



# Information Handbook

# Information Handbook

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# Information Handbook

## Introduction

Welcome to the Brownes Dairy School Tours. We are proud to offer this tour free of charge.

Thank you for your interest in visiting Brownes Dairy. We hope that the experience will be an interesting learning journey for students and visitors.

This Information Handbook will provide you with an overview of the tour and help you get the most out of your visit. Please take a moment to become familiar with the contents of this document, in particular the site map provided, tour run sheets and tour flowchart.

To easily navigate this handbook, the Table of Contents have hyper-linked page numbers which conveniently take you to the topic of interest and then toggle back by clicking on the [Table of Contents](#) link located bottom right of each page.

For information on how to make a tour booking, please refer to the Tour Booking Guide available on the Brownes Dairy School Tours website. The Booking Guide provides step-by-step instructions for submitting the online tour booking form and explains the booking system's automatic communications; tour confirmation email, tour reminder texts and online tour feedback form link. The guideline also outlines how to manage your booking if you need to cancel or reschedule your tour, you can do that all online.

Before booking the tour online, please review this Information Handbook. Use the information to plan and manage tour logistics; booking transport (recommended bus arrival and departure times), BYO refreshments for morning tea or lunch, safety (allergy policy), accommodating special needs, recommended supervision ratios etc.

However, if you have any further questions, please contact Brownes Dairy by email on [school.tours@brownesdairy.com.au](mailto:school.tours@brownesdairy.com.au) Please be aware that emails will be responded to weekly.

Brownes Dairy provides a variety of 'hands on' learning experiences and we continually search for new ways to motivate students from Kindergarten to Year 6. Although the tour follows a curriculum based learning program, please don't hesitate to inform the experienced tour presenters if there is a particular topic students are currently learning in class and we can introduce it in the tour presentation. We hope this handbook will inspire you to take advantage of what we offer and enable us to provide your students with a wonderful learning experience.

# Information Handbook

## Brownes Dairy Contact Details

**Address:** Brownes Foods Operations Pty Ltd  
22 Geddes Street, Balcatta, Western Australia 6021

**Email:** [school.tours@brownesdairy.com.au](mailto:school.tours@brownesdairy.com.au)

**Website:** [www.schooltours.brownesdairy.com.au](http://www.schooltours.brownesdairy.com.au)

**Parking:** Free parking is available for Brownes Dairy School Tour visitors. Refer to [Site Map](#) for visitor bay and disabled bay locations. Please reverse park in the bays.  
School bus parking bay is located adjacent to the Café and School Tour Education building. Please refer to the section: [Arriving at Brownes Dairy](#) for additional visitor information

<b>School Tour Hours:</b>	Tuesday	9.30am – 11.00am 12.30pm – 2.00pm
	Wednesday	9.30am – 11.00am 12.30pm – 2.00pm
	Thursday	9.30am – 11.00am 12.30pm – 2.00pm

*School Holiday bookings are available on Tuesdays.*

*Please note Wednesday and Thursday School Holiday calendar bookings are subject to tour presenter availability. Please refer to calendar in the online booking system for available dates.*

*Brownes Dairy is closed on Public Holidays.*

**Entry fees:** Free Admission to Brownes Dairy School Tour.  
(Bus charter fees and bookings are covered by the school.)

**Useful links on website:**

- How to Book tour guide**
- Curriculum Links and Year Activity Booklets**
- Public Liability Insurance Certificate**
- Emergency Response Plan**
- Site map**
- Tour Flowchart**
- Brownes Dairy History**
- FAQs answered in the Information Handbook**

# Information Handbook

## A letter from our CEO, Tony Girgis



### A letter from our CEO, Tony Girgis

1 January 2019

Dear Educators,

Brownes Dairy have proudly opened their doors for School Tours since the 1950s. Grandparents and parents alike have shared their fond childhood memories of visiting Brownes Dairy with their own children and grandchildren. The Brownes Dairy School Tour tradition continues with the aim of educating and engaging future generations.

It is incredibly important for children to understand where their food comes from and being Australia's oldest and largest dairy, we are in a unique position to provide children with a genuinely memorable and curriculum-linked experience.

The tour informs students about the nutritional benefits of dairy, how milk makes its way from our dairy farms in the South West WA to their fridges at home, and the passion that goes into making the Brownes Dairy products we all enjoy.

We look forward to welcoming your students to Brownes Dairy.

Yours Sincerely

A handwritten signature in black ink, appearing to read "Tony Girgis", written over a horizontal line.

Tony Girgis  
CEO

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# Information Handbook

## About Brownes Dairy School Tours

It is highly recommended that all teacher/s and tour coordinators read this Information Handbook **Before** their Brownes Dairy tour. This will ensure all visitors, students and teachers get the most out of their visit. Our experienced Brownes Dairy School Tour presenters will guide your students through an interdisciplinary learning experience.

### Tour overview

During the Brownes Dairy School Tour, you will see where our award winning fresh white milk, cream, yoghurt and flavoured milk products are made. You will enjoy a short documentary titled 'Moo to You' which will take students through the milk journey from farm, to dairy, to store, to your homes. Students will also have the opportunity to learn about the health benefits of dairy, food safety, animal welfare, the science of dairy and food miles. Students will see a real cow being milked and understand where milk really comes from – they too can have a turn milking the cow if they choose (this will be conducted under strict supervision). Please refer to the tour [Run Sheet](#) and [Flowchart](#) found in this handbook for further details. Tour presenters will request that teachers and volunteer parents assist the students during various activities and tasks to ensure the student group moves safely and efficiently while on the tour. Please refer to the sections [Supervision ratio](#) and [Adult Assistance During Activities](#) sections. We thank you for your assistance in advance.

