

Planning Your Excursion Guide

Dear Educator,

Thank you for choosing to connect your students with wildlife at Lone Pine Koala Sanctuary. Here is some information to help make your excursion a success.

It is expected you will have made your own itinerary and printed Lone Pine maps to assist your supervisory team of teachers and chaperones with a smooth, enjoyable excursion. An example itinerary can be found on page 6 of this document. Other available Excursion Resources include checklists for teachers and chaperones, as well as a guide to assist with free time exploration.

Don't forget, the Education Team is just an email or phone call away! We are your support crew to assist in creating the best possible experience for you, your students, and supervisory team. We can be reached by phone at (07) 3378-1366 or at education@koala.net.

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Wildlife Education Officer Information

All Lone Pine Koala Sanctuary Wildlife Education Officers are required to hold a Blue Card for working with children as well as a Provide First Aid & CPR certificate. Our team hold a variety of tertiary qualifications and all have experience in the field of education.

Public Liability

Insurer: Sompo Japan Nipponkoa Insurance Inc

Amount: Public Liability: \$20,000,000 Any one occurrence

If a Certificate of Currency is required, please contact education@koala.net

Transport and Arrival

It is expected that schools will organise their own transport to Lone Pine. Charter bus parking is available at the front of the sanctuary. Please ensure that busses are parked in the allocated charter bus parking (not council bus parking) before children disembark.

Lone Pine Koala Sanctuary opens at 9:00am. We recommend you arrive at least 30 minutes before your first Discover Session time with most groups arriving at 9:30am or 10:00am. Aim to have your students off the bus and ready to enter the Sanctuary 5 minutes after arrival.

An Education Officer will meet you off of the bus and complete a record of attendance by signing off final numbers of chaperones (including staff, parents and any accompanying adults) and students. Please make sure any chaperones not included on the school's invoice join the ticket queue to purchase their entry ticket at the standard retail adult entry price.

All adults will need to complete a COVID-19 check in via QR code for contact tracing purposes on arrival.

This process can be time consuming. Please help us stay on schedule by having your final numbers and payment details organised prior to arrival.

Toilets

Toilet facilities will be pointed out by your Education Officer on arrival and are also clearly marked on our Education Map. We also have a specialised ambulant toilet block with shower facility and fold-down bench if needed for accidents.

Student Lunches and Seating

Groups are expected to bring their own food for lunch and morning tea. Lunches can be brought in backpacks, click-clack boxes or other storage containers. Bag storage racks are available near the undercover seating area near the Sleepy Koala Café. Please note that these are not locked. Please ensure that lunches are stored securely so that they cannot be accessed by brush turkeys or other wildlife.

Please have students bring a water bottle. Bottles can be filled up from any of the taps throughout the Sanctuary.

The Riverside Café at the front of the Sanctuary is open daily from 7:30am and offers coffees, soft drinks and a range of light meal options. Please note that this café is not set up to cater for large groups.

Please ensure that all rubbish is thrown away in the bins provided.

Weather

Lone Pine Koala Sanctuary is mostly outdoors, however we do have some undercover areas and enclosed spaces (including our undercover seating area for school groups). Discovery Sessions can go ahead in rainy conditions at one of our under-cover Education venues. It is recommended that students bring rain jackets if showers are predicted. Excursions can be rescheduled due to wet weather if notice of postponement is given before your scheduled arrival time.

Payment

To be eligible for any education rates, all participants must be included in one bulk payment, otherwise standard retail rates apply. Payment can be made prior to your excursion, on arrival or post excursion. If you elect to pay prior to your excursion, an invoice will be sent to you by the Education Team.

Cancellations

Excursion bookings cancelled or postponed 10 or more working days prior to the excursion date will not be charged. Bookings cancelled or postponed less than 10 working days leading up to the excursion will be charged a 50% cancellation fee. This charge does not apply for wet weather conditions. Postponement charge will be waived if the excursion is rebooked before the original date passes. Failure to attend an excursion without notice will be charged at the full cost of the excursion.

Cancellations due to COVID-19:

Due to the ever-changing situation surrounding COVID-19, we appreciate your understanding and flexibility. Bookings at this point remain tentative and attendance will depend on current government recommendations at the time of your visit. Cancellations made due to COVID-19 will not be charged a cancellation fee but as much notice as possible is appreciated. Please review our Approved Industry COVID Safe Plan and COVID Safe Plan for Excursions prior to your visit (INSERT APPENDIX REF).

