Carnivore Care Team

Operational Efficiency Report

Report By:

Albina Maharjan [**48045977**]

Aisha Nawaz Shaikh [**47385340]**

Allen Russel Franklin [**47937505**]

Harshveer Singh Sodhi **[47771380]**

Contents

Carnivore Care Team Operational Efficiency Report **0**
Contents **1**
Executive Summary **2**
Methodology **3**
1. Data Collection 3
2. Data Cleaning 3
3. Data Analysis and Visualisation 4
Data Overview and Limitations **4**
Efficiency Analysis **5**
Summary of Operational Analysis – Taronga Zoo Carnivore Team 5
Recommendations **9**
1. Strategic Keeper Hiring to Improve Operational Capacity 9
2. Systematically Integrate Volunteers and Interns into Daily Operations 12
3. Centralise Food Preparation 14
4. Improve Feeding Efficiency 15
5. Improve Scheduling and Task Assignment 17
6. Introduce Flexible Keeper Support via Task-Sharing System 18
7. Enhancing Buggy Access 20
8. Weekly Team Huddles with Positive Reinforcement 21
Next Steps **24**
Short-Term (Next 1–3 Months) 24
Long-Term (3-12 Months) 24
Conclusion **25**

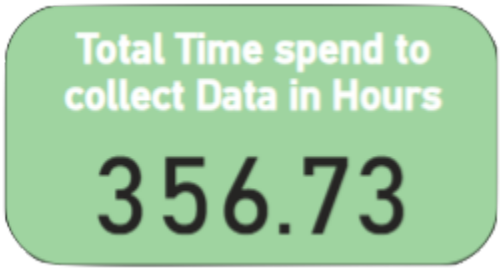
Executive Summary

This report presents an operational efficiency analysis of the Carnivore Care Team at Taronga Zoo, based on task-level data recorded over a three-month period in 2025. It identifies major time-consuming activities, workload imbalances, and animal-specific care demands. Key findings include:

- **Cleaning tasks** accounted for nearly one-fifth of total keeper time.
- **Food preparation, feeding routines**, and **administrative tasks** were also significant contributors to daily workload.
- **Workload distribution** was uneven, with some senior keepers performing a disproportionate share of tasks.
- **High-maintenance species**, such as lions, tigers, and otters, require extensive care, with otters proving unexpectedly time-intensive.

In summary, the Carnivore Team is diligent in covering all required duties, but there is room to improve through better task scheduling, resource allocation, and supportive measures. By implementing the recommendations in this report, such as hiring additional staff, leveraging volunteer help, adopting labor-saving tools, and re-balancing keeper assignments, Taronga Zoo can potentially save dozens of keeper-hours per week. These changes will not only reduce burnout and improve staff morale, but also allow keepers to spend more time on high- value activities like animal enrichment and welfare monitoring. Ultimately, the proposed improvements aim to enhance the team's productivity and ensure excellent care for carnivore species in a sustainable, effective manner.

Methodology



1. Data Collection

- **Observation Method**: Each intern was assigned to shadow one or more keepers during their daily rounds. Tasks were timed using a mobile phone, with start and end times manually noted down in the device's Notes app.
- **Task Categorisation**: The observations were classified each activity into predefined categories such as cleaning, feeding, food preparation, administrative work, walking/transit, enrichment, and breaks.
- **Shared Entry System**: After each observation session, all recorded data was transferred into a shared Google Sheets document. This centralised spreadsheet included columns for date, task name, species involved, observer, time taken, and additional notes.

2. Data Cleaning

- **Tool Used**: Python (pandas library) was used to clean and standardise the raw observation data.
- **Cleaning Process**:
    - Task names were standardized (e.g., "feeding tigers" and "tiger feed" were consolidated).
    - Inconsistent or incomplete entries were flagged and verified with original notes.
    - Duplicate or overlapping entries were removed.
    - Durations under 30-45 seconds were merged with adjacent tasks depending on context.

3. Data Analysis and Visualisation

- **Analytical Tools**: Both Python (using pandas, matplotlib, and seaborn) and Microsoft Power BI were used to generate descriptive statistics and visual insights.

- **Analysis Focus**:
  - Total time spent per task category
  - Time distribution across keepers and species
  - Identification of high-effort activities and workflow bottlenecks

Data Overview and Limitations

This dataset captures data over a three-month period, focusing on carnivore species and routine keeper tasks between early morning and late afternoon. While representative of typical operations, the data excludes infrequent, seasonal, or non-carnivore activities.

Several limitations should be noted:

- **Sampling Period**: The dataset reflects selected days and may not capture seasonal variations or special events.
- **Manual Recording**: Data was collected by multiple observers, introducing potential inconsistencies in task classification or timing.
- **Weather Disruptions**: Rain and other conditions occasionally delayed tasks or altered routines.
- **Staffing Fluctuations**: Absences, injuries, or limited staff impacted task distribution and may have skewed time estimates.
- **Atypical Days**: Some entries reflect disrupted workflows rather than normal operations due to temporary limitations or emergencies.
- **Restricted Observation Access**: In certain parts of the rounds, observers were asked to remain outside exhibits or holding areas due to sensitive animal behaviour, safety concerns, or ongoing procedures. In these cases, keepers provided an overview of the tasks, but exact timings could not be directly recorded.

Despite these limitations, the dataset offers a strong foundation for analyzing patterns in the Carnivore Team's workload.

Efficiency Analysis

Summary of Operational Analysis – Taronga Zoo Carnivore Team

Task Group	Average Time Consumed in a day(Mins)	% of Total Time
Cleaning	172.69	23.15%
Break	119.31	16.00%
Extra Duties	89.00	11.93%
Meeting	75.86	10.17%
Preparation	72.52	9.72%
Commute	59.50	7.98%
Feeding	57.45	7.70%
Records	36.39	4.88%
Locking & Safety	34.58	4.64%
Training	22.17	2.97%
Swapping Animals	19.06	2.55%
Setup	17.16	2.30%

An analysis of **388 recorded work hours over a 3 months of period** shows that the Carnivore Care Team spends the majority of their time on a small number of high-effort, repetitive tasks. The data highlights key workload patterns and areas where efficiency improvements could make a meaningful difference.