### Curriculum Links and Activity Booklets

The Brownes Dairy Schools Tours are suitable for students in Kindergarten to Year 6. The tours focus on Kindergarten aged children's learning and development consistent with the Early Years Learning Framework and are also linked to the Western Australian Curriculum for Pre-Primary to Year 6 students. Curriculum information and additional learning resources (Activity Booklets for each year; Kindergarten to Year 6) are available on our School Tour website at: <http://www.schooltours.brownesdairy.com.au/curriculum> Teachers can plan and use the available learning resources as part of their pre-visit or post excursion learning experience for their class year level. Teachers are responsible for printing off student excursion activity booklets and modifying worksheets according to students or class needs.

### Booking your tour

Brownes Dairy School Tours are available to book on Tuesdays, Wednesdays and Thursdays only (excluding public holidays and some school holidays – see online booking calendar for available tour dates, subject to presenter availability). Choose from two daily dairy tour sessions commencing at 9.30am and/or 12.30pm. Both the AM and PM tours run for 1.5hours (plus your travel time and allow 15 minutes getting off and on the bus at Brownes Dairy).

The **FREE** Brownes Dairy School Tours are popular and the booking calendar fills up very quickly each year, so to avoid disappointment we recommend booking your tour in advance by selecting your preferred date in the online booking calendar (accessed via the School Tour webpage "Book Now" button). Please refer to the Booking Guide on the School Tours website for further booking instructions, including how to reschedule or cancel a booking.

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## Tour itinerary summary

The Brownes Dairy School Tour will include the following:

- An opportunity to meet a Farmer who has extensive knowledge in agriculture and experience in milking dairy cows.
- A short documentary detailing the 'Moo to You' journey of fresh milk.
- Visiting the Innovation Kitchen and sampling our award winning Brownes Dairy yoghurt
- Factory viewing gallery to learn how fresh white milk, cream, yoghurt and flavoured milk are made.
- A milking demonstration and opportunity to milk a real cow.
- At the end of the Brownes Dairy tour each student will receive a free Brownes Dairy gift bag (colouring in/activity book with colour pencils, cow key chain or rubber bracelet) and complimentary yogurt pouch or another nutritious Brownes dairy product to take home and enjoy.

## Supervision ratio

It is the responsibility of the school to provide an adult supervisory team that meets their specific requirements. The following is a guide only;

Kindergarten and Pre-Primary:	1 adult per 5 students
Years 1, 2, 3, 4, 5 and 6:	1 adult per 10 students

The ratios may vary according to the needs of your students. Please provide details for additional supervision requirements on the online form at the time of booking.

## Tour session times

Two tour session times are available on Tuesdays, Wednesdays and Thursdays only.

Each tour is 1.5hours (allowing an extra 15-minute buffer for students getting off and back on the bus). Please refer to the Booking buses section for further timing advice.

The starting times for the facilitated tours are:

AM morning tour commencing at 9.30 am and concluding at 11.00am  
PM afternoon tour commencing at 12.30 pm and concluding at 2.00pm

## Tour feedback

All feedback on your Brownes Dairy School Tours experience is welcomed. We strive for continuous improvement. Following your tour, an email with a link to the online feedback form will automatically be sent to the teacher email nominated on the tour booking form. We appreciate your time in providing us with your feedback and please feel free to circulate that feedback link with other teacher(s) who also attended the tour. Please don't hesitate to give us your verbal feedback during your tour too.



# Information Handbook

## Arriving at Brownes Dairy

### Arrival procedure

Buses are expected to arrive at least 10 minutes prior to your booked tour time. Upon arrival, we kindly request that students and adults please remain seated on the bus. The 10-minute buffer allows time for a School Tour presenter to greet you on-board the bus and coordinate the arrival procedure. At this stage the presenter will invite one teacher to view the education room and provide a quick briefing of what is initially required. The tour presenter will also liaise with the teacher and bus driver to confirm the pick-up/departure time.

Students will then be invited to disembark from the bus, make their way into the School Tours Education Room via the gate in the white picket fence. We request a teacher or adult stand at the gate to direct children into the education room and another teacher or adult stand in the education room to direct children to place any belongings they are carrying (such as drink bottles) in the designated area and to take a seat on the mats facing the TV. A tour presenter will provide instructions to the teacher to delegate those tasks.

Meanwhile a teacher will invite any parent helpers waiting in the adjacent café to join their students in the education room. A tour presenter will request a total count of people (students and adults) attending the tour confirmed by the nominated teacher/s spokesperson/s. When all adults are gathered in the education room, a tour guide will provide a quick briefing to the teachers and parent volunteers prior to the tour commencement, explaining the types of tasks we need assistance with during the tour.

We also appreciate that traffic and weather conditions can cause delays. If the teacher on the bus predicts they are going to arrive later than scheduled, please don't hesitate to contact Brownes Dairy to advise estimated arrival time. Unfortunately late arrivals may result in a shortened tour experience and tour presenters will discuss options with the teacher to ensure a satisfactory tour experience for the students.

## Tour Reference Documents

### Bus Driver and Visitor Information Sheets

Following the run sheets for your reference, is the [Site Map](#) and the Bus Driver and Visitor Information Sheet which provides street directions. Please download a copy of the site map and information sheet ready for the bus journey. Please circulate the visitor information sheet to all adults (parent volunteers and other teachers, EAs and TAs) attending the tour (as some may arrive in their own vehicle and may be unfamiliar with the site).