Please note that this may change before your visit. Our most up-to-date COVID information can be found on our website.

Discovery Session (not applicable for self-guided)

Your 45-minute Discovery Session (30 minutes for Kindy, Vacation Care and some custom sessions) will be held at one of our presentation venues which will be pointed out to your group by the Education Officer on arrival. Please meet at your designated venue at least five minutes prior to your session.

Special Needs

Please advise our Education Team of any special needs your students may have ahead of your visit so that we can ensure we accommodate accordingly. We offer a free of charge ratio for students with special needs of one free adult per student. In order to receive this ratio a letter from the school Principal must be sent to the Education Team before your visit stating that this level of care is needed and explicitly stating how many students require it.

Wheelchairs are available for hire and can be reserved if needed. A maintenance fee of \$6 applies.

Health and Safety Information

Teachers responsible for planning an excursion to Lone Pine are expected to have conducted a risk assessment prior to their visit. Please refer to our Excursion Risk Assessment Safety Notes in the Teacher Portal to assist with conducting your risk assessment. A pre-excursion Teacher Inspection visit can also be booked in through our Education Team. Free entry will be available for teachers only (friends/family not included) and a teacher ID or proof of employment must be shown to the Entrance Team on arrival. Please contact our Education Team at education@koala.net to book in. Bookings are essential.

Lone Pine Koala Sanctuary has a team of designated First Aid Officers who are qualified to provide first aid if needed.

Emergency Procedure

Lone Pine Koala Sanctuary has a documented Emergency Procedure in place which includes first aid, bomb threat, animal escape and fire situations. In the event of an emergency situation please contact the nearest staff member immediately.

Expected Student Behaviour and Supervision

Schools are responsible for ensuring that an adequate number of adults (teachers & chaperones) attend the excursion and that these adults are actively and effectively supervising their groups throughout the day.

- Walking feet only please, especially in the free-range Kangaroo Reserve. Groups asked repeatedly not to run in this area may be asked to leave.
- Some animals at Lone Pine are sensitive to loud noises so please use inside voices only.
- Be respectful of our wild visitors. Wild animals are fun to look at but please do not touch or feed them.
- If attending any public presentations please make sure your group sits together to leave space for other visitors. Not all presentations are suitable for school-age children. We recommend the Sheepdog and Bird of Prey shows.
- Help show respect to Lone Pine's animals by not reaching into or over any exhibits.

Free Time Exploration

When you are not participating in your booked Discovery Session, you are free to explore the Sanctuary. The Free Time Learning Experiences included in the Teacher Portal will assist your supervisory team in leading focused and fun exploration through the native animal sections of Lone Pine.

Not all daily talks and activities are suitable for large student groups. Please see below for recommendations and restrictions.

Daily Shows

Incorporating our keeper shows into your day is a great addition to any Lone Pine Excursion.

Shows are included in the cost of admission and generally run for approximately 15 minutes.

If attending one of our shows, please arrive at least 5 minutes early and ensure that your group sits together to allow room for our other visitors.

Free Flight Raptor Show

- 10:30am
- 12:30pm

Sheepdog Show

- 10:30am
- 1:00pm

Creating an Itinerary

A great way to plan your day is to take advantage of your free pre-excursion visit which can be organised by contacting the Education Team (education@koala.net). This will give you a good idea of distance between locations, suitable routes, shady locations, toilets and risk.

When creating your itinerary, don't forget to consider:

- Your pre-booked Discovery Session times (if applicable)
- Your complimentary Free Time Learning Experiences (in Excursion Resources)
- Travel time between locations
- Toilet breaks
- Food and water breaks
- General public activities
 - o Not all general public activities are not suitable for large groups to attend due to space restrictions. We recommend the Free Flight Raptor Show and Sheepdog Show for school groups.
 - o Due to legislative restrictions on koala handling time, koala interactions other than meeting a koala during your Discovery Session are not open to school groups. This includes public photo and "Meet a Koala" sessions.

