



# 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 read format and uses 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 to travel between floors.

The Kangaroo Walkabout has uneven, bump 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.

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 thing to help me enjoy the day.

Things I might want to bring:



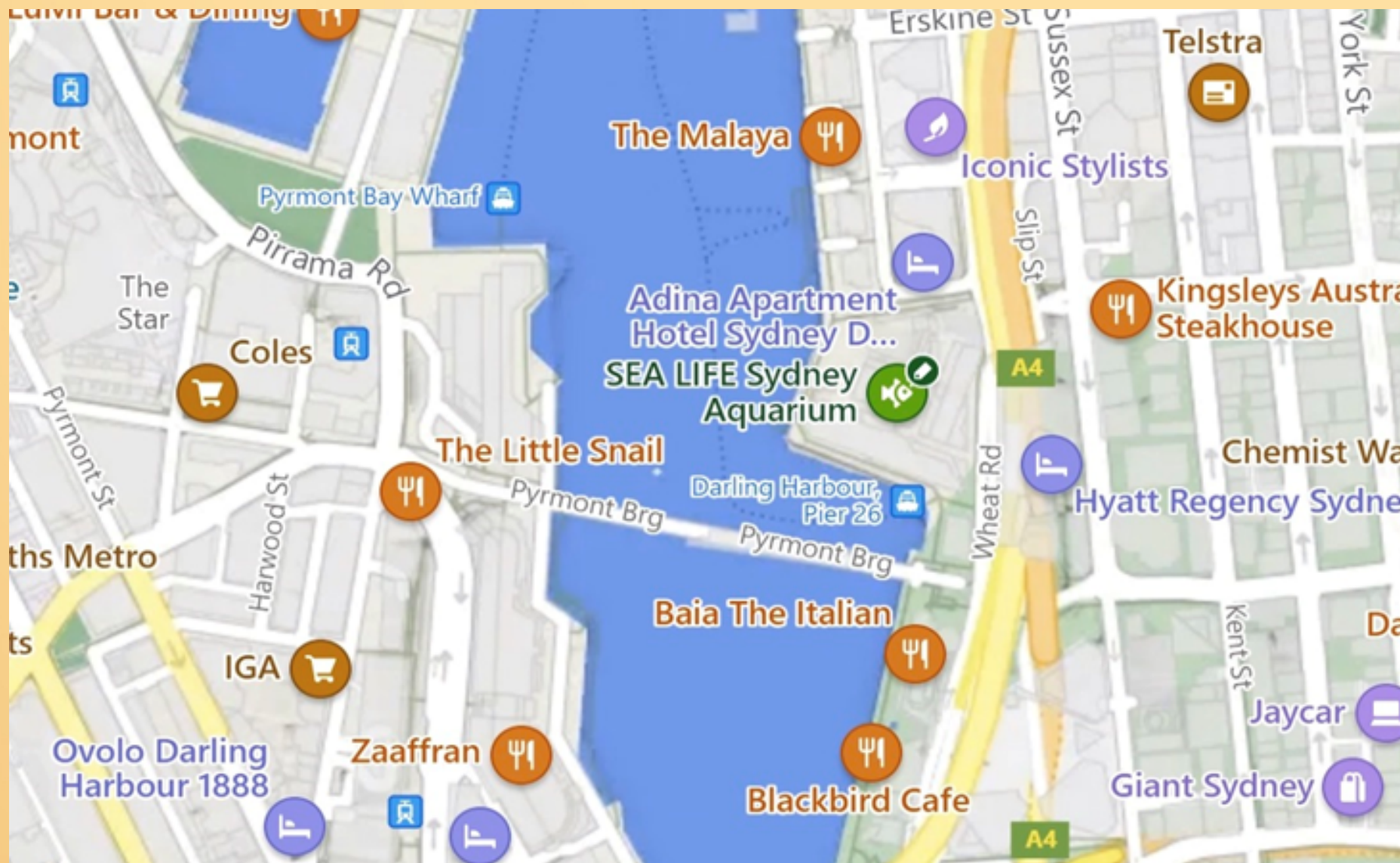
# Where to find WILDLIFE

## 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
  - Darling Quarter
  - 383 Kent Street
  - 321 Kent Street
  - Darling Square
- 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.



# 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.

Sensory warning

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



WILDLIFE Zoo entry



High sensory area warning



# What to expect

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

These might include:

- Lots of animals like kangaroos, quokkas and koalas
- Snakes, spiders and crocodiles
- 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
- Pieces of materials inside the enclosures for the animals to play with
- Animals being fed

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.





# 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 must not rush, run, push or hurry.
- 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 must not try to touch the animals

## Rule 3: Do not tap or bang 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.

# 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 koalas home safe.





## Who to ask for help needed

I can ask Zoo staff for help if I need.

They wear a khaki brown WILDLIFE shirt.

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

# 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.





## 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.