



# Melbourne Zoo

Social Script

MELBOURNE  
**ZOO**



I am going to Melbourne Zoo. Melbourne Zoo has lots of different types of animals.



There are two gates that I can use to enter the Zoo.  
I can use the Main Gate or the Rail Gate.  
I will still be able to see the same things no matter what gate I use.



When I arrive at the Zoo there will be different places to line up.  
The different lines are for the different types of ticket that people have.  
My adult will tell me which line we need to use.  
I will wait my turn.



If I want a map, I can ask for one at the ticket booth.



There are toilets at both entrances of Melbourne Zoo.  
There are also toilets in other places in the Zoo. I can look at the map to find the toilets.  
There are male and female toilets at Melbourne Zoo.  
There are also disabled and unisex toilets.  
There are hand dryers in the toilets. They might be loud.  
I might also be able to smell an air freshener.

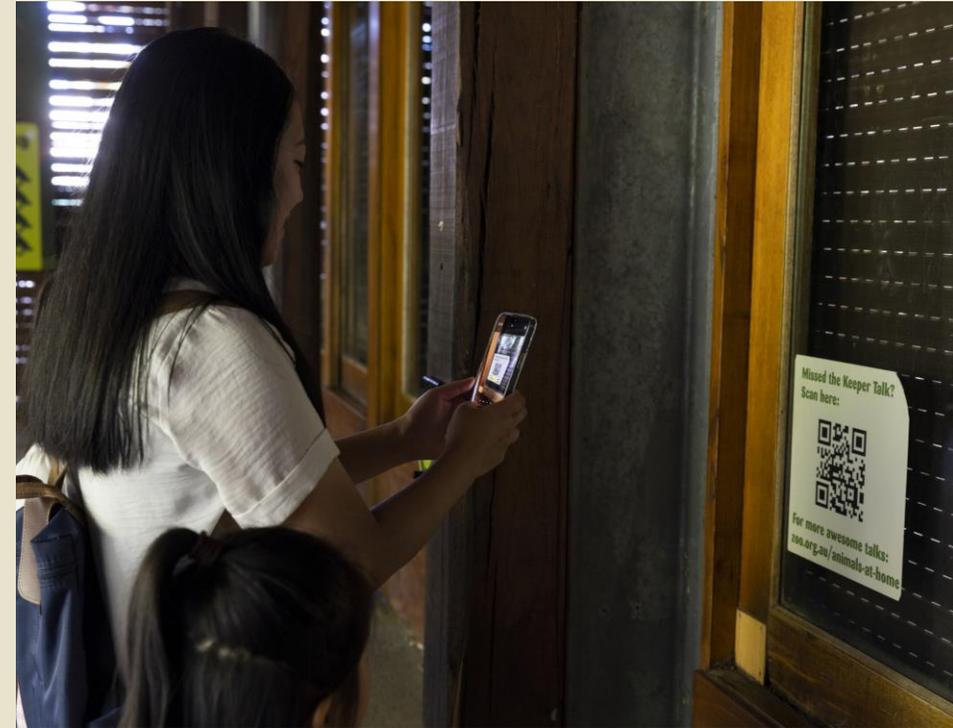


There are many staff members and volunteers at Melbourne Zoo. If I have any questions or need help, I can ask somebody wearing a Zoos Victoria uniform.

There is an information booth at the Main Gate. I can also go there to ask a volunteer a question.



There will be signs at each of the enclosures. I can read these to learn more about the animals.



There will be Keeper Talks at different times during the day. I can find out when they are by looking at a map.

At a Keeper Talk, a Zoo staff member will talk to a group of people about an animal they have at the Zoo.

If I miss a Keeper Talk, I can watch some of them later by scanning a QR code with my phone camera. The QR codes are on signs at some of the animal enclosures.

I can also watch the talks in my own time on the Zoos Victoria website.



Sometimes there are events on at Melbourne Zoo. These will be on the Zoos Victoria website.



The animals at the Zoo live in enclosures. The enclosures are their homes and their safe place.