### Tour Run Sheets

Following is the AM and PM tour run sheets outlining the tour activities and timings. Please feel free to distribute this information to other teachers on the tour.

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## AM School Tour Run Sheet and Timings (Page 1 of 2)

Tour Activity # 1	Time 9.20 am – 9.30am	Duration 10 minutes
<b>Activity description</b> Bus arrives 10 minutes earlier than tour starts and parks in bus bay next to education room/café building Students remain seated and on board while tour presenter greets teacher(s) and provides initial instructions Tour presenter confirms booked bus departure time with teacher and bus driver Children get off bus and enter Education Room, take a seat on mat, refreshments placed on floor as instructed Teachers and Adult volunteers receive tour presenter briefing; numbers reconfirmed, allergy and special needs updated Tour presentation commences as scheduled (if required; tour altered to meet the booked bus departure time)		
Tour Activity # 2	Time 9.30am – 9.50m	Duration 20 minutes
<b>Activity description</b> Tour presenter offers welcome and introduction to students and adults Provides a tour overview, housekeeping and hygiene, emergency procedures Students watch 5-minute documentary “From Moo to You” details the journey of milk from farm to home. Followed by Q&A (tour presenter asks questions based on documentary and students answer) Students split into 2 groups (with teacher assistance) and given different coloured safety vests. Group A wear orange vests, Group B wear yellow vests and children with allergies/special needs wear red vests.		
Tour Activity # 3	Time 9.50 am – 10.00am	Duration 10 minutes
<b>Activity description</b> Group A and B bathroom break and handwashing (10 minutes) as per hygiene explanation given earlier and adults assigned tasks to assist with this process (holding doors, assist soap dispenser/paper towels, line up) Group A walks from Education Room to Innovation Kitchen with a tour presenter leading the way Group B walks from Education Room to Factory Tour with another tour presenter leading the way		
<b>Note: The next two activities run concurrently with groups swapping in the middle</b>		
Tour Activity # 4	Time 10.00am – 10.20am	Duration 20 minutes
<b>Activity description</b> <b>Innovation Kitchen - Food Science</b> Group A students go into Innovation Kitchen and participate in 2 activities (age dependant): <ul style="list-style-type: none"> <li>• Younger children (Kindergarten, pre-primary, Years 1 and 2):               <ul style="list-style-type: none"> <li>• Activity 1: participate in a natural yogurt “two-taste test” followed by</li> <li>• Activity 2: a blind taste test of 3 other yogurts.</li> </ul> </li> <li>• Older children (Years 3, 4, 5 and 6) participate in:               <ul style="list-style-type: none"> <li>• Activity 1: the two taste test of Natural Yogurt followed by 1 other yogurt and</li> <li>• Activity 2: food science experiment; observe reaction when mild acid (vinegar) reacts with milk proteins (warmed skim milk) to create curds and whey</li> </ul> </li> </ul> The children are split into “teams” for the various activities, Adults are assigned tasks to assist the teams with the activity. Tour Presenter provides instructions. Discussion follows each activity		
Tour Activity # 5	Time 10.00am – 10.20am	Duration 20 minutes
<b>Activity description</b> <b>Factory Tour</b> While group A is visiting the Innovation Kitchen, Group B and tour presenter walk to the Factory Tour: <ul style="list-style-type: none"> <li>• Visit to the Yogurt Dairy viewing platform (if time permits), Students observe and discuss production lines</li> <li>• Presenter explain features of the factory staff uniform and production safety</li> <li>• Milk Dairy viewing platform (may observe mechanical arm, if in operation) and milk production lines in operation / Heritage Hall (Black and white historical photograph gallery) display in this area</li> <li>• Q&amp;A (students ask the questions and tour presenter answers)</li> </ul>		
Tour location # 4 & 5 repeat	Time 10.25am – 10.50am	Duration 25 minutes
<b>Activity description</b> Groups A and B swap activities and tour presenters (5 minutes) Group A depart Innovation Kitchen and join tour presenter for Factory tour Group B ends their Factory tour and goes into the Innovation Kitchen Groups have swapped and repeat previous activity descriptions (Activity 4 and 5 above) Innovation Kitchen for Group B and Factory Tour for Group A (20 minutes)		

## Information Handbook

### AM SCHOOL TOUR RUN SHEET AND TIMINGS (continued page 2 of 2)

Tour location # 6	Time 10.50am – 11.00am	Duration 10 minutes
<p><b>Activity description</b>                      Milking demonstration with real cow,                      If time and safety permits children can have opportunity to milk the real dairy cow. If not, the farmer will demonstrate milking the cow and provide information about the cow.                      Safety note: students advised to remain calm and quiet and request no sudden movement near the cow.                      If needed, students can wash/sanitise hands</p>		
Tour location # 7	Time 11.00am – 11.15am	Duration 10-15 minutes
<p><b>Activity description</b>  <b>Farewell and departure</b>                      Students gather in Education room, remove safety vests,                      Tour Presenter thanks the students and adults for attending                      Teachers and students prepares for departure; collect belongings, line up and get on bus safely.                      Bus is parked in the bus bay, door facing the education room / café building.                      Tour presenter has pre-loaded onto bus (for distribution when students return to school) one gift bag for each student (and confirms with teacher any absent children).                      One yogurt pouch per child on tour also loaded onto bus</p>		

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## PM School Tour Run Sheet and Timings (Page 1 of 2)

