

Koala photos are an additional paid experience. The Koala Photos cost \$35 for up to 2 people. I can get the photos by myself if I want to.

I can purchase a ticket from the Koala rooftop cafe which includes 2 printed photos.

I CANNOT touch the koalas at any time.

I CAN take photos with my phone or iPad if I would like to.

I do not have to get koala photos if I don't want to.

Koala photos are available from 11am -3:30pm every day



Sudden  
Sound



Loud  
Sound



Smells





# Lower Crocodile Billabong

Once I go down the ramps from Koala rooftop I can view the Freshwater Crocodiles from the bottom of their tank.

Here I can crawl into the viewing area and see the crocodiles up close.

In this area I can use the iPads to leave my feedback and a review of my visit.

I can use the bathrooms if I need to.

When I want to leave I can follow the path all the way to the gift shop.



Loud  
Sound



Smells



Touch



# Photo sales area

After the Lower Croc Billabong, there is an area to purchase photos, that you took at the entry, in the form of printed photos, magnets and keyrings.

If I have my card, I can purchase photos if I am interested and I can take a look at the options before deciding to purchase.

If I do not want to buy photos or I didn't take a photo, I can say no.

When I want to leave this area, I can exit through the path to the left to go into the gift shop.



Loud  
Sound



Smells



Touch





# Gift shop

The Zoo has a gift shop, it is located at the exit of the Zoo.

The gift shop sells lots of different things like animal plushies, keyrings and books.

If I have a bank card, I can buy something from the gift shop.

I do not have to buy something if I don't want to.





# Eating & Drinking

It is OK to eat and drink at the Koala Rooftop Café.

I can buy a hot or cold drink and something to eat at the Koala Rooftop Café.

The café sells snacks like pastries, sandwiches and hot or cold drinks.

I must not feed the Koalas any human food.

I will make sure to clean up my rubbish to keep the koala's home safe.





# Who to ask for help when needed

I can ask Zoo staff for help if I need.

They wear a khaki brown WILDLIFE shirt.

Some staff may be wearing a lanyard and a name badge.

I can find staff throughout the Zoo, at the front desk, the cafe, or the gift shop.







# Leaving the zoo

When I am finished at the Zoo I can leave.

If I am with a group or my family I should wait for them to be finished too.

I can visit the Zoo another day If I would like.

