



# Information Handbook

# Information Handbook

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## 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.

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: [school.tours@brownesdairy.com.au](mailto:school.tours@brownesdairy.com.au). Please be aware that all 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 programme, 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.

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## 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.  
The 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. 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, Natalie Sarich Dayton



January 2026

**Dear Educators,**

At Brownes Dairy, we are incredibly proud of our long history of welcoming schools through our doors – a tradition that began in the 1950s and continues to thrive today. It's a joy to hear parents and grandparents share their own childhood memories of visiting Brownes Dairy, now returning with children and grandchildren of their own. That legacy is truly special to us.

Today, our School Tours remain focused on inspiring curiosity, learning, and connection. We believe it's more important than ever for young people to understand where their food comes from, and as Australia's oldest dairy, we are uniquely placed to offer an authentic behind-the-scenes experience.

During the tour, students discover how milk travels from our farms in the Southwest to fridges across WA, learn about the nutritional value of dairy, and experience firsthand the care and passion that goes into crafting the products we all know and love.

We are proud to play a small part in shaping future generations and look forward to welcoming your students to Brownes Dairy soon.

**Yours sincerely,**

Natalie Sarich-Dayton

**CEO**  
BROWNES FOODS OPERATIONS PTY. LTD.  
22 Geddes Street, Balcatta WA 6021



# 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

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for further booking instructions, including how to reschedule or cancel a booking.

## 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 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.

Kindy- year 6:

1 adult per 10 students

This ratio may vary according to the needs of your students. Please provide details for additional supervision requirements on the online booking 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 11.00 am

PM afternoon tour commencing at 12.30 pm and concluding at 2.00 pm

## Tour feedback

All feedback on your Brownes Dairy School Tours experience is welcome. 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's 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.

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## 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 on 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 and 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 the estimated arrival time. Unfortunately, late arrivals may result in a shortened tour experience; however, tour presenters will discuss options with the teacher to ensure a satisfactory tour experience for the students. If arriving late, please telephone Brownes Dairy Customer Services.

## 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)

<b>Tour Activity # 1</b>	<b>Time</b> 9.20 am – 9.30am	<b>Duration</b> 10 minutes
<b>Activity description</b> Bus arrives 10 minutes earlier than the tour starts and parks in the bus bay next to the education room/café building Students remain seated and on board while the tour presenter greets the teacher(s) and provides initial instructions Tour presenter confirms booked bus departure time with teacher and the 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)		
<b>Tour Activity # 2</b>	<b>Time</b> 9.30am – 9.50m	<b>Duration</b> 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 fridge. Followed by Q&A (tour presenter asks questions based on documentary and students answer) Students split into 2 groups (with teacher assistance).		
<b>Tour Activity # 3</b>	<b>Time</b> 9.50 am – 10.00am	<b>Duration</b> 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>		
<b>Tour Activity # 4</b>	<b>Time</b> 10.00am – 10.20am	<b>Duration</b> 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-dependent): <ul style="list-style-type: none"> <li>• Younger children (Kindergarten, pre-primary, Years 1, 2, 3):               <ul style="list-style-type: none"> <li>• Activity 1: learn about yogurt- how its made, ingredients, why it's good for you.</li> <li>• Activity 2: a blind taste test of 3 yogurts.</li> </ul> </li> <li>• Older children (Years 4, 5 and 6) participate in:               <ul style="list-style-type: none"> <li>• Activity 1: the two taste test of Natural Yogurt</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		
<b>Tour Activity # 5</b>	<b>Time</b> 10.00am – 10.20am	<b>Duration</b> 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>		
<b>Tour location # 4 &amp; 5 repeat</b>	<b>Time</b> 10.25am – 10.50am	<b>Duration</b> 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		

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Groups have swapped and repeated previous activity descriptions (Activity 4 and 5 above) Innovation Kitchen for Group B and Factory Tour for Group A (20 minutes)		
<b>AM SCHOOL TOUR RUN SHEET AND TIMINGS (continued page 2 of 2)</b>		
<b>Tour location # 6</b>	<b>Time 10.50am – 11.00am</b>	<b>Duration 10 minutes</b>
<p><b>Activity description</b>            Milking demonstration with a real cow,            If time and safety permits children can have the 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 are advised to remain calm and quiet and request no sudden movement near the cow.            If needed students wash/sanitise their hands.</p>		
<b>Tour location # 7</b>	<b>Time 11.00am – 11.15am</b>	<b>Duration 10-15 minutes</b>
<p><b>Activity description</b>  <b>Farewell and departure</b>            Students gather in the Education room.            Tour Presenter thanks the students and adults for attending            Teachers and students prepare for departure; collect belongings, line up and get on the bus safely.            Bus is parked in the bus bay, door facing the education room/café building.            Tour presenter has pre-loaded one yoghurt pouch onto the bus (for distribution once back to school) for each student.</p>		