Tour Activity # 1	Time 12.20pm – 12.30pm	Duration 10 minutes
<b>Activity description</b> Bus arrives 10 minutes earlier than tour starts and parks in bus bay next to education room/café building Students remain seated and on board while tour presenter greets teacher(s) and provides initial instructions Tour presenter confirms booked bus departure time with teacher and bus driver Children get off bus and enter Education Room, take a seat on mat, refreshments placed on floor as instructed Teachers and Adult volunteers receive tour presenter briefing; numbers reconfirmed, allergy and special needs updated Tour presentation commences as scheduled (if required; tour altered to meet the booked bus departure time)		
Tour Activity # 2	Time 12.30pm – 12.50am	Duration 20 minutes
<b>Activity description</b> Tour presenter offers welcome and introduction to students and adults Provides a tour overview, housekeeping and hygiene, emergency procedures Students watch 5-minute documentary “From Moo to You” details the journey of milk from farm to home. Followed by Q&A (tour presenter asks questions based on documentary and students answer) Students split into 2 groups (with teacher assistance) and given different coloured safety vests. Group A wear orange vests, Group B wear yellow vests and children with allergies/special needs wear red vests.		
Tour Activity # 3	Time 12.50pm – 1.00pm	Duration 10 minutes
<b>Activity description</b> Group A and B bathroom break and handwashing (10 minutes) as per hygiene explanation given earlier and adults assigned tasks to assist with this process (holding doors, assist soap dispenser/paper towels, line up) Group A walks from Education Room to Innovation Kitchen with a tour presenter leading the way Group B walks from Education Room to Factory Tour with another tour presenter leading the way)		
Tour Activity # 4	Time 1.00pm – 1.20pm	Duration 20 minutes
<b>Activity description</b> <b>Innovation Kitchen - Food Science</b> Group A students go into Innovation Kitchen and participate in 2 activities (age dependant): <ul style="list-style-type: none"> <li>• Younger children (Kindergarten, pre-primary, Years 1 and 2):               <ul style="list-style-type: none"> <li>• Activity 1: participate in a natural yogurt “two-taste test” followed by</li> <li>• Activity 2: a blind taste test of 3 other yogurts.</li> </ul> </li> <li>• Older children (Years 3, 4, 5 and 6) participate in:               <ul style="list-style-type: none"> <li>• Activity 1: the two taste test of Natural Yogurt followed by 1 other yogurt and</li> <li>• Activity 2: food science experiment; observe reaction when mild acid (vinegar) reacts with milk proteins (warmed skim milk) to create curds and whey</li> </ul> </li> <li>• The children are split into “teams” for the various activities, Adults are assigned tasks to assist the teams with the activity. Tour Presenter provides instructions. Discussion follows each activity</li> </ul>		
Tour Activity # 5	Time 1.00pm – 1.20pm	Duration 20 minutes
<b>Activity description</b> <b>Factory Tour</b> While group A is visiting the Innovation Kitchen, Group B and tour presenter walk to the Factory Tour: <ul style="list-style-type: none"> <li>• Visit to the Yogurt Dairy viewing platform (if time permits), students observe and discuss production lines</li> <li>• Presenter explain features of the factory staff uniform and production safety</li> <li>• Milk Dairy viewing platform (may observe mechanical arm, if in operation) and milk production lines in operation / Heritage Hall (Black and white historical photograph gallery) display in this area</li> <li>• Q&amp;A (students ask the questions and tour presenter answers)</li> </ul>		
Tour location # 4 & 5	Time 1.20pm – 1.45pm	Duration 25 minutes
<b>Activity description</b> Groups A and B swap activities and tour presenters (5 minutes) Group A depart Innovation Kitchen and join tour presenter for Factory tour Group B ends their Factory tour and goes into the Innovation Kitchen Groups have swapped and repeat previous activity descriptions (Activity 4 and 5 above) Innovation Kitchen for Group B and Factory Tour for Group A (20 minutes)		

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### PM SCHOOL TOUR RUN SHEET AND TIMINGS (continued page 2 of 2)

<b>Tour location</b> # 6	<b>Time</b> 1.45pm – 2.00pm	<b>Duration</b> 15 minutes
<p><b>Activity description</b>            Milking demonstration with real cow,            If time and safety permits children can have opportunity to milk the real dairy cow. If not, the farmer will demonstrate milking the cow and provide information about the cow.            Safety note: students advised to remain calm and quiet and request no sudden movement near the cow.            If needed, students can wash/sanitise hands</p>		
<b>Tour location</b> # 7	<b>Time</b> 2.00pm – 2.15pm	<b>Duration</b> 10-15 minutes
<p><b>Activity description</b>  <b>Farewell and departure</b>            Students gather in Education room, remove safety vests,            Tour Presenter thanks the students and adults for attending            Teachers and students prepares for departure; collect belongings, line up and get on bus safely.            Bus is parked in the bus bay, door facing the education room / café building.            Tour presenter has pre-loaded onto bus (for distribution when students return to school) one gift bag for each student (and confirms with teacher any absent children).            One yogurt pouch per child on tour also loaded onto bus</p>		

Brownes Dairy School Tours Site Map



# Information Handbook

## Bus Driver and Visitor Information Sheet (2 pages: print off site map + this page)

Dear visitor and bus driver

### Street Directions

Thank you for visiting Brownes Dairy. Please take a moment to read this guide as it provides site access advice and street directions. The driveway entrance for School Tour visitors is located off:

**22 Geddes Street, Balcatta.** Please refer to the site map provided. If you are using a Map App or Google search for 22 Geddes Street, Balcatta. A search for Brownes Dairy may direct you to the Brownes Dairy factory gate located off Kenhelm Street. The Kenhelm Street security gate is the truck entrance only. If you find yourself on Kenhelm Street, please make your way back, turn left onto Balcatta Road and then take the next left onto Geddes Street.