Cleaning is the most time-consuming task group, taking up an average of **172.69 minutes per day**, which is **23.15%** of the team's daily time. These essential tasks ensure hygiene and animal welfare but also contribute significantly to keeper fatigue, particularly during the intensive

morning routines. Small adjustments such as rotating duties, streamlining equipment access, or reallocating support could help ease this burden without compromising care standards.

Breaks, including lunch and morning tea, account for **119.31 minutes daily (16%)**. While essential for wellbeing, the timing of breaks could be reviewed to ensure smoother coverage during peak operational hours.

Time spent on **extra duties (11.11%)** and **meetings (9.82%)** also makes up a considerable portion of each day. Meetings and administrative responsibilities, such as planning and data entry, often occur during busy periods and may interfere with direct animal care. Rescheduling or shortening some of these sessions could free up valuable hands-on time.

Food preparation and **feeding** together consume over **17% of the team's time**. Although these are critical functions, many tasks involved are routine and could be partially delegated to trained volunteers or centralized in a shared prep area. This would allow keepers to focus more on animal engagement and behavioural observation.

Commute time between enclosures takes up **7.70% of the total time**, reflecting the challenges posed by the zoo's layout. Travel between distant exhibits like those of the red pandas and lions is time-consuming. Providing a motorized buggy or revising movement routes could improve efficiency.

Remaining categories like **records, locking & safety checks, training, swapping animals,** and **setup tasks**, while smaller in percentage, still represent necessary daily activities. These could benefit from better coordination or support staff involvement to ensure they don't compete with animal care time.

Species-Specific Time Allocation

Examining the distribution of the time across species over a day:

Species	Average Time Consumed in a day(Mins)	% of Total Time
Lion	132.79	33.52%
Tiger	125.45	31.66%
Meerkats	88.27	22.28%
Otters	83.43	21.06%
Red Panda	67.31	16.99%
Fishing Cat	52.40	13.23%
Sun Bear	45.62	11.51%
Fennec Fox	30.80	7.77%
Binturong	29.75	7.51%
Chicken	12.88	3.25%
Total	**396.21**	**100.00%**

The time distribution across species highlights that lion care demands the most attention, averaging 132.79 minutes per day, 33.52% of total time. Close behind are tigers, requiring 125.45 minutes daily (31.66%), largely due to the intensive cleaning and management needs of their large enclosures.

Meerkats (22.28%) and otters (21.06%) also require considerable time, reflecting their active behaviors and the complexity of their habitats. Red pandas come next at 67.31 minutes (16.99%), balancing between feeding and habitat maintenance.

Mid-range care demands are seen with fishing cats (13.23%) and sun bears (11.51%), both needing regular but less intensive support. Meanwhile, fennec foxes and binturongs each account for under 8% of time, yet still require daily care due to their unique routines.

Chickens have the smallest time requirement at just 12.88 minutes (3.25%), making them the least time-intensive species in the carnivore section.

This breakdown reinforces how workload varies significantly by species, and highlights opportunities for rebalancing tasks, particularly between high-demand species like lions and lower-demand ones such as chickens or binturongs.

Role- Specific Time Distribution

Examining the distribution of the time across roles reveals a disparity in workload:

Species	**Average Time per Day (mins)**	**Key Activities**
Lion	135.18 mins	Cleaning, Meeting
Tiger	102.16 mins	Cleaning, Extra duties
Meerkats	87.58 mins	Cleaning, Extra duties
Otters	57.36 mins	Cleaning, Extra duties
Red Panda	54.42 mins	Cleaning, Feeding
Fishing Cat	48.56 mins	Feeding, Cleaning
Sun Bear	59.63 mins	Meeting, Cleaning
Fennec Fox	43.67 mins	Cleaning, Extra duties
Binturong	40 mins	Setup, Training
Chicken	28.2 mins	Preparation, Cleaning

Lion care requires the most time at **135.18 minutes** per day, mainly due to intensive cleaning and regular team meetings, reflecting the complexity of their enclosures. **Tigers** follow with **102.16** minutes, split between cleaning and extra duties. **Meerkats** take around **87.58 minutes**, focused on cleaning and enrichment. **Otters** require **57.36 minutes** due to their aquatic setups, while **Red Pandas** average **54.42 minutes**, balancing feeding and cleaning. **Fishing cats** take **48.56 minutes** for feeding and hygiene tasks. **Sun bear (Mary)** needs **59.63 minutes**, with time spent on cleaning and care coordination. **Fennec foxes (43.67 mins)** and **Binturongs (40 mins)** require less time, mainly for cleaning, setup, and training. **Chickens** are the least time-intensive, needing just **28.2 minutes** a day for basic prep and cleaning.

