

Australia Zoo's Big Cats Mean Big Safety Needs!

Case Study: Australia Zoo

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Teams Spread Over 100 Acres

Set on more than 100 acres of bushland with 1200 animals in residence, Australia Zoo staff need reliable communication for day-to-day operations, and to ensure maximum safety for both customers and staff. As Bill Stretton, stores coordinator, explains: "With departments spread out over the zoo, our people are always far away from each other but must be able to communicate". Over two years Vertex Standard VX454 commercial analogue radios have been rolled out throughout the zoo's ten departments, including grounds, building and construction, keepers, big cats and the new Africa exhibit.

Zoo is "Reliant on Radios"

"Australia Zoo is an unusual place to work as every day is different," says Stretton. "Without the radios we wouldn't survive, they're an essential tool. We're very reliant on them, and they are only becoming more and more critical as the zoo keeps growing and covering a larger area with different sections."

Better safety for workers and customers: "The radios help with ensuring staff occupational health and safety which is critical, especially when working with big cats. Or, for example, if storms are approaching, management can let everyone know and ask them to tie everything down securely."

"The zoo has thousands of visitors through its gates which means we require accessible first aid for our customers. During the busy times – and especially summertime – visitors can often require aid for heat exhaustion. We totally rely on radios at those times."

Increased efficiency: "It's all about communication. Building department staff can ring the office and order supplies. If a keeper needs something, it can be brought down. When steel loads come in via the main gates I can call others to ensure a clear path for the trucks through the grounds. It would be hard to operate if we couldn't do that sort of thing."

Waterproof gear: "Waterproofing works well on rainy days. And for working around the animals and water, such as tigers and crocodiles, it made sense to go with 100 per cent waterproof radios."

Multi-channel functionality: "We have seven different channels as well as the main zoo channel for management to communicate with all staff. Each department has their own channel. Channel 1 is the main zoo channel, with soft key shortcuts programmed into the handset to other departments. Different departments have different shortcuts, according to need."

Coverage: "The two repeaters ensure complete coverage."

The partnership with Trans Communications has been long and happy: "Trans Communications looked after Australia Zoo's sites for more than 13 years. We wouldn't put up with someone who doesn't supply what we need and follow up with good service! Trans Communications also owns a light aircraft and services our two farms sites quickly, efficiently and at short notice."

Customer
Australia Zoo

Industry
Tourism

Technology Partner
Trans Communications Pty Ltd

Need

- Reliable communications for staff located over a large area

Benefits

- Better safety for workers and customers
- Increased efficiency
- Waterproof gear
- Multi-channel functionality
- Coverage

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Bill Stretton, stores coordinator, Australia Zoo