I will speak calmly when I am around the animals.

I might not see all the animals that I want to see at the Zoo. That's okay.



I will need to remember some important things when I am at Melbourne Zoo.  
I will eat my own food, and the animals will have their own food to eat too.  
I will stay on the path when I am at the Zoo.



I am allowed to climb and play on things that don't have a sign on them. If something has a sign on it saying do not climb, I will just look at it instead.

I will ask my adult before climbing or playing on something.



There are lots of different sounds and smells at the Zoo.

I might hear animals making noises, like birds or monkeys.



I might see a buggy driving through the Zoo. The buggies help Zoo staff to get across the Zoo faster to do their work. Sometimes they make a beeping noise as they drive past.

I will move out of the way if a buggy is coming.



I can visit the lemur enclosure when I am at Melbourne Zoo.

Lots of people like to go and see the lemurs. I will wait my turn if there is a line to get in.

When I enter the enclosure, I will hear a voice over the speakers reminding of the rules.



The lemurs can go anywhere they want in their enclosure. I will make sure to stay 1.5 metres away from the lemurs no matter where they are. There is a roped off section which is their safe space.

They might go there to have time away from humans.

I will make sure to stay behind the ropes so that the lemurs feel safe.

I will also keep any food in my bag.



I can visit the Butterfly House when I am at Melbourne Zoo. It is very warm in the Butterfly House. There will be a sign with rules on the wall that I can read when I go in. I might also hear a voice over the speakers reading out the rules too.



The Butterfly House is a "just looking" area. This means that I will look at the butterflies with my eyes instead of touching with my hands. The butterflies might fly near me or even land on me.

I will be safe because the butterflies are friendly and can't hurt me.  
If a butterfly lands on me I will stay still so that they feel safe.



If I need a break, there are places where I can sit down around the Zoo.

There are also cafes where I can have something to eat and drink. I can also bring food and drink from home.

There are birds outside the cafes that might try to get some food.

I will keep my food away from the birds.



There is a carousel that people can ride at Melbourne Zoo. It costs money to go on the carousel. The carousel is only open on weekends or Victorian school holidays.

I will ask my adult if I want to go on the carousel. If my adult says yes, I will need to buy a ticket from a staff member at the carousel.

It's okay if my adult says no.  
We can go look at some of the animals instead.



When the carousel is running, it plays music which might be loud. I might also hear the staff making announcements over the speakers. If I go on the carousel, I will need to ride on the animal that the staff tell me to ride on.

The animal that I can ride on depends on my height and how old I am.



There is a playground at Melbourne Zoo. I can ask my adult if I want to play on the playground.  
Sometimes it can get loud and busy.



I can visit the Great Flight Aviary while I'm at Melbourne Zoo. There will be birds flying around in the Great Flight Aviary. I will make sure not to touch the birds.

Birds might fly over my head at the Great Flight Aviary.  
I will be safe because the birds are friendly.



I can visit the frogs and reptiles when I am at the Zoo.

I will walk when I am in the frog and reptile enclosure.

I will be quiet and just look at the animals so that I don't scare them.



There is a platypus enclosure at Melbourne Zoo. It's dark inside because the platypuses have sensitive eyes.

I will turn the flash off on my camera if I take photos of them.

I will stay quiet so that I don't scare the platypuses or wake them up.



I can visit Wild Sea when I am at the Zoo. It's dark inside because the animals at Wild Sea all live in the water.

I will be able to hear sounds and see videos playing inside Wild Sea.

If there are lots of people at Wild Sea, it can echo and get loud. I can tell my adult if I want to leave.



There are shops in different places across the Zoo, like at the gates, or at Wild Sea. I can ask my adult if we can look in the shop. It's okay if my adult says no.



I can tell my adult when I am ready to leave Melbourne Zoo. I can exit using the metal turnstile near the gate. There is a turnstile at both gates. The turnstiles can fit a wheelchair or pram through them too.

I saw lots of animals at Melbourne Zoo.



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