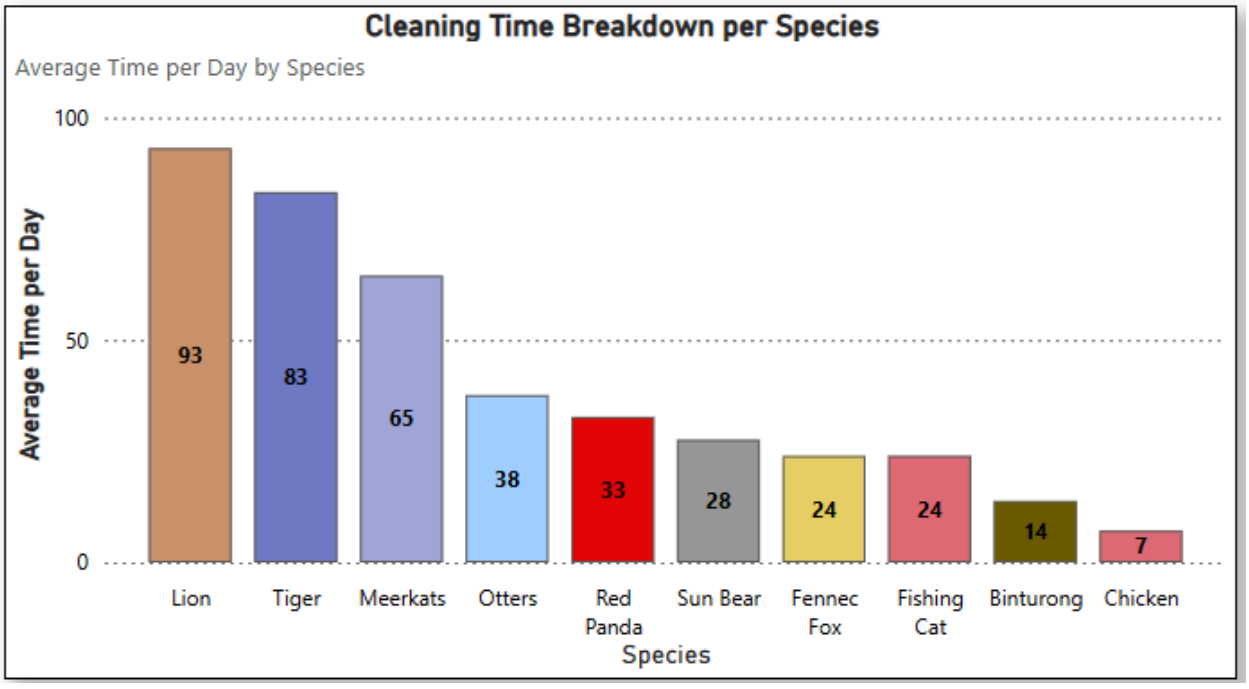
Recommendations

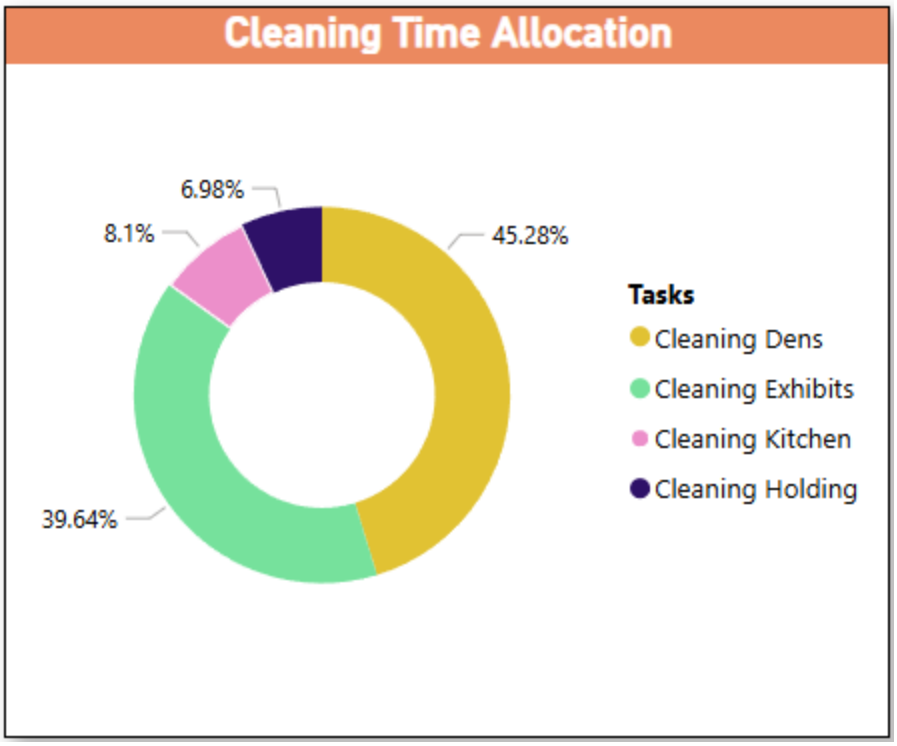
Based on the above findings, we propose a series of targeted recommendations to improve operational efficiency for the Carnivore Care Team. Each recommendation is accompanied by justification, estimated time savings, and notes on implementation. Where relevant, we include examples of how other zoos handle similar challenges, to provide benchmarking context.

1. Strategic Keeper Hiring to Improve Operational Capacity

What to Do:

Cleaning tasks take up the largest portion of the Carnivore Care Team's daily workload, with nearly **85% of cleaning time** concentrated on **dens and exhibits**, as shown in the cleaning time allocation chart. Among species, **lions and tigers require the highest average cleaning time per day**, at **93 minutes** and **83 minutes** respectively. This heavy time investment is directly tied to the size and complexity of their enclosures, as well as the strict hygiene standards required for their care.





Given this workload concentration, hiring a dedicated staff member either full-time or part-time specifically for cleaning duties would significantly reduce pressure on existing keepers. This would allow the core team to focus more on enrichment, welfare monitoring, and specialised animal care tasks, ultimately improving both operational flow and animal wellbeing. Based on task-level analysis, targeted hiring of either a full-time or part-time keeper would provide substantial time savings for the Carnivore Care Team.

Why It Helps:

The team currently handles an average of 8.5 keeper-hours per day, often resulting in overtime and time pressure, especially during morning peaks and complex animal care routines. This sustained workload leaves limited flexibility for unplanned needs or deeper engagement with the animals. While lunch breaks are scheduled for 45 minutes, data shows that keepers frequently take less than the allocated time, particularly during K6 routines, suggesting that workload is cutting into essential rest periods. By introducing additional keeper support, Taronga Zoo can relieve daily strain, protect staff wellbeing, and create space for more proactive work such as animal enrichment, training, and welfare observation.

