

Walkabout Creek Discovery Centre | Group Excursions



Excursion Guide

Thank you for choosing Walkabout Creek Discovery Centre for your excursion. Students will experience Queensland's natural environment and cultural heritage through enjoyable and meaningful wildlife and conservation-focused activities.

We are committed to providing a safe and supportive environment directed at ensuring the safety and wellbeing of children and young people visiting our venues. We adhere to the Child Protection Policy and Procedure (part of the Child and Youth Risk Management Strategy) for our venues to foster a safe and supportive environment for children and young people by identifying potential risks for harm and implementing strategies to minimise these risks. This is reviewed annually and is available to all clients upon request.



Contact Details

60 Mount Nebo Rd
Enoggera Reservoir 4520
Telephone: 07 3164 3600
Email: walkaboutcreek@des.qld.gov.au

Booking confirmation

Your booking confirmation contains your arrival and departure times, what to bring and excursion costs. You will receive a detailed itinerary on the day. Some of the activities on this itinerary are self-guided and children must be supervised. Care of students always remains with the school.

Group size

Our maximum group size is 30 students per Ranger to allow students to gain the most benefit from the activity. We recommend that groups larger than 60 students break their visit over two days.

A minimum number of 10 students is required to guarantee the group booking. We provide free entry for teachers accompanying the excursion as well supporting adults in line with the following ratio of supervision:

| Free of Charge (FOC) Ratio for Teachers/Supervisors | FOC Ratio |
|---|----------------------|
| Foundation - Year 3 | 1 FOC to 5 students |
| Years 4 - 6 | 1 FOC to 10 students |
| Years 7 - 12 | 1 FOC to 15 Students |

Time of activity

The start time for your activity is noted on the booking confirmation. Arriving 15 minutes prior to the activity start time will ensure the program runs to schedule. Late arrival may result in an amendment to your excursion timetable or the activity being rescheduled for a later date. Please contact us if you are running late.

How to get there

Walkabout Creek Discovery Centre is located at 60 Mount Nebo Road, Enoggera Reservoir, 12km from Brisbane City.

A bus service from Brisbane City terminates at The Gap Park 'n' Ride at Enoggera Reservoir, a short walk from the Information Centre. For timetables, please visit www.translink.com.au.

Bus parking

Large buses are able to park within the designated bus parks at the front of the Information Centre to drop students off.

Group meeting area

The group meeting area is located near the Information Centre. Your group will be met by the Ranger who will welcome the group, explain your schedule and lead the group to an area which can be used as a base for the day. The group meeting area is partly covered and there is a small, unlocked storage area and toilet block nearby.

Adverse weather

In the event of adverse weather, activities may need to be altered, postponed or cancelled. Please encourage children/parents to pack a raincoat in case of wet weather.

Health and safety

We suggest that teachers carry their own first-aid kit throughout their excursion, but there are first-aid stations around the park.

The Excursion Venue Risk Management Guidelines will be provided with your booking confirmation. For your safety, please ensure the attending teacher(s) and all other supervising adults are familiar with this information before your visit.

Supervision

Please remember the Rangers are not responsible for supervising your class. Behaviour management is the responsibility of the attending teacher.

For some activities, Rangers will be showing live animals to support important themes such as wildlife conservation. Please ensure that the students and supporting adults are aware of this and have been briefed about what will occur. Please help the Rangers by supporting these key messages during the wildlife show.

If you are bringing extra supervisors/parents/helpers - due to space restrictions, we regret that they may not accompany the class into the education room.

Standard of behaviour

Students must understand the standard of behaviour expected of them and why rules must be followed. Please ensure that children understand the following points before they visit the Park:

- Please take litter home with you - no bins are provided on site. Litter can get into enclosures and harm animals.
- Keep quiet and do not bang on enclosures, shout or imitate animal sounds as this will scare the animals.
- Never feed the animals—they are provided with a balanced diet.
- Be considerate to others in the group and remain quiet while the Park Ranger is talking.
- Be aware that there are other visitors at the Park. Respect their needs too, so that everyone can have an enjoyable day.
- Wash your hands thoroughly with soap and running water after touching any animals or animal products in the presentations.
- Follow all safety directions for our wildlife shows and programs.

Staff

Rangers delivering activities for students have been issued with a Positive Notice Blue Card for child related employment.

Accessibility

Walkabout Creek Discovery Centre is suitable for wheelchairs with some assistance. There is accessible parking available in the car park.



Opening hours

The Centre opens from 9.00am to 4:00pm seven days a week, every day of the year except Christmas Day and Anzac Day morning. Walkabout Creek Café is open 7 days for coffee, lunch, drinks and snacks.

