
Sydney Zoo Pty Ltd

Date of Development	31/07/2019
Date of Review	31/07/2021
Authorised By	Lisa Christie
Position of Authority	Head of Culture & Visitor Experience

Signature		Date	06/08/2019
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LOST VISITORS PROCEDURE

Scope

This procedure is for all staff assisting visitors to locate missing children, parents or parties.

Purpose

The purpose of this procedure is to outline the process for reuniting lost visitors with their family or group. The aim is to make the reunification process as safe, supportive and easy as possible.

Other related Procedures or Policies

This procedure is to be read in conjunction with Sydney Zoo's Code of Conduct.

Procedure

CHILD IS MISSING PARENTS

If a child is located without parents, the following steps should be taken:

1. If they can communicate, ask the child their name and age and where they saw their parents last. Also ask if they know their parent's name or phone number.
2. The team member should notify Admissions Team Leader by radio or phone.
3. The staff member should remain with the child in a public area and if possible ask another staff member to support.
4. The staff member should remain in contact with the Admissions Team Leader.

In normal circumstances, parents should be located within 10 minutes. If the child's parents cannot be located within 20 minutes, then an PA announcement may be made if the parent's name/s are known.

Staff who have parents approach them notifying they have lost their child should contact the Admissions Team Leader by radio or phone or send them to Admissions if nearby.

If a child is not re-united within 10-15 minutes, they should be taken to the Admissions building where they can wait with the Ticketing Crew next to Ticket Sales Desk.

PARENTS ARE MISSING CHILD

If parents are located without their child, the following steps should be taken:

1. Ask the child's name, age, appearance, clothing and where they were last seen.
2. Conduct an initial sweep with the parents of the immediate area to attempt to locate the child.
3. The staff member should notify Admissions Team Leader by radio or phone.
4. The staff member should remain with the parents at all times in order for contact to be made.
5. The staff member should remain in contact with the Admissions Team Leader.
6. Admissions Team Leader will do an all radios call to notify staff to be on the lookout.
 - a. "Attention all staff, we are looking for a lost child named X. He/She is X years old and is wearing X. They were last seen X. If you see the child, please report to Admissions Team Leaders. Thank you".
7. The Admissions Team Leader should advise retail to be on the lookout for a child matching the description whether they leave via the exit.

If a child is located, the staff member should phone the Admissions Crew Leader and coordinate a location to reunite the child. A radio announcement should be made to advise that the child has been reunited with their parents.

If a child cannot be located within 20 minutes, then a full Zoo-wide sweep is to be organised using any available staff.

If a child cannot be located within 45 minutes, it may be suggested to the parents whether they want to phone the Police. The parents can phone the Police at any point in time if they choose.

VISITOR IS MISSING GROUP OR GROUP IS MISSING VISITOR (ADULTS)

If a Visitor notifies they are missing a member of their family or group, the following steps should be taken:

1. Ask whether they are able to phone the person.
2. Ask where they saw them last, their name, age, appearance and if you had agreed on a meeting spot.
3. If necessary, the staff member can radio or phone the Admissions Team Leader to notify of the situation.
4. The staff member should offer to stay with the Visitor so they are in contact with Admissions.

If a Visitor requests to make a PA announcement, advise the PA is used for emergency situations only. It will be at the discretion of the Admissions Team Leader whether a PA announcement is made, generally at least 30 minutes after the search began.

Responsibility

It shall be the responsibility of the **Head of Culture & Visitor Experience** and **Visitor Experience Manager** (or a delegated authority) to implement this procedure and to monitor its performance.

It is the responsibility of **All Sydney Zoo Staff** to ensure that:

- They are familiar with the Lost Visitor Procedure.

It is the responsibility of **Head of Culture & Visitor Experience** and **Visitor Experience Manager** to ensure that:

- Their team adhere to expectations as outlined in the above procedure.

Sydney Zoo reserves the right to exercise appropriate managerial judgement to take such actions as may be necessary to achieve this intent of this procedure. Sydney Zoo reserves the right to vary from the guidelines outlined in this procedure to address unusual circumstances on a case by case basis.

Reviewed & Updated

Procedure Developer	Steve Williams	Date	31/07/2019
Head of Department Approval	Lisa Christie	Date	06/08/2019
Administrative Review	Harley Rowan	Date	05/12/2019
Date Reviewed	Person Reviewing	Revision Number	

Policy Read and accepted	Name:	Date Reviewed