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

<b>Tour Activity # 1</b>	<b>Time</b> 12.20pm – 12.30pm	<b>Duration</b> 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, and refreshments placed on floor as instructed Teachers and Adult volunteers receive a 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)		
<b>Tour Activity # 2</b>	<b>Time</b> 12.30pm – 12.50am	<b>Duration</b> 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 the 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).		
<b>Tour Activity # 3</b>	<b>Time</b> 12.50pm – 1.00pm	<b>Duration</b> 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>Tour Activity # 4</b>	<b>Time</b> 1.00pm – 1.20pm	<b>Duration</b> 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-dependent): <ul style="list-style-type: none"> <li>• Younger children (Kindergarten, pre-primary, Years 1, 2, 3):               <ul style="list-style-type: none"> <li>• Activity 1: learn about yogurt- how it's made, ingredients, why it's good for you.</li> <li>• Activity 2: a blind taste test of 3 yogurts.</li> </ul> </li> <li>• Older children (Years 4, 5 and 6) participate in:               <ul style="list-style-type: none"> <li>• Activity 1: the two taste test of Natural Yogurt</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>		
<b>Tour Activity # 5</b>	<b>Time</b> 1.00pm – 1.20pm	<b>Duration</b> 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>		
<b>Tour location # 4 &amp; 5</b>	<b>Time</b> 1.20pm – 1.45pm	<b>Duration</b> 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 repeated previous activity descriptions (Activities 4 and 5 above) Innovation Kitchen for Group B and Factory Tour for Group A (20 minutes)		

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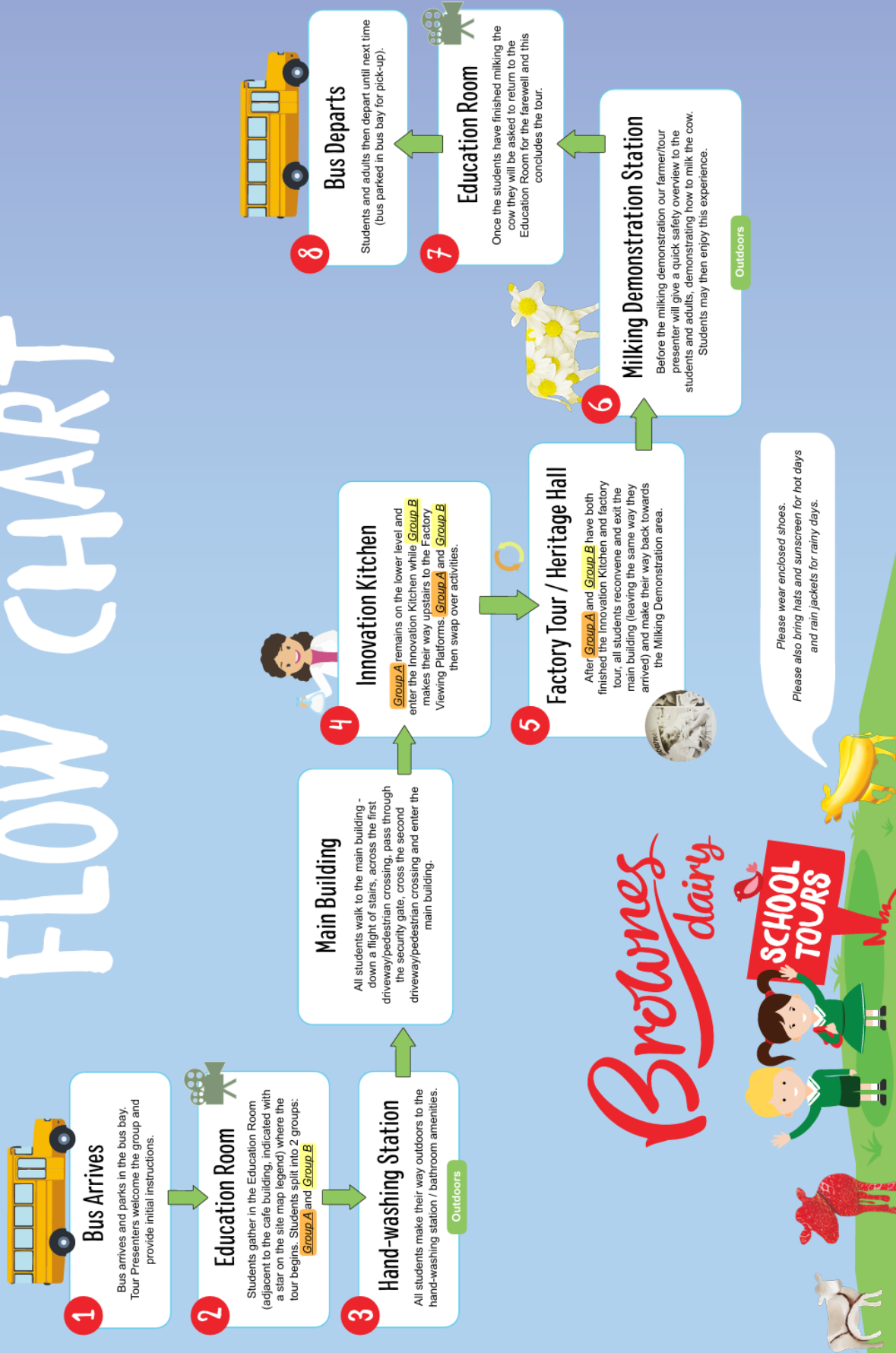
PM SCHOOL TOUR RUN SHEET AND TIMINGS (continued page 2 of 2)		
<b>Tour location # 6</b>	<b>Time 1.45pm – 2.00pm</b>	<b>Duration 15 minutes</b>
<p><b>Activity description</b>            Milking demonstration with a real cow,            If time and safety permits children can have opportunity to milk a 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 wash/sanitise hands</p>		
<b>Tour location # 7</b>	<b>Time 2.00pm – 2.15pm</b>	<b>Duration 10-15 minutes</b>
<p><b>Activity description</b>  <b>Farewell and departure</b>            Students gather in Education room            Tour Presenter thanks the students and adults for attending            Teachers and students prepare 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 yogurt pouch per child.</p>		