Eating food at the park

Please be aware that there are many wild animals at the Centre in addition to the exhibited animals. Feeding is not permitted, and you must supervise students during their meal breaks to prevent food being given to the animals or left on the ground. Please ensure that students keep their bags zipped up to prevent wild animals from going through the contents of their bags. Walkabout Creek Café sells tea and coffee, cold drinks, sandwiches and snacks.

For group catering, please contact the Café on 07 3300 2558.

Payment

Payment can be accepted on the day of your excursion via Visa/MasterCard, or an invoice can be sent to your school. Please advise us prior to your visit. Or book online through BookEzy and organise payment online.

Enoggera Reservoir and Surrounds

The Enoggera Reservoir is open for recreational use. A swimming area is located at the Centre, as well as a kayak launch for paddle craft. The Enoggera Reservoir may be closed at times for public safety, so please check with Rangers regarding any closures.

For paddle craft, or mountain bike hire, please contact Walkabout Creek Adventures on 07 3891 5766 or visit www.walkaboutcreekadventures.com.

We hope you have an enjoyable visit to the Walkabout Creek Discovery Centre. We look forward to seeing you soon!



Photo: Robert Ashdown © Qld Gov

Excursion Venue Risk Management Guidelines

- **Insurance:** This venue has public-liability cover.
- **First aid:** Rangers at Walkabout Creek Discovery Centre are trained in first aid. There are first-aid kits on site but it is recommended that group leaders/teachers also carry their own first-aid kit while visiting.
- **Evacuation plans:** Walkabout Creek Discovery Centre has an emergency evacuation plan in place. Should an emergency that requires evacuation occur, Rangers will guide your groups to the assembly points.
- **Class supervision:** Supervision of students/groups is the responsibility of the attending teacher/group leader.
- Please take responsibility for ensuring that your students adhere to the advice provided by the Ranger.
- **School excursion guide:** This guide will be sent to you with your booking confirmation, unless provided prior. Safety information is included in this guide. Please ensure you read it thoroughly. If you do not have a copy of this guide please contact us.
- **Headcounts:** Ensure teachers know where students are at all times and what they are doing. Teachers must conduct regular headcounts.

| Activity | Hazard | Potential risks/consequences | Control strategies |
|-------------|---|--|--|
| Park access | Exiting, boarding or assembling near buses or vehicles in car parks | Students being hit by a vehicle | Students must follow the Ranger's instructions. Teachers must ensure that students are aware of other traffic and safely and promptly move away from the car park on arrival. |
| | Stairs, ramps, boardwalks | Tripping, falling | Teachers must ensure that students always keep their pace to a walk and stay on the designated walking tracks. Stairs are present in Walkabout Creek Discovery Centre. Wheelchair access is available. |
| | Untreated grey water around the Park | Sickness caused by ingesting bacteria in untreated water | Teachers must ensure that students bring sufficient drinking water or only use designated taps near the information centre. – (only have a water bubbler at the top of the ramp outside info centre) |
| Bag storage | Bags left unattended | Lost property and theft | We offer unsecure bag storage facilities should you wish to use them. Students are advised to always keep personal belongings with them. We do not take any responsibility for lost damaged or stolen items. |
| Bag storage | | Animals gaining access to food left in bags | Food must be securely stored inside bags which are zipped/fastened to prevent wild animals from accessing. |