Date	Lunch Break Time	Routine
Tuesday, 4 March 2025	30	K6
Friday, 21 March 2025	30	K1
Sunday, 23 March 2025	39	K2
Thursday, 27 March 2025	20	K2
Thursday, 3 April 2025	37	K2
Sunday, 13 April 2025	30	K5
Sunday, 13 April 2025	33	K5
Sunday, 13 April 2025	32	K6
Friday, 18 April 2025	31	K6
Friday, 18 April 2025	37	K2
Wednesday, 23 April 2025	30	K6
Thursday, 24 April 2025	34	K4
Saturday, 26 April 2025	35	K4
Saturday, 3 May 2025	35	K6

Staffing Scenarios and Benefits:

Staffing Option	Shifts (14 days)	Hours Saved (fortnight)	Summary Benefit
1 Full-Time Keeper	9 shifts	67.5 hours	Substantial daily relief, ideal for consistent coverage

1 Part-Time/Casual Keeper	7 shifts	52.5 hours	Cost-effective support, flexible scheduling
2 Part-Time/Casual Keepers	14 shifts total	105.0 hours	Highest impact, flexible coverage across busy periods

Recommended Option:

Based on coverage needs and budget flexibility, **the 2 part-time/casual keepers** option is the most effective. It offers the highest time return (105 hours per fortnight) and allows better scheduling coverage without the full cost of a permanent role.

However, if consistency and routine coverage are priorities, **a full-time keeper** for 9 shifts offers a strong balance of continuity and workload relief.

Implementation Notes:

- Prioritize recruitment for early morning shifts and high-load days (e.g., weekends or known busy periods).
- Cross-train new staff across common routines (cleaning, feeding, enclosure setup).
- Reassess workload after one month to ensure optimal integration and value delivery.

2. Systematically Integrate Volunteers and Interns into Daily Operations

During the period of our data collection, only 5.12 hours (1.42% of total time) were attributed to volunteer work, indicating that this resource is currently underutilized. Given the consistent workload pressure faced by the Carnivore Care Team, there is clear opportunity to increase volunteer and intern involvement. By allocating them more effectively particularly to non-critical or repetitive tasks staff can redirect their efforts toward more specialized and high-value areas

like welfare observation, enrichment planning, and training. Fully integrating these roles into daily operations would help balance the workload and improve overall efficiency.

Tasks	Time Consumed in Hours	% of Total Hours
Volunteer Work	5.12	1.42%
Total	**5.12**	**1.42%**

What to Do:

Formally integrate volunteers and interns into the Carnivore Team's daily routine to support routine tasks and reduce staff workload. With proper training, these individuals can handle several non-critical duties independently, allowing keepers to focus on higher-value work.

Why it Helps:

Volunteers and interns are an underused resource. With just a few days of structured training, they can support a wide range of husbandry-related tasks without constant supervision. This is a **low-cost, high-impact** way to boost efficiency and build workforce resilience.

How to Start:

- **Develop a 3–4 day training plan** for volunteers/interns that covers essential safety, hygiene, and task protocols.

- Once trained, provide a **printed task guide or checklist** so they can work independently with minimal oversight.

- Assign them to non-animal-contact tasks such as:

    - **Morning setup**: laying out cleaned tools, prepping enrichment items
    - **Enclosure upkeep**: raking, cobweb removal, leaf-blowing in visitor areas
    - **Observation tasks**: watching specific animals (e.g., sun bears) during public hours to support welfare monitoring

- **Diet kitchen and laundry**: helping with container cleaning, towel washing, or organising diets (as previously recommended)

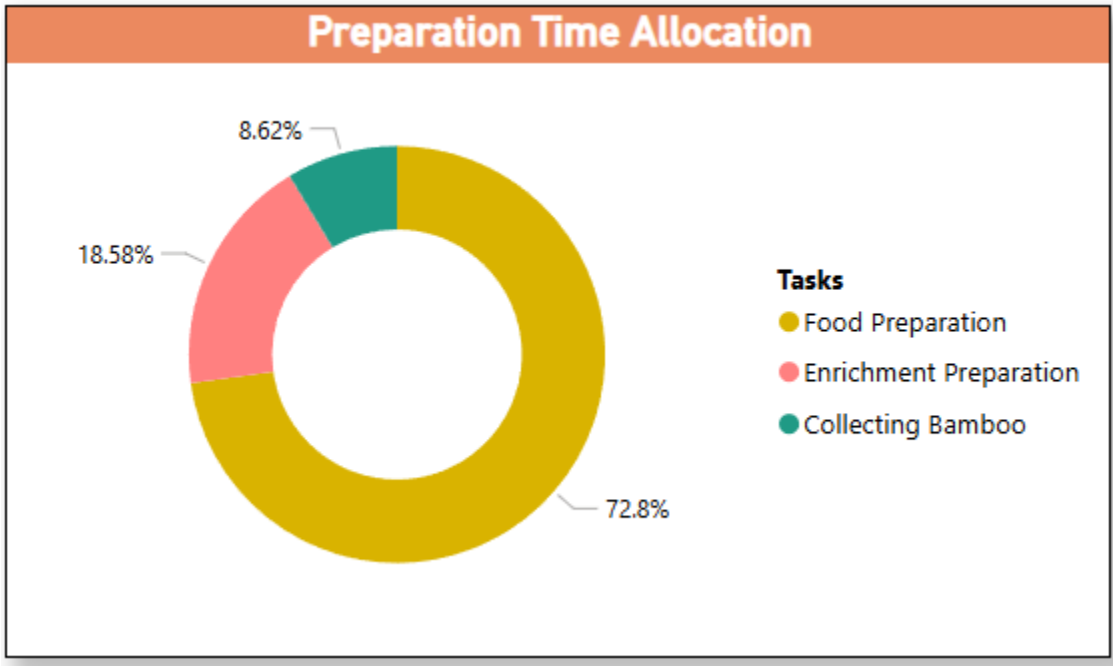
Extra Benefits:

- Keeps routine maintenance tasks on schedule
- Frees up keepers to focus on feeding, enrichment, training, or complex care

  Builds a pipeline of skilled, zoo-aware future staff

  Promotes a culture of collaboration between keepers and volunteers

3. Centralise Food Preparation



What to Do:

Reallocate most diet preparation tasks such as chopping fruits, cutting meat, and portioning food from individual keepers to a central kitchen area (commissary), or delegate them to a trained volunteer or part-time assistant.