Your itinerary might look something like this:

9:25am Arrival, sign off and welcome
Wildlife Education Officer meet & group orientation



9:35am
9:50am Walk to presentation venue
10:00am Discovery Session
10:45am Morning tea & toilet break

11:00am	Visit cassowary, dingoes and crocodiles
11:30am	Visit Amphibian and Reptile Habitat
11:45am	Visit Brisbane Koala Science Institute and explore interactive displays
12:00pm	Free range kangaroo feeding
12:20pm	Walk to Free Flight Raptor show area
12:30pm	Public presentation – Free Flight Raptor Show*
12:45pm	Lunch & toilet break: Visit General Store to collect lunch packs**
1:15pm	Free time (visit over 70 native species!)
2:00pm	Depart Lone Pine

*Not all public presentations are suitable for groups over 80 people and some smaller activity venues are not suitable for groups over 15 people. Please check with the Education Team before including public presentations in your itinerary. Public activity times correct at time of printing.

** Available when pre-booked, timeslots will be allocated at time of confirmation.

Teacher Pre-Visit Checklist

Thank you for booking a Lone Pine Learning Experience. We are looking forward to your visit! We ask all teachers to complete this short checklist ahead of your visit for a smooth, enjoyable excursion.

☐ Book your free Lone Pine Koala Sanctuary pre-visit inspection

☐ Introduce the classroom resources and primary concepts covered in your selected Discovery Session

- The resources in this guide correlate with the Australian Curriculum and perfectly compliment your Lone Pine learning experience. Don't forget to start using (if you haven't already!) the common terminology in the classroom.
- Prepare students for their free exploring time at the Sanctuary.
- Visit the [website](#) for more information on Lone Pine learning experiences including prices.

☐ Create your itinerary for the day

- Print the online map and plan your visit by marking significant locations, meeting times, and walking routes.
- Schedule your toilet and meal breaks, exploring time and public shows around your booked Discovery Sessions.

☐ Create and prepare your supervisory team

- All chaperone numbers (school staff and student family members) must be confirmed with the Education Team at least 10 working days before your excursion.
 - o Prep – Year 2 free of charge ratio: 1 adult/5 students
 - o Year 3+ free of charge ratio: 1 adult/10 students
 - o Special needs students free of charge ratio: 1 adult/1 student(A carers card or a letter from the principal is required stating that this level of care is needed)
- Copy the Chaperone Checklist, Free Time Learning Experiences, map and the itinerary (created by you) for each chaperone in your supervisory team.
- Discuss your excursion plan with the chaperones before you leave school and encourage chaperones to review the materials thoroughly.

☐ Arrange invoice payment with your school's accounts payable team

- To be eligible for the education rate for chaperones and students, all participants must be included in one bulk payment otherwise standard retail rates apply.

☐ **If you are bringing lunches and student bags, plan to store them in the undercover eating area**

- Storage space is available on a first-come, first-served basis at no charge.
- Please store your lunches in eskies and 'turkey safe' boxes with lids

Chaperone Pre-Visit Checklist

Thank you for supervising students on your excursion to Lone Pine Koala Sanctuary. Please follow the directions on this page to ensure a safe and enjoyable visit. Your most important duty is to keep your students with you at all times.

☐ **Before the excursion, ask the teacher to...**

- Clarify the educational goals of the excursion.
- Explain the behavioural expectations for the students.
- Discuss the activities you will lead at the Sanctuary.
- Provide you with a copy of the Free Time Learning Experiences, itinerary and map.

☐ **During the bus ride to Lone Pine, review this Chaperone Checklist, the Free Time Learning Experiences, itinerary and map**

☐ **Make a list of the names of the students in your group**

☐ **Review the following rules with your group**

RULES FOR STUDENTS

- Walk instead of run.
- To assist in keeping all guests and animals healthy and safe, avoid feeding or interfering with wild or captive animals in any way.
- Maintain quiet, calm behaviour around animals.
- No flash photography, unless further than one metre from the animal. The use of flash photography within the Platypus House is strictly prohibited.
- Help us maintain clean grounds by placing all rubbish in the bins provided.
- Respect other guests in the sanctuary.
- Groups that do not respect Lone Pine's rules may be asked to leave and future bookings may be affected.

☐ **Use the Free Time Learning Experiences to keep students involved**

- Lead the learning experiences as you guide the students around Lone Pine during your free time.
- Encourage students to ask questions and then look for their own answers by observing, collecting evidence, making guesses, and forming opinions.