



NATIONAL ZOO & AQUARIUM CANBERRA

A SOCIAL STORY





PLANNING MY VISIT

I am going to visit the National Zoo & Aquarium. There will be lots of amazing animals to see and exciting places to explore.

I can click on this [link](#) to look at the zoo map to decide what I would like to see and do.

This story will help me know what to expect and how I can have a safe and fun day at the zoo.

ARRIVING AT THE ZOO ::::::::::

When we arrive at the zoo, we will park our car, follow the directional signs and walk to the entrance. At the gate, I might have to wait in line to get our tickets or to show them to the staff. It could be busy at the entrance, but that's okay, it won't take long. The Visitor Services staff will hand me a map, to make exploring the zoo easy!

ZOO ENTRY



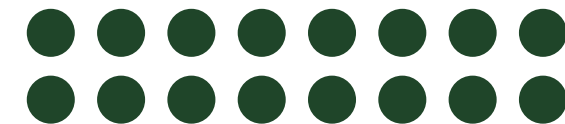
ZOO RULES TO HELP ME STAY SAFE

The National Zoo & Aquarium is a big place, so I will stay close to the adult or group I came with.



To have the best day I can, I will follow the zoo rules.

- As I walk through the zoo, I will remember to stay on the paths and walk slowly.
- I will try to use my quiet voice because loud noises can scare the animals.
- I will not climb any fences or gates, or touch any animals because I might get hurt.
- I won't feed any of the animals, because it can upset their diet and make them sick.
- I will put all rubbish in the bin, and make sure to recycle what I can!



ZOO STAFF - WHO CAN I ASK FOR HELP?

NATIONAL
ZOO
& **AQUARIUM**
C A N B E R R A

People that work at the zoo wear uniforms with the zoo logo.

Staff from different teams wear different colour uniforms, but all are here to assist me.

I can ask them for help or ask questions like “Where’s the bathroom?” or “What is this animals name?”

These pictures show me different types of clothes worn by people who work at the zoo:

MANAGEMENT/ ADMIN



Admin staff help with many jobs at the zoo.
They wear black shirts and black pants.
You might see them in offices, greeting guests, or working behind the scenes.

ZOOKEEPERS



Zookeepers look after the animals.
They wear green shirts and green pants.
They can help answer questions about animals.

EDUCATION GUIDES



Education guides help visitors learn about animals and the environment.
They wear tan shirts and green pants.
You might see them talking to guests, giving short talks, or answering questions.

MAINTENANCE STAFF



Maintenance staff help build and fix things at the zoo.
They wear blue shirts and blue pants.
They often work behind the scenes.



TOILETS AROUND THE ZOO



If I need to go to the toilet, I will tell an adult and they will help me find the closest one.

I will find toilets:

- In **Adventureland Playground**
- Next to the **Rhino Bistro**
- At the **penguin habitat**
- Inside the **Aquarium**
- At **Lion Catwalk**

Sometimes the toilets and hand dryers can be loud, that's okay. I can cover my ears with my hands, use my headphones, use paper towel instead, or ask for help.

Using the toilet helps me feel comfortable during my visit.



QUIET SPACES

Sometimes the zoo can be busy and loud with lots of people and noise.

There are many quiet spaces for you to go to when you need.

Zoo staff can help you find quiet places within the grounds.



ANIMALS AT THE ZOO

Some animals at the zoo are very big, like lions, sun bears, rhinos and giraffes.

Some animals are very small, like frogs, meerkats, monkeys, and birds.

The animals come from lots of different places, like Australia, Africa, Asia, and the ocean.

When I look into an animal's habitat, I might not see the animal straight away. That is okay, the animal might be hiding, sleeping, or exploring a quiet spot.

Animals have spaces where they feel safe and calm, just like I do.

It's okay if I don't see every animal. I am still having a good visit!



VISITING THE AQUARIUM

The aquarium and reptile house is a special area where I can see fish, sharks, jellyfish, snakes, lizards, and turtles behind glass. Some animals might look scary, but they are safe inside their enclosures and cannot hurt me.

In the Aquarium, it will be dark and cool. I will see fish and other sea animals swimming. Sometimes the aquarium can be noisy, with water flowing. It's okay, I can put on my headphones or cover my ears.



ADVENTURELAND PLAYGROUND

At the National Zoo and Aquarium, there is a special play area called Adventureland Playground. It has many fun things to explore, like slides, climbing areas, and places to run or play quietly. I might like to play there, but I don't have to if I don't want to.

Sometimes Adventureland can be busy and noisy, especially when lots of children are playing. That's okay, because if it feels too loud, I can take a break, wear headphones, or find a quieter space nearby.

I might have to wait my turn for some of the equipment. Waiting can be hard, but that's okay, my turn will come. I can choose what feels right for me.

Whether I play, watch, or rest, I am still having a good visit!



EXTINCTION TRAIL

At the National Zoo and Aquarium, there is a special walk called the Extinction Trail. On the trail, I will see life-sized models of animals from the past.

Some are animatronic dinosaurs that can move and make sounds. They cannot hurt me, they are safe models.

The trail helps me learn about animals that are extinct.

It might feel exciting or surprising, and that's okay. I can take my time as I walk through.



PLACES TO EAT

There are lots of places to eat at the zoo.

- Rhino Bistro has meals for the whole family.
- Meerkat Snack Shack is good for a quick bite.
- Jungle Vines Café has food and drinks.

These places can be busy at lunchtime (12.00 pm – 1.30 pm).
They are also busy in school holidays. To enjoy more quiet times,
try eating earlier or later.

You can also bring your own food to the zoo!

There are many picnic spots around the zoo, which are good
quiet spaces to take a break.



CONSTRUCTION WORK

Sometimes I might see or hear construction at the zoo. There could be workers or machines making noises as they build new things for people and animals. That's okay. Next time I visit, I might get to see what they have built!





GOODBYE

Visiting the National Zoo and Aquarium will be lots of fun!

There are many animals to see and lots of
new things to learn about!

When it is time to leave, I will remember to take
all of my things with me.

I might feel happy, tired, or excited after my visit.
That's okay.

I can look forward to coming back to the zoo another day!