If you have missed the driveway entrance off Geddes Street, please continue to drive forward as Geddes Street becomes Kirke Street around the bend, at the T junction please turn right onto Halley Road and then at the next T junction, turn right onto Geddes Street again. This will safely get you around the block, with no need for reversing back up Geddes Street if you've missed the driveway.

Please note that the neighbouring driveway belongs to a different company called Fugro. The Brownes Dairy driveway entrance is located **in front** of the Welcome to Brownes Dairy sign. Please avoid turning into the driveway behind the sign as that is Fugro's parking lot, without direct access to Brownes Dairy.

If you are a bus driver, it is unsafe for students to disembark at the Geddes Street driveway entrance. Please be assured that buses may enter and exit the site using the same driveway. After entering, continue driving around the two bends (make your way past the crosswalks and security gate, please **don't** drop off students here). A convenient bus turning loop is now located at the end of the driveway in the upper carpark.

### Bus Drivers

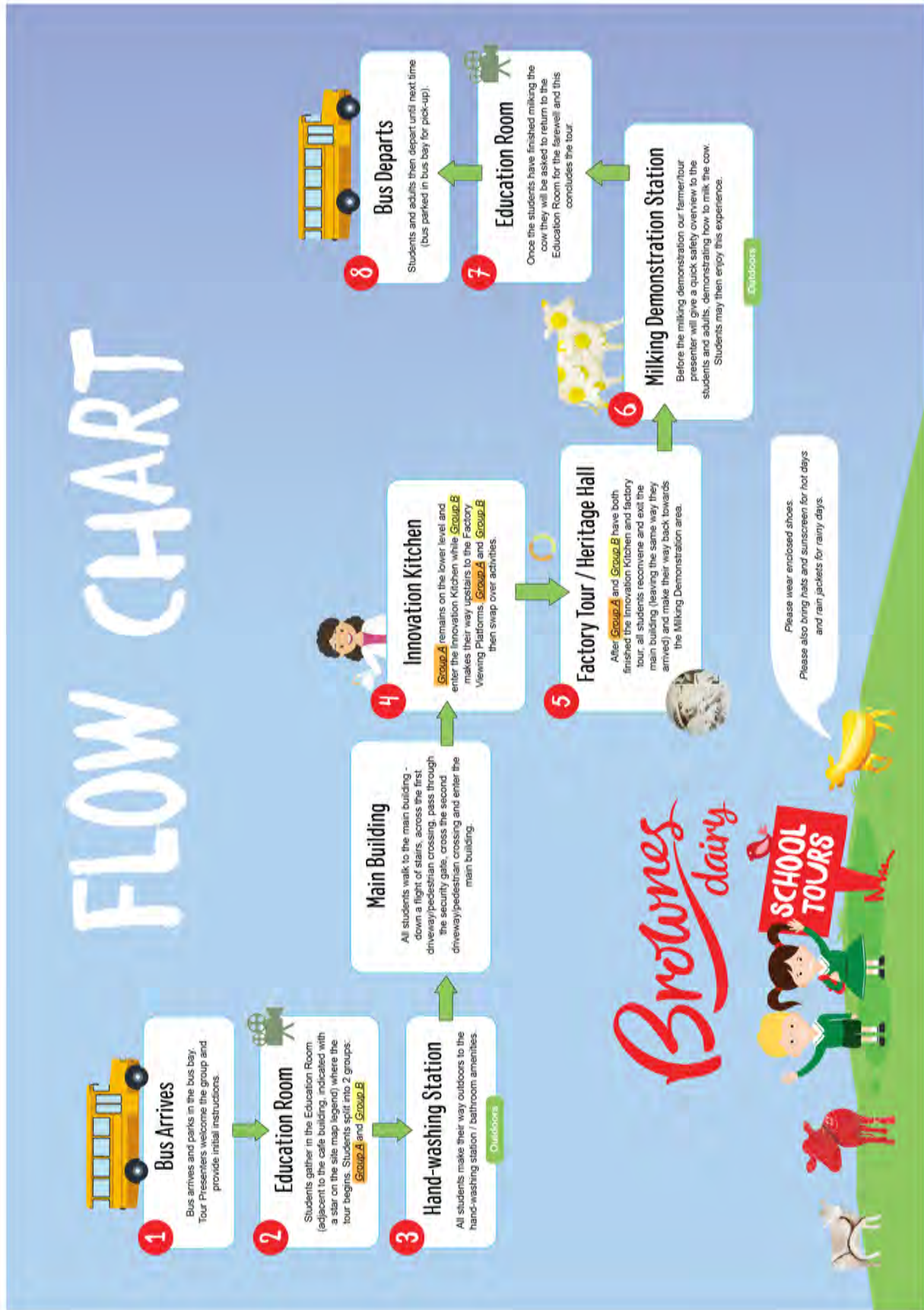
Buses **ONLY** follow the orange arrows painted on the bitumen to make the loop in the upper carpark and then pull into the bus bay next to the café/school tours education room building (allowing children to safely disembark the bus with the door facing the building). There will be signs on the lawn: "**Bus Parking Here**". The bus then can drive forward to leave using the same way it arrived.