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## Brownes Dairy School Tours Site Map



# FLOW CHART



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## 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 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 car park.

### 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 can then 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 the 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. Before departure, a tour guide will ask the driver where we can place yogurt pouches on the bus for the students to take back to school. Drivers who are remaining on site to wait for the tour departure are welcome 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 crosswalk (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 9.30 am, and the PM tour commences at 12.30 pm (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 follow 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.

If you experience difficulty finding or accessing the site or have any concerns, please phone Brownes Dairy reception on **9441 7777**. Thank you, and we hope you have a pleasant journey and visit.

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## 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 that 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 the 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 crosswalks and footpaths. We would also appreciate it 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 secure 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 that 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 is under the section titled [Eating Areas](#).

## Morning tea time

If you are joining us for the 9.30am tour, students are welcome 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 be 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 during transit, please don't hesitate to notify Brownes Customer Services. 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 courtyard 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, this is NOT for use by the general public, and therefore, you will be unable to purchase anything. 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).

### Amenities - toilets

Toilets (including disabled toilets) are located near the Cafe. Please see the [Site Map](#) for the toilet location. Please note that 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.

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## Tour Logistics – Miscellaneous

### Bag Storage (school bags not allowed in the 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 be 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 parents/caregivers/ 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 that 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 its students. We recommend that school uniforms be worn by all students.

## Behaviour

It is the responsibility of the school to provide a supervisory team that meets their specific requirements and is 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 puts 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 the 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 are 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

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additional EAs, TAs and/or parent volunteers may be needed to assist children with special needs.

## 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 to the booking form. Please also indicate on the form if you wish to discuss the tour options, and a 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 can fit through a 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 that 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 Guidelines and Procedures

Brownes Dairy has documented safety guidelines and emergency response procedures 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 include 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 of the type of allergy and which child has the allergy.

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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 the duty of care and in case of an emergency. The 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 by 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 use it 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 the 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 the class and/or individual students will be photographed with prior written 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 to personal belongings. Please remind your students that they are responsible for their own belongings. Should you require further details about this policy, please do not hesitate to contact us by email: [school.tours@brownesdairy.com.au](mailto:school.tours@brownesdairy.com.au)

## 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 hopes to see you again.