

# Junior Zookeeper Experience

## Parent / Guardian Handbook



ROCKHAMPTON  
BOTANIC  
GARDENS  
& ZOO





# Junior Zookeeper Experience Parent / Guardian Handbook

## About Rockhampton Zoo

As one of the region's most popular destinations, the Rockhampton Zoo attracts over 200,000 local, interstate and overseas visitors per annum. The Zoo has been operational since 1925, is Heritage listed and is home to approximately 100 animals over 30 species. The Zoo is open every day of the year, excluding Christmas Day.

## Junior Zookeeper Experience (JZE)

The Junior Zookeeper Experience is to help children have a better understanding of not only the day-to-day requirements of looking after such a varied group of animals, but also to get to know the backgrounds of where the animals come from, their habits, quirky natures and what we can do to help their relatives in the wild.

Our goal for this program is to inspire our next generation of zookeepers, zoologists, ecologists or conservationists who wish to make a difference in our natural world. To reconnect children with their innate love of animals and nature.

## Program Details

The JZE is offered on Mondays and Wednesdays throughout Queensland school holidays. Public holidays may be moved. Please check ticketing site for dates.

Mondays	12 to 15 years (inclusive)
Wednesdays	8 to 11 years (inclusive)
Times	10.00am – 2.00pm
Arrival Time	9.45am – Parents must sign children in
Collection Time	2.00pm – Parents must sign children out
Cost	\$150 per attendee
Attendee Numbers	Maximum 5    Minimum 2
Meeting Point	Rockhampton Zoo Main Entrance Gate 2, next to building with meerkat sign on it. Please see Diagram 1 below

*\*Please note, specific days will be assigned for children with higher needs. These days will be noted clearly on our website / ticketing site.*

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Diagram 1 – Meeting Point

## Drop Off & Pick Up

On dropping your child off at the Zoo for the Junior Zookeeper Experience, you, or your nominated pick-up person, are required to:

### Drop Off – 9.45 am

- Sign your child in
- Parent to stay to meet the Zoo staff member
- Parent to stay through the induction with your child
- Sign the waiver & indemnity

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## Pick Up – 2.00 pm

- Sign your child out (must present photo ID)
- If your child has not been collected within 15 minutes of the experience end, 2.15pm, then the parents/guardians will be contacted by Zoo staff, on the phone numbers provided.
- If your child has not been collected within 30 minutes of the experience end, 2.30pm, a Zoo staff member will contact police.

## About the Program

The Junior Zookeeper Experience is about sharing with children the experience of being a zookeeper and how to care for animals. It is not a series of animal encounters.

## Inclusions

- 4 hour program, including all materials and foods required for creating enrichment
- Rockhampton Zoo, Junior Zookeeper Hat & Water Bottle
- Sunscreen
- Insect repellent
- Light lunch and a drink
- Photos taken on participants' phone or camera
- Certificate of Attendance
- Amazing memories, experience and lots of fun!

## Animals

Animals participating in the JZE may vary day to day depending on their temperaments, availability, health etc. Contact with animals will vary depending on species. Species will include a mix (not all) of the following;

- Koalas – contact depends on day
- Kangaroos – contact depends on day
- Emus – contact depends on day
- Snakes – contact depends on day
- Turtles – contact depends on day
- Birds – contact depends on day
- Meerkats – no contact
- Cassowaries – no contact
- Dingos – no contact



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## Activities

Activities on the day are subject to change due to time, weather, staff, animals or special needs days. Activities may include;

- Induction & safety talk
- Brief tour of the zoo
- Making enrichment for a variety of animals
  - This may include nuts, seeds, fish, shellfish, squid, cutting and collecting grasses, avocado, egg and other - *Important to declare any allergies*
- Feeding created enrichment to the animals and watching their interaction with it
- Cleaning animal enclosures e.g., picking up poo, scrubbing enclosures, cleaning ponds and water bowls, washing up animal food dishes
- Keeper talks about enrichment, diets, animal behaviour, cleaning and caring for zoo animals and their differing needs
- Certificate presentation.

## Dress Requirements

### Clothing

- Must protect your child from the sun, insects and any possible animal/bush
- Shirts – **must be long-sleeved and collared**. No singlets, midriiffs or bare backs
- Pants – must be long shorts or full-length pants (recommend full length pants)
- Hat – a broad-brimmed hat will be provided as part of the experience
- Loose fitting for easy movement
- Junior Zookeepers will be working with materials that may be messy, therefore we advise sending your child in appropriate clothing
- If it looks like rain is forecast, please send a raincoat with your child
- A spare set of clothing is also recommended in case they need to change out of wet clothing
- Naming clothing and footwear will help if any items get lost.

### Footwear

- Junior Zookeepers must wear **fully enclosed** shoes for their protection and comfort
- *Please note, no gumboots are allowed as they trigger a stress response in some of our animals.*





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## Sun and Insect Protection

- Sunscreen and insect repellent will be provided
- If your child has a particular sunscreen or insect repellent to use, please send them with your child, labelled with their name.

## Behaviour

For Health & Safety of our Junior Zookeepers, staff, animals and general public, we will not accept any unruly or disruptive behaviour from children whilst at the Junior Zookeeper Experience.

If your child is not taking instructions and being disruptive, staff will contact you to arrange for the child to be collected. No refund will be provided.

## Staff Running the Program

All employees working on the JZE hold current Blue Cards to be working safely with children.

Customer service staff may assist, but all animal interactions will be supervised by a zookeeper.

## Accidents and Incidents

Safety is our number 1 priority, but in the case of an accident involving your child, staff will administer first aid immediately. If the injury requires medical treatment, you will be contacted, and a plan of action organised.

If a parent or emergency contact cannot be reached, the staff member in charge will act on behalf of the parent and proceed with required medical treatment.

A staff member will accompany the child to the Doctor / Hospital and stay with them until the parent arrives. Documentation of the accident will be made on Council's Riskware site.

## Zoo Contact Details

Contact Name	Customer Service on 4936 9000
Email (enquiries)	<a href="mailto:rockhamptonzoo@rrc.qld.gov.au">rockhamptonzoo@rrc.qld.gov.au</a>
Phone (contact on the day)	0407 630 143