| Activity | Hazard | Potential risks/consequences | Control strategies |
|----------------------------------|---|--|---|
| | | Blocked access points and walkways | Students must not leave bags in access points or walkways—we advise they use the bag storage facilities in the picnic area. |
| Student behaviour | Disruptive students Students not following instructions | Level of student safety becoming compromised | Teachers must always be present throughout the activity. Supervision of the students is the responsibility of the teacher. Sufficient supervising adults must be provided for each group. Continued disruption may lead to an amendment or cancellation of the activity. |
| Walking on tracks | Uneven walking tracks/surfaces Straying from the designated walking track | Slipping or tripping Student separation from the group | Prior to activities, Rangers complete a risk assessment on tracks. Teachers must ensure that students always keep their pace to a walk and stay on the designated walking tracks. Students are advised to walk carefully and be mindful of their environment. Rangers use group management skills to maneuver groups safely around sites to avoid potential hazards. Rangers repeat important points about safe conduct throughout the activity. Teachers/adults must always supervise students and reinforce Ranger's instructions. |
| Outdoor activities | Weather exposure Exposure to a natural environment Uneven surfaces | Slipping on wet surfaces Sickness caused by cold and wet conditions. Sun or heat related injury Animal bites/stings Tripping | If weather conditions are deemed unsuitable for the activity, the activity may be altered or cancelled. Teachers must ensure that all students have hats, sunscreen, insect repellent, warm clothing and rain gear for wet weather. Teachers must ensure students wear sturdy, closed shoes suitable for walking in the natural environment. Teachers must ensure that students bring sufficient food and water (especially in hot weather) for their visit. Teachers must ensure that students always remain a safe distance from all wildlife. Teachers should advise that students/adults check themselves after visiting natural environments for ticks, leeches etc. Teachers must always supervise students. |
| Student/live animal interactions | Inappropriate handling of live native animals Bacteria passed on by not covering wounds or not washing hands after touching animals Dangerous animals | Bites, scratches, infection People with reduced immunity (e.g. pregnant women, the elderly and diabetics) are at higher risk of contracting diseases through contact with animals Bites, scratches | Activities are conducted by qualified Rangers. Students must always follow the Ranger's instructions. Inappropriate behaviour may result in the activity being altered or cancelled. After touching animals or animal products, teachers must advise students to wash their hands thoroughly with running water and soap. Cuts and abrasions should be covered before touching animals to avoid risk of infection. |

| Activity | Hazard | Potential risks/consequences | Control strategies |
|---|-------------------------------------|---|--|
| | Escaped animals | Bites, scratches | <p>Enclosure fences are constructed to exclude access and comply with industry standards. Warning signs are placed on appropriate enclosures. Teachers/adults must ensure that students do not put fingers, hands or any part of the body into animal enclosures.</p> <p>All possible steps are followed to ensure that all wildlife remain within their enclosures for the safety and enjoyment of visitors. Should an animal escape from its enclosure, visitors are to advise the nearest Ranger and move well away from the animal/s. Please note that some wild animals also frequent the Centre (including water dragons, goannas, brush-turkeys, ducks and other reptiles). These animals are free to come and go as they please.</p> |
| Visiting specific areas within Walkabout Creek Discovery Centre (dark areas, Enoggera Reservoir, ponds creeks, or enclosure fences) | Dark environments | Stress due to fear of the dark Tripping, falling or injury caused by collision in the dark | Students are required to follow the teacher/adults' instructions while in this darkened area. Teachers must ensure that students always keep their pace to a walk. Visiting the nocturnal area is optional. Exit signs are illuminated. |
| | Accessible water bodies | Students falling into water becoming wet Drowning | Teachers/adults must always supervise students. Teachers/adults must ensure that students act appropriately to minimise water related risks. |
| | High railings and fences | Students falling from railings and fences after sitting on them | Teachers/adults must always supervise students. Teachers/adults must ensure that students act appropriately to minimise falling related risks. |
| | The Wallaby Circuit | Animal bites and scratches | Students must be supervised when entering The Wallaby Circuit and always remain on the paths. The animals in this enclosure are free-roaming and members of the public are to act appropriately and respect the animals' space. Animals are not to be fed any food. |
| Meal breaks | Wild animals, insects | Bites and Stings | Teacher/adults are advised to inspect the ground before requesting students to sit, as wildlife (i.e., insects, birds and lizards) may be present. Teachers must ensure food is not left unattended and that students do not feed wildlife. |
| Access to public toilets | Contact with strangers | Harm caused by outsiders | Teacher/adults are advised to inspect public toilets before use. Students should not go to the bathroom unaccompanied. |
| | Student separation | Stress due to separation | Teachers/adults must always be aware of students' whereabouts. |
| Student/plant and soil interactions | Contact with soil, plants and seeds | Inhalation of soil particles Choking or ingesting seeds | <p>Rangers should moisten the soil to reduce the risk of inhaling soil particles. Seeds are not edible; teachers must ensure that students do not place seeds in their mouth.</p> <p>After touching plants and soil, students must wash their hands thoroughly with running water and soap.</p> |
| | | Allergies | Teachers must be aware of any allergies that students have and decide whether the activity is suitable for them. |

| Activity | Hazard | Potential risks/consequences | Control strategies |
|-------------|------------------|--|---|
| | | Infection from bacteria | Cuts and abrasions must be covered before touching plants or soil to avoid risk of infection. |
| Bad weather | Weather exposure | Sickness caused by cold and wet conditions, injuries from falling branches | In the case of severe weather (torrential rain, lightning strikes, strong winds etc.) management will determine whether it is appropriate to close the Discovery Centre in the interest of public safety. Rangers guiding the group will return visitors to areas of safe shelter or evacuate the Centre. |