Why it Helps:

Food preparation alone takes up 59.14 minutes per day, accounting for 72.8% of total preparation time. Combined with enrichment prep (18.6%), preparation tasks consume a significant chunk of the keeper's day. If just half of the food prep work is reassigned, it could save over 17 hours across the period, freeing up nearly 2 hours per week per keeper. This time could be redirected to more impactful duties like training, enrichment, or welfare monitoring.

How to Start:

Start by assigning a dedicated "diet prep" volunteer on high-volume mornings. This model is already in use at zoos like Oakland and Como, where volunteers assist with diet prep and kitchen routines. Taronga Zoo can adopt a similar structure by training volunteers or part-time staff to manage food chopping, weighing, and sorting, freeing up keepers to focus on animals.

Extra Benefits:

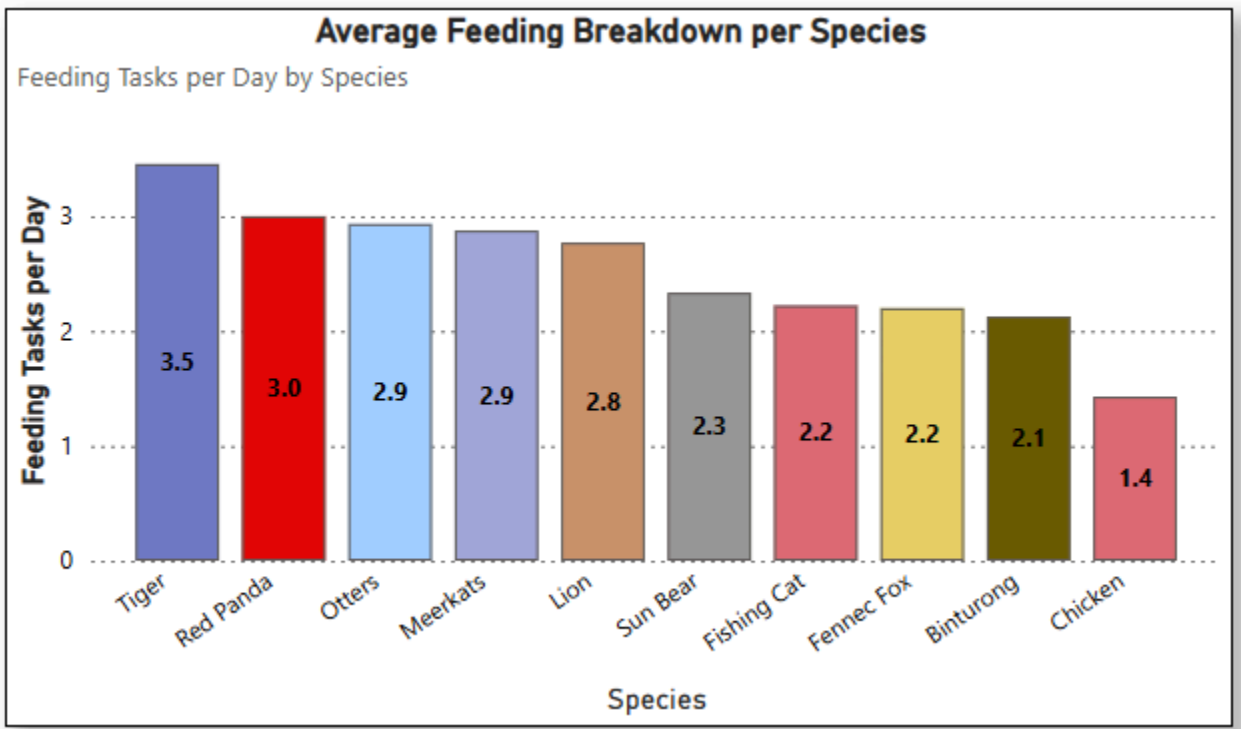
- Keeps diet prep consistent and accurate
- Frees up time for keepers to focus more on animal care
- Reduces the chance of mistakes in food preparation

4. Improve Feeding Efficiency

What to Do:

Use automated feeders for small carnivores that don't need to be separated during feeding**.**

Tasks	Time Consumed in Mins	Time Consumed in Hours	% of Total Hours
Feeding	**1666**	**27.77**	**7.70%**
Feeding	1245	20.75	5.76%
Enrichment	421	7.02	1.95%
Total	**1666**	**27.77**	**7.70%**



Why It Helps:

Some animals, like otters, require frequent feeding throughout the day. Instead of having a keeper present each time, a timed feeder can release part of their food at set times, for example at noon, saving staff time.

How to Start:

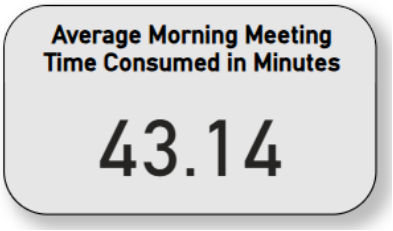
Begin by installing a timed feeder in the otter exhibit to manage one of their daily meals.