Upon bus arrival, one of our tour guides will confirm the booked departure/pick-up time with teacher and bus driver. The tour presenter team will make every effort to ensure the students are ready to leave on time at the end of the tour. If there are any delays, we will communicate with the driver as we appreciate you may have other jobs booked. Prior to departure, a tour guide will ask the driver where we can place gift-bags and yogurt pouches on the bus for the students to take back to school. Drivers who are remaining on site to wait for tour departure are welcomed to use the café facility.

### Visitors

If you're a visitor (parent volunteer) the visitor parking bays are located on your left hand side, just after the second cross-walk (next to the security gate). After parking in the visitor bay, please use the footpath and crosswalk and make your way up the stairs (follow the Café sign) to wait in the café for the school bus to arrive. You'll be invited into the room once the teacher has arrived with their student group. The AM tour commences at 9.30am and the PM tour commences at 12.30pm (please arrange to arrive 10 minutes before the tour starts). If there are no available visitor bays, please continue to drive along the driveway around the bend to the upper carpark (please follow the white arrows painted onto bitumen and follows the traffic directions). There will be more parking bays available here. Please reverse park in the bays at all times and meet in the cafe. Please be mindful of other vehicles, including trucks, also use this carpark.

Brownes Dairy School Tours Flow Chart



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# Information Handbook

## Car Park Safety and Parking Instructions

### Car park safety – speed limit and reverse parking in bays

The Brownes Dairy car park has a maximum speed limit of 20 km/h. Please note, it is a safety requirement that all vehicles reverse park in the bays.

### Car park safety - pedestrian walkways

When crossing the road and car park, teachers, students and adult helpers are required to use designated pedestrian walkways **at all times**. Please instruct parent volunteers arriving in their own vehicles and when making their way from the visitor parking bays to avoid walking on the driveway (around a blind bend) to access the School Tour Education room. We request they use the footpath and pedestrian crossing and then make their way up the stairs towards the café, following the signs. Please enter the café and await further instructions from a tour presenter. Please refer to the site map for directions to café building.

### Parking - visitors

Free visitor car parking is available for any parent/ caregivers/ helpers joining your class group tour. Please follow the Brownes Dairy School Tours signage on arrival. If there are no visitor bays available, please follow the driveway to the upper car park where you will find available bays. We request that all visitors use the cross-walks and footpaths. We would also appreciate if the teacher could please inform the volunteers of this safety requirement and provide them with a copy of the site map and visitor information sheet prior to their visit. Please note that this is not a secured parking and as such take reasonable action to lock your vehicle. Brownes Dairy takes no responsibility for any lost or stolen items.

### Parking – disabled bays

Please refer to the [site map](#) indicating disabled visitor parking bay locations and then follow the blue line as indicated on the site map to access paths and wheelchair ramps to reach the café building / School Tours Education Room. Bathroom amenities are also located near the café entrance.

### Parking – bus bay

Bus parking is available in the bus bay located adjacent to the Brownes Dairy Cafe building. Please instruct the driver. Download a copy of the 'Brownes Dairy School Tours Site Map and bus driver information sheet.

## Tour Logistics – managing buses and tour timings

### Booking buses

Booking transport to and from Brownes Dairy remains the responsibility of the visiting group/school. Please refer to the section titled [Arriving at Brownes](#) for more information.

When booking the bus please specify to the bus charter company that the Brownes Dairy driveway entrance is located at 22 Geddes Street, Balcatta.

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## **Booking buses (continued from previous page)**

Please note some map apps may send visitors to the incorrect factory gate located on Kenhelm Street and we recommend they make their way to Geddes Street instead. Refer to the visitor and bus driver information sheets for directions.

Please book your bus to arrive 10 minutes prior to your tour commencement. Therefore, if your AM tour session commences at 9.30am, please aim to arrive by 9.20am.

If your tour PM tour session commences at 12.30pm, please aim to arrive by 12.20pm.

When booking your transport, please also consider if your students will be enjoying their morning tea or lunch at Brownes Dairy. Please indicate if you are planning to be on site for morning tea/lunch when booking the tour online. Additional information regarding facilities available in this package under the section titled [Eating Areas](#).

## **Morning tea time**

If you are joining us for the 9.30am tour, students are welcomed to stay on site to enjoy morning tea for half an hour after their tour concludes with morning tea from 11.00am – 11.30am.

If you've opted to stay for morning tea, we recommend that the return bus is booked for departure between 11.30am - 11.45am.

## **Lunchtime**

If you are joining us for the 12.30pm tour, you are welcome to arrive a little earlier to enjoy your lunch for half an hour before the tour commences with lunch from 12.00pm - 12.30pm.

If you are arriving early to enjoy lunch on site, please book your bus to arrive around 12 noon with the bus departure booked for between 2.00pm - 2.15pm.

## **Managing delayed arrivals**

We appreciate that sometimes due to weather, traffic conditions or distant school location your arrival may be delayed. If this is anticipated, please add this information to your booking form as a special request for a delayed start (refer to the online booking guideline).

However, we don't recommend a delayed tour start for the afternoon tour as it could result in a late return to school premises.

If an unanticipated delay occurs please don't hesitate to notify our tour presenters via our website [www.schooltours.brownesdairy.com.au](http://www.schooltours.brownesdairy.com.au) and use the contact us. If the bus has not arrived on time, a member of the school tour presenter team may contact the mobile number of the teacher provided on the booking form to establish the expected arrival time.

If arrival is delayed, the tour presenter will amend the tour to ensure your bus departs at the booked departure time. If required, the tour presenter will inform the teacher what parts of the tour will be sped up or cut out.

