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## Sydney Zoo Pty Ltd

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**Date of Development:** 30/07/2021

**Date of Review:** 30/07/2023

**Authorised By:** Lisa Christie

**Position of Authority:** Head of Culture & Visitor Experience

**Signature:**



**Date:** 30/07/2021

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## LOST VISITOR PROCEDURE

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### Scope

This procedure is for all staff who find a lost visitor or people looking for a lost visitor.

### Purpose

Sydney Zoo's procedure for lost visitors defines the process for the handling of lost visitor incidents.

### Procedure Details

#### LOST CHILD FOUND

If a lost child presents to you, please remain with the child, and alert an additional staff member to wait in close proximity. On a radio, switch to the emergency channel and state the following:

*Attention all staff, we have a lost child [name] who is [age] years who is looking for their parents. They last saw their parents in [location]. If the parents are found, please advise on the emergency channel and direct them to [your location].*

Generally, parents are found within 5-15 minutes. Should more than 10 minutes pass you can start walking them to the zoo entrance where they can wait next to validation with a staff member. It's usually best to wait in the area as the parents are more likely to turn up.

When re-uniting the child with the parents, please ask the adult what the child's name is and ensure that the child reacts positively to the parent. You can usually tell when the child knows the adult. If the child seems resistant or unsure, please ask the adult that we require a photo of them and the child for safety purposes.

It is important not to take the child to any staff only areas or close rooms for child protection reasons. Unless you are with another staff member.

If the parents are not located within 45 minutes, the local Police should be notified.

### **PARENTS LOOKING FOR LOST CHILD**

If a parent trying to find their child presents to you, please remain with the parents. On a radio, switch to the emergency channel and state the following:

*Attention all staff, we are looking for a lost child [name] who is [age]. They were last seen in [area] and are wearing [description of clothing]. If you find [child's name], please advise on the emergency channel and show them to [your location].*

Generally children are found within 5-15 minutes. Should more than 10 minutes pass you can start walking them to the zoo entrance where they can wait next to validation with a staff member. It's usually best to wait in the area as the children are more likely to turn up.

When re-uniting the parents with the child, ensure that the child reacts positively to the parent. You can usually tell when the child knows the adult. If the child seems resistant or unsure, please ask the adult to show a photo of them and the child for safety purposes.

It is important not to take the child to any staff only areas or close rooms for child protection reasons. Unless you are with another staff member.

Please ensure retail and the zoo entrance is aware to be vigilant. Should it be an abduction attempt.

If the parents request the Police, it's best they phone directly so they can give all the details the Police need. But you can support calling. The Police generally would only respond should the child be missing for an extended period of time.

The longest time we have had a child missing at Sydney Zoo is about 20 minutes.

## Responsibility

It is the responsibility of the **Head of Culture and 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 Property procedure
- Adhere to the expectations as outlined in the above 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 exercises appropriate managerial judgement to take such actions as may be necessary to achieve the 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	<b>Date:</b> 30/07/2021
Head of Department Approval	
Lisa Christie	<b>Date:</b> 30/07/2021
Administrative Review	
Harley Rowan	<b>Date:</b> 30/08/2021

Date Reviewed	Name	No.

Procedure Read and Accepted	Name	Date Reviewed