- Reduces the need for keepers to be present during every feeding
- Frees up time for other important tasks
- Ensures animals still receive regular meals on schedule

5. Improve Scheduling and Task Assignment

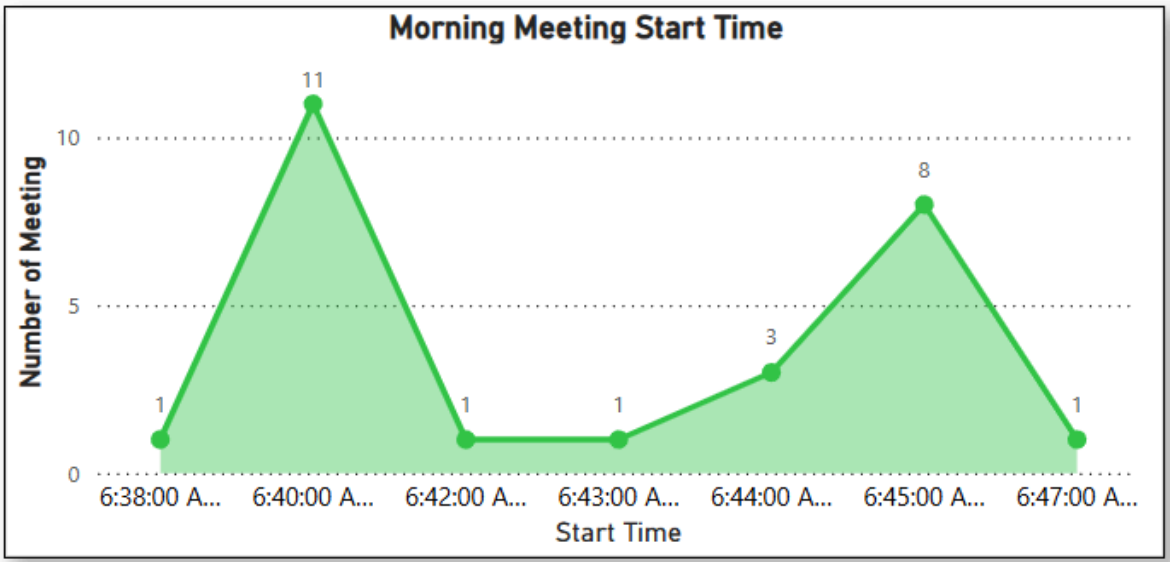
What to Do:

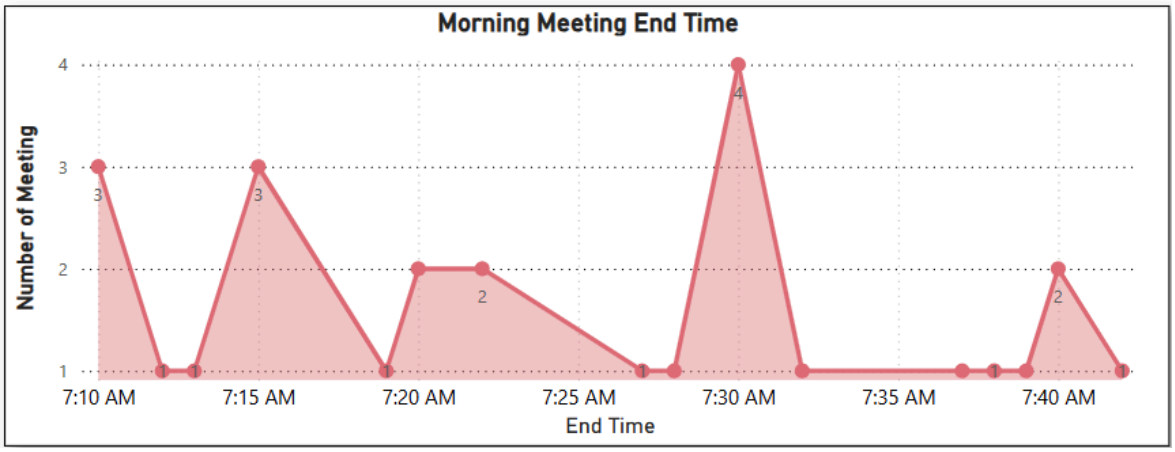
Make better use of time by reviewing the number, frequency, and length of meetings.



Why It Helps:

About 9.82% of keeper time was spent in meetings and admin tasks. Many of these meetings could be replaced with a short daily check-in. Meetings that run for 40-45 minutes daily add up quickly and eat into valuable time that could be spent on animal care or enrichment.





How to Start:

- Replace 40–45 minute meetings with concise 20–30 minute stand-ups or task-focused discussions.
- Prioritise essential attendance and stick to a set agenda with clear outcomes.
- Encourage brief end-of-day check-ins or rotating leadership to streamline communication without full-group meetings.

Extra Benefits:

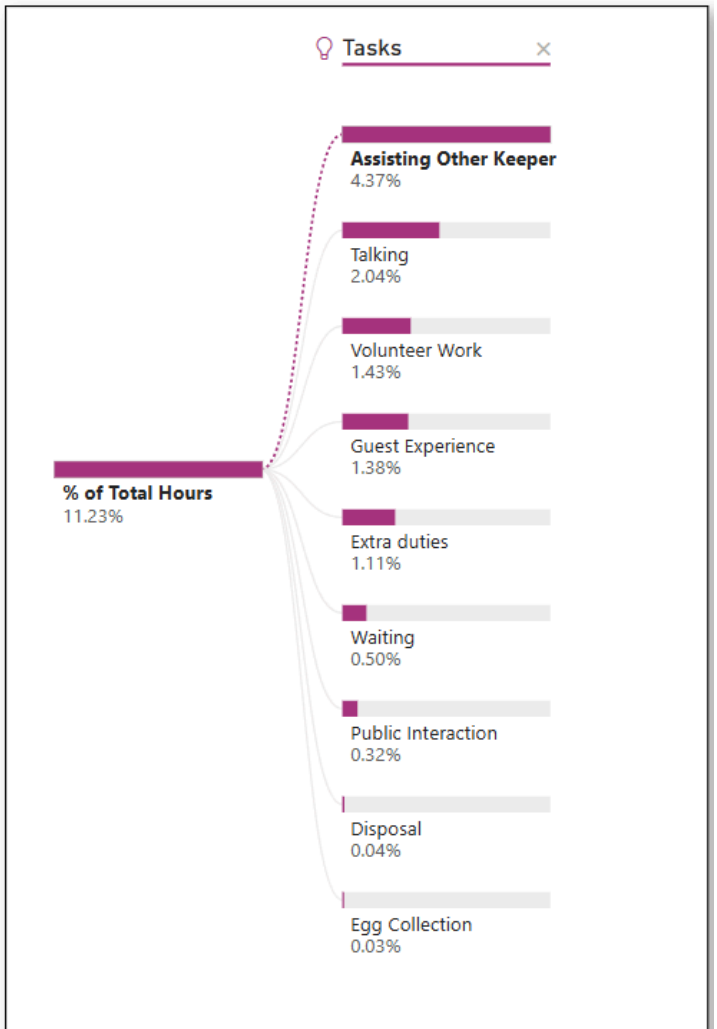
- Saving 18 minutes per keeper each day adds up to 1.5 hours across a 5-keeper team time that can be redirected to enrichment, training, or proactive welfare checks.
- Reduces meeting fatigue while still maintaining clear communication and coordination.
- Frees up valuable time during busy morning routines when keeper workload is at its peak.