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## **Managing delayed arrivals (continued from previous page)**

A “buffer” between the AM tour and PM tours has been built into the school tour schedule. This allows for a safely managed student set-down and pick-up in the adjacent bus bay, which can accommodate one bus at a time. However, on occasion there may be an overlap with the AM group departure coinciding with the PM group arrival. If this occurs, the bus traffic will be managed by the tour presenters. Please be assured, we have experience in managing this occurrence.

Please be assured that if there is a morning tea and lunch time overlap with two different groups on site at the same time, we can accommodate one group in the adjacent café area to continue their morning tea (this will ensure the afternoon tour can proceed as planned using the education room facilities). A tour presenter will facilitate this situation.

## **Tour Logistics – Amenities**

### **Amenities - eating areas**

Brownes Dairy provides an outdoor, fenced court yard for school groups to eat their morning tea or lunch, which is located adjacent to the Brownes Dairy School Tours Education room and Cafe building. This courtyard is sign-posted as the “Brownes Dairy Milking Shed”. The courtyard is partially under cover. Depending on the weather conditions we can accommodate students indoors for their morning tea/lunch. There are two indoor areas available for morning tea/lunch; the Education Room or the immediately adjacent café.

### **Amenities – BYO refreshments**

Although there is a café on site, the food choices for children may be limited. We recommend students bring their own food and drink in large communal bags or baskets labelled with student names for break periods. Lunch baskets may be stored in the School Tours Education Room. A tour presenter will show the teacher/s where the children can leave their belongings (bags, lunchboxes, drink bottles).

Adults are welcomed to purchase coffee / refreshments from the café, but cautioned from carrying hot beverages while providing supervisory assistance during the tour. It is preferable that the children aren't carrying anything in their hands as they may need to hold onto stair rails and participate in the Innovation Kitchen activities during the tour.

### **Amenities - toilets**

Toilets (including disabled toilets) are located near the Cafe. Please see the [Site Map](#) for toilet location. Please note an adult member from the visiting school/group is required to be present at all times when taking students to and from the toilet as part of their duty of care. A toilet break is included shortly after the tour commences. It forms part of the hygiene segment with an emphasis on the importance of washing hands prior to admission into the factory.

## **Tour Logistics – Miscellaneous**

### **Bag Storage (school bags not allowed in main building)**

There is limited space for bag storage in the Education Room and we encourage schools to only bring essential items with them on the excursion. Also please do not bring items of high value. Brownes Dairy takes no responsibility for any lost or stolen items. Due to health and safety requirements, we request that NO school bags are taken into the main building of Brownes Dairy.

### **Valuables**

Please remember that valuables such as cameras and other items must not be left unattended at all times. Brownes Dairy takes no responsibility for any lost or stolen items.

## **Brownes Dairy School Tours General Guidelines**

### **Communication**

#### **Informing parent/ caregiver/ helpers and students**

To ensure a safe and enjoyable visit to Brownes Dairy, we request that the teacher or administration responsible for making the booking also communicates all information in this document to students and adult supervisors prior to the visit.

#### **Brownes Dairy - Employees Working With Children and National Police Clearance**

All Brownes Dairy Tour Presenters have a current Working with Children Check and Federal Police Clearance. Further information can be supplied upon request.

#### **Schools Teacher - Working With Children and National Police Clearance**

It is the school's responsibility to ensure all their teaching staff have the appropriate clearances and/or permissions and current Working With Children Check and National Police Clearance when visiting Brownes Dairy.

### **Weather**

School tours will go ahead as planned unless severe weather warnings have been issued. In this event, Brownes Dairy will contact the teacher responsible for the booking 24 hours prior to the tour to reschedule the tour.

Please be aware that students will need to walk / move approximately 250m outdoors between buildings as part of the tour. The milking demonstration is also located outdoors. In the event of wet weather (and if wind conditions safely allow), Brownes Dairy tour guides can provide umbrellas.

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## **Clothing and footwear**

In the event of rain, students should arrive with appropriate wet weather clothing. On sunny days, please remind students to bring a hat and sunscreen. Ensure all clothing and belongings are labelled with the student's full name. We also recommended students wear a school uniform and wear enclosed shoes / sneakers to meet safety and health requirements. The footwear policy also extends to adults on the tour. Please avoid wearing thongs or open-toed sandals. Inappropriate footwear may result in missing the tour. Thank you for your cooperation.

## **Identification of excursion participants**

There can be several different groups or schools visiting Brownes Dairy on the same day. It is the school's responsibility to select a suitable method for identifying their students. We recommend school uniforms are worn by all students.

## **Behaviour**

It is the responsibility of the school to provide a supervisory team that meets their specific requirements and in line with the recommendations for supervision outlined in this document. The school supervisory team must accompany the students throughout the visit and actively monitor behaviour and intervene where necessary to manage disruptions and facilitate the educational experience for their students. Brownes Dairy staff are not responsible for the supervision or behaviour of students. Brownes Dairy staff may intervene where behaviour or activities put the safety of individuals or our business at risk.

## **Disruptive behaviour**

Brownes Dairy staff reserve the right to immediately cancel a tour if class behaviour is unruly, disruptive to other Brownes Dairy staff or putting themselves or others at risk. It is understood that children with special needs may display different behaviours, please provide details on the booking form. Tour presenters will be briefed to anticipate those behaviours and follow a pre-arranged strategy to help manage those occurrences to ensure safety of all tour participants.

## **Adult assistance during activities**

Brownes Dairy encourages teachers and parents/caregivers to assist with all activities during the Brownes Dairy tour. Tour presenters will request assistance from the adults on the tour and will provide instructions during the activities.

## **Accessibility**

### **Special needs request**

Brownes Dairy host school excursions to ensure children with special needs have an engaging and enjoyable visit. Please provide information about any special needs at the time of booking. Special needs for example may include (but not limited to) hearing impaired student where a tour presenter is required to wear a microphone. It is the responsibility of the visiting school to ensure that an adequate number of people attend to supervise or assist its students. The booking form recommends 6 adults per tour however, we appreciate that additional EAs, TAs and/or parent volunteers may be needed to assist children with special needs.

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## Disability access – tour options

Please note that every effort has been made to ensure the site is accessible, however, some of the buildings may present restricted access for members of the public using a wheelchair or if a visitor has limited mobility. An alternative tour path plan can be discussed and agreed to prior to the tour. Please add information regarding mobility or special needs onto the booking form. Please also Indicate on the form if you wish to discuss the tour options and Brownes Dairy School Tour team member will contact you to help facilitate those arrangements.

In planning your visit, please find an overview of the tour's 4 main components:

1. The tour starts and ends in the Education Room (accessible via paved paths and ramps from two alternate entrances). Please see the site map and follow the blue line indicated on the map to access the pathways and ramp.
2. Followed by taste testing and/or food science experiment activities in the Innovation Kitchen (room accessible providing wheelchair fits through 75cm wide doorway, alternative option for activities available with prior arrangement).
3. Factory Tour (consists of viewing platforms located on the first floor only accessible via stairs). Additional learning resources are currently being developed to provide an alternate factory tour learning experience for children with limited mobility. In the interim, until those resources become available, we recommend the teacher prepare some activities for their student during the factory tour interval and ensure an adult is available to help supervise or assist that child.
4. Milking demonstration (real cow located on a lawn area adjacent to a paved path located outside the café / education room)

## Safety

### Safety Guidelines and Procedures

Brownes Dairy has documented safety guidelines and emergency response procedure for the site and this document can be viewed and downloaded from [www.schooltours.brownesdairy.com.au](http://www.schooltours.brownesdairy.com.au)

### Allergies and medical needs

As part of the tour experience, children will get the opportunity to sample our yogurt products. They could be in contact with other products which may including milk, flavoured milk, yoghurt and orange juice and possibly other dairy products. Please be aware that allergens may be present.

The school and supervising staff have responsibility for managing allergies and any other medical needs including ensuring that students do not consume food to which they may be allergic. Upon arrival please inform the tour presenters the type of allergy and which child has the allergy. Children with allergies will be provided with a red safety vest.

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## **Allergy policy – dairy anaphylaxis**

Brownes Dairy has recently introduced the following Allergy Policy for any student (or adult) with a severe dairy allergy (such as dairy anaphylaxis). Individuals with a severe dairy allergy should not attend the site due to possible airborne allergens or physical contact with allergens in products during the tour. A tour presenter will make arrangements with the school to transport the student back to school along with the nominated adult. Maintaining the safety of the student is the first priority, we thank you for your cooperation under these circumstances.

## **Student emergency and allergies contact details**

The class teacher is requested to bring a class list for duty of care and in case of an emergency. Class teacher is also to have copies of the students' emergency contact details, allergies or any other medical conditions.

It is the responsibility of the school to ensure that any students with medical conditions have access to any medication they may require on the tour.

## **Medication and First Aid**

While all our Tour staff have first aid training, it is the responsibility of the school to provide basic first aid to their students. Schools are also requested to bring their own first aid kit and/or special medical requirements.

First aid kit and medication needs are to be carried with the allocated teacher at all times for medical assistance. A first aid kit is located in the School Tours Education room

## **Mobile phones**

All school supervisory staff are encouraged to bring a mobile telephone so that they can be used in case of emergency and/or to take photos. Mobiles need to be turned on silent. Please do not use the mobile for personal use during school excursions in front of students. Tour presenters will occasionally use a mobile phone to communicate with other tour presenters to ensure the tour is running according to the schedule and to communicate any special needs.

## **Illness**

Please advise ahead of tour if any students, parents/caregivers or teachers have experienced symptoms of infectious diseases (such as diarrhoea or vomiting) or if there has been a recent head lice breakout at the school. Hand sanitiser dispensers are available.

## **Legal**

### **Photography**

We encourage you to take photos of students enjoying their experience at Brownes Dairy. However, no photography or filming is permitted in the upstairs Factory Viewing Gallery. Please also check with the Brownes Dairy staff for permission at all times.

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## **Photography (continued from previous page)**

Occasionally Brownes Dairy School Tour staff may request to take photos and / or videos for social media, internal and external communications. This request will be made prior to the tour and only class and/or individual students to be photographed with written prior consent. There is no obligation to consent.

## **Privacy**

Brownes Dairy complies with privacy legislation. Brownes Dairy will take all reasonable steps to protect information from misuse, interference and loss, and from unauthorised access, modification or disclosure. This includes; all personal information collected about schools and students, including information about medical conditions and/or allergies.

## **Public Liability Insurance**

Public Liability Certificate of Currency is available on the Brownes Dairy website.

Insurer: Jardine Lloyd Thompson Pty Ltd.

This insurance policy does not cover loss or damage of personal belongings. Please remind your students that they are responsible for their own belongings. Should you require further details about this policy the full certificate of currency can be viewed on the school tours website home page.

## **Thank you**

Thank you for taking the time to peruse this Information Handbook. We appreciate that it takes time and effort to coordinate an excursion. Thank you for choosing to visit Brownes Dairy. Brownes Dairy School Tours Team take this opportunity to wish you and your group an enjoyable and informative visit and hope to see you again.

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