6. Introduce Flexible Keeper Support via Task-Sharing System

What to Do:

Create a flexible support system where keepers can request or offer help during busy periods. This can be done by assigning a "floater" keeper or volunteer during peak hours, and by introducing a simple, zoo-wide **task-sharing platform** where staff can post tasks they need help with or volunteer to assist others.

Tasks	Average Time Consumed in a day(Mins)
Locking (Double Check)	15.48
Giving Access	13.52
Letting Animals Out	8.20
Safety Check	3.29
Total	**34.58**



Why It Helps:

Morning shifts and specific days often bring heavy workloads. Having an extra pair of hands whether it's a volunteer, intern, or a cross-team keeper can ease pressure on staff and prevent burnout. A task-sharing system allows better coordination across sections. For example, if the Carnivore Team is short-staffed, someone from the Bird or Primate Team could step in to help with routine tasks.

How to Start:

- Assign a **floater volunteer or intern** each morning with no fixed duties, ready to assist wherever needed.
- Set up a **shared digital space**, such as a team group chat (e.g. WhatsApp, Microsoft Teams, or Slack), where keepers can quickly post tasks they need help with like "Need help raking lion yard at 10am" and others can offer support when they're free.
- Keepers who help could earn **"time credits"** that can be redeemed when they need help later, encouraging mutual support across teams.

Extra Benefits:

- Encourages teamwork and improves morale
- Reduces pressure during peak periods
- Promotes a more flexible, responsive workforce
- Helps cross-train keepers across animal sections
- Builds a culture of support and shared responsibility

7. Enhancing Buggy Access

What's the Issue?

Keepers working at distant exhibits like the red pandas, lions spend a lot of time walking back and forth from central areas. This daily travel adds up, reducing the time available for hands-on care, enrichment, and training.

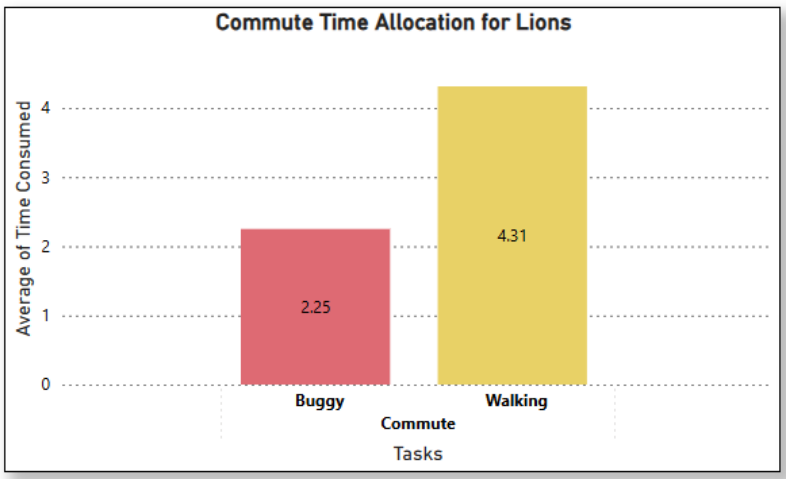
Why it helps:

Provide a buggy or small utility vehicle for keepers assigned to outer enclosures such as red

pandas and lions. This would reduce travel time, help transport supplies more efficiently, and ease the physical load on staff.

How to Get Started:

- Identify peak periods when travel time is longest (e.g. morning rounds or end-of-day checks).
- Allocate an existing buggy or budget for one dedicated to outer exhibit areas.
- Set up a usage schedule if sharing across teams is needed.



Time Savings:

A buggy could save around 13 minutes per day adding up to roughly 6.5 hours per month just in walking time.

Additional Benefits:

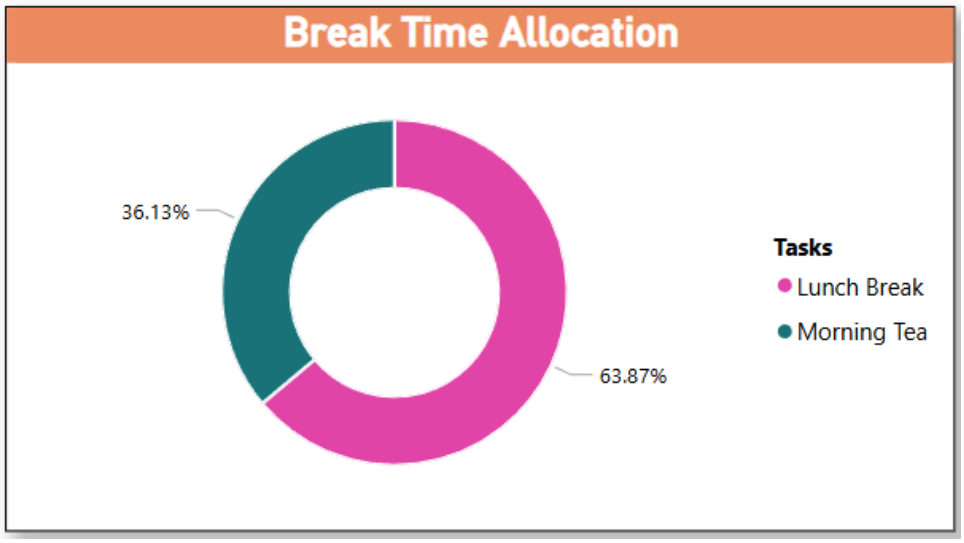
- Reduces fatigue and strain for staff
- Frees up time for higher-quality animal care
- Increases keeper efficiency and morale
- Makes it easier to carry items like bamboo, enrichment tools, or equipment

8. Weekly Team Huddles with Positive Reinforcement

Objective:

To rebuild trust, improve communication, and increase team morale through consistent,

structured, and supportive weekly meetings that focus on collaboration, acknowledgment, and psychological safety.



Why This Matters

If the team dynamic is strained and emotions are high, it can erode efficiency. Without morale, even the most practical operational recommendations will falter. Introducing a ritual that focuses on connection, communication, and appreciation can help transform the team from reactive and fractured to cooperative and purpose-driven.

Structure of the Weekly Huddle (15–20 minutes)

1. **Start of the Week Timing:**
    - Mondays or first shared shift of the week.
    - Held in the staffroom or a quiet holding area before rounds begin.
2. **Tone:**
    - **Casual, not corporate**. This is about human connection, not performance reviews.
    - No judgment, no hierarchy, everyone is equal in the circle.

Implementation Tips

- **Consistency is key** even if not everyone is available, hold the meeting with whoever is present.
- **Rotate facilitators** give every team member a chance to lead the huddle. It builds ownership.
- Use a **whiteboard or Post-it wall** where people can write shout outs throughout the week if they're shy about speaking up.

Anticipated Benefits

Area	**Impact**
Morale	Regular recognition increases job satisfaction and emotional resilience
Teamwork	Encourages open dialogue and strengthens interpersonal trust
Efficiency	Reduces miscommunication, aligns everyone on weekly goals, and helps distribute tasks fairly.
Retention	Fosters a positive workplace culture that makes staff more likely to stay.

ext Steps

Short-Term (Next 1–3 Months)

- **Get Help from Volunteers and Interns**
  Have trained volunteers or interns help with simple tasks like preparing food, raking, cleaning tools, and tidying enclosures. This gives keepers more time for direct animal care.

- **Use a Buggy for Distant Areas**
  Assign a buggy to keepers working at far enclosures like the red pandas and lions. This will save walking time and make it easier to carry supplies.

- **Try Out a Timed Feeder for Otters**
  Set up a timed feeder in the otter exhibit to automatically give one of their daily meals. This will reduce the number of feeding trips keepers need to make.

- **Shorten Meetings**
  Replace long daily meetings with quick check-ins (around 10-15 minutes) to go over plans and responsibilities. This helps keep communication clear without taking up too much time.

- **Adjust Start and Break Times**
  Try changing the timing of breaks or start times to spread out busy periods. This helps avoid having too many people doing tasks at once.

- **Create a Task-Sharing System**
  Set up a simple way (like a group chat) where keepers can ask for help or offer to help others during busy times.

Long-Term (3-12 Months)

- **Set Up a Proper Volunteer Program**
  Create a clear training plan for volunteers and interns that includes safety steps, task checklists, and who they report to. This helps them work more independently and safely.

- **Train Keepers in All Main Tasks**
  Make sure all team members know how to do the key routines like feeding, cleaning, and enrichment prep so anyone can step in when needed. This makes the team more flexible.

- **Hire Extra Help**
  Bring in 1 or 2 part-time or casual keepers to help out during busy times like weekends or holidays, so the regular team isn't stretched too thin.

- **Do Another Time Study**
  After a few months, track tasks again to see if the changes are actually saving time and making work easier. Use the results to make further improvements.

- **Update Work Guidelines (SOPs)**
  Change the team's written procedures to include the new ways of working that save time and effort, like updated feeding routines or how the buggy is used.

- **Get Useful Tools**
  Buy extra equipment like a pressure washer, more storage bins, or better hoses to help keepers do their jobs more quickly and safely.

- **Support Team Morale**
  Hold short weekly team catch-ups focused on appreciation, coordination, and checking in with each other. This helps build trust and a positive team culture.

- **Share What Works with Other Teams**
  If a tool or idea works well for the Carnivore Team, share it with other teams at the zoo so everyone can benefit and improve how they work.

Conclusion

This report looks at how the Carnivore Care Team at Taronga Zoo spends their time, based on 12 full days of observation by a team of four. In total, 388 hours of work were recorded, giving a clear picture of daily routines and challenges.

Each keeper worked more than 8 hours per shift, with much of that time spent on cleaning, food preparation, feeding, and admin work. Some species, like otters, red pandas, lions, and tigers, needed extra care. Lions and tigers required more attention because of their feeding routines, safety procedures, and enclosure setups. A lot of time was also used walking between faraway exhibits, especially to the red pandas and lions.

The report highlights several ways to make the team's work easier and more efficient. Jobs like food prep and basic cleaning could be done by trained volunteers or interns. Giving keepers access to a buggy for longer walks, trying timed feeders for animals with frequent feeding needs, and replacing long meetings with short daily check-ins can also save time.

Hiring even one part-time keeper could save more than 50 hours of work in just two weeks. Adding regular team huddles and updating standard routines would also improve communication and help everyone stay on track.

Overall, this report offers simple, practical steps to reduce pressure, save time, and support better animal care. With a few changes and continued teamwork, the Carnivore Team can keep providing excellent care while making the workday more manageable and enjoyable.