



**QUEENSLAND
MUSEUM**

Queensland Museum & Sciencentre

Cnr Grey and Melbourne Streets, South Brisbane

Main Switch Ph: (07) 3840 7555

Bookings Ph: (07) 3840 7608

Bookings Email: education@gm.qld.gov.au

ESSENTIAL INFORMATION FOR VISITING GROUPS: ON RISK ASSESSMENT, ANALYSIS AND CONTROL GUIDELINES

INTRODUCTION

Queensland Museum & Sciencentre is committed to providing and maintaining a safe, healthy, fun and educational environment for all visitors. The Museum has a statutory responsibility under the *Work Health and Safety Act 2011* to ensure the risk of accident, injury or disease is minimised for all persons. Duty of care has dual implications for both Queensland Museum & Sciencentre and visiting supervisors of groups.

The managing authority of many groups and organisations now require a risk assessment and risk analysis to be completed for any activities that are conducted outside the normal school, club or group meeting environment. This in many instances requires a detailed analysis of the site and location to be visited by the group. Whilst a number of organisations have 'in-house' documents that provide advice and guidance to assist supervisors in this task, many do not.

This handout has been prepared to provide some further and essential information to aid visiting group supervisors in the risk assessment responsibility and other planning for a visit to Queensland Museum & Sciencentre.

It is the responsibility of those who bring visiting groups to the centre, particularly schools, to have the utmost concern for the health and safety of all those under their custodial care.

School personnel should first address the process of risk assessment and analysis in areas appropriate to a visit to the Museum by reading the relevant sections of **Health and Safety** given in the website:

<http://ppr.det.qld.gov.au/education/management/Pages/School-Excursions.aspx>

For other Museum group visitors, the task of assessing and analysing risks becomes somewhat more difficult. Supervisors and leaders have a responsibility to develop a safety consciousness in their group members, as well as displaying appropriate safe behaviours.

Organising an excursion or a visit outside the normal school/group environment requires good preparation.

As an aid to assist supervisors, a '**Planning Check List**' has been added to the end of this document.

It is offered as a reminder that organizing an excursion or a visit outside the normal school/group environment requires good preparation. Use the check list as you wish.



The following guidelines are provided to assist supervisors and leaders facilitate a safe and enjoyable visit to the Museum.

1. Supervisory role

All supervisors or leaders must:

- Be aware of the implications of behaving in an unsafe manner.
- Have a knowledge of hazards likely to be encountered.
- Know what action to take in an emergency.
- Display the attitudes and behaviours they wish to encourage.

School staff/leaders of other groups are responsible for the supervision, welfare and behaviour of students/members of their groups at all times. Adult leaders should be aware of specific medical or behavioural conditions affecting group members.

Teachers/leaders in charge are responsible to ensure that other members of the staff or supervising adults are fully briefed.

If staff/leaders and students/members are divided into smaller groups to explore different sections of the museum adult supervisors should set up regular gatherings.

- All adult supervising leaders should carry a list of the students/members in their group, and a comprehensive list of all staff/leaders and students/members present at the Museum from their school/group.

2. Reducing the risks

On any activity, the risks can be reduced by:

- Understanding - what can be, what could be, or what a risk is?
- Preparation - by carefully considering group size, experience, supervisor/group number ratios, emergency procedures.
- Organisation - being organised with plenty of advance notice and gained permission, a suitable program and anything else that is required.
- Safe supervision - depending on age and experience, but vigilant and continuous so that unauthorised or inappropriate behaviour does not lead to accident or injury.

3. Transport to Queensland Museum & Sciencecentre

The hazards and consequences of travel by train, bus, private car or walking should be considered relative to the following headings:

- Breakdown hazard: injury, dehydration, and behavioural incident increase.
- Accident hazard: injury, fatality, damage to method of conveyance.
- Human hazard: not everyone seated, extreme noise, increased behavioural incidents, and illness.
- Environmental hazard: weather (extremely hot / cold / wet), lack of weather protection, falling / alighting from transport.





4. Refreshment break (prior, during, and after a Museum visit)

ENERGEX Playasaurus Place (undercover), on the Melbourne Street Plaza (grass area near the water feature) or along the river bank are all good area for large groups wishing to break for morning tea or lunch. Possible hazards are wet weather and over exposure to the sun. Group members should be discouraged from climbing rocks and from running in ENERGEX Playasaurus Place.

Food cannot be consumed in the Museum and Sciencentre.

5. First-aid and medical facilities

- Visiting groups should carry an appropriately stocked first-aid kit, and accompanying supervisors should have first-aid qualifications.
- Museum has a number of trained first-aid officers on site. Adequate first-aid facilities are provided at the Museum, including a first-aid room. Staff and volunteers at the Museum can be relied upon to render appropriate assistance. We seek your cooperation in informing us of any first-aid / medical situations that may arise during your visit.
- The closest medical practitioners:
West End Family Clinic: 109 Vulture Street West End. **Ph. 07 3844 4111**
West End Medical Practice: 38 Russell Street West End. **Ph. 07 3846 4888**

Parent/caregiver permission forms should contain medical information with accompanying procedures and permission to access ambulance and medical services.

6. Fire safety

The Museum is well protected and serviced with a variety of fire and hazard reduction equipment. Fire and emergency equipment in the Museum building consists of:

- Master Emergency Control Panel
- Fire Indicator Board and Mimic Panel
- Smoke Detectors, Sprinkler Systems
- Break Glass Alarms
- Alert and Evacuation Alarms, Public Address System, Fire Hose Reels and Extinguishers
- Emergency Lighting
- Emergency Exit Signage and Fire Stairs.
- Highly trained emergency team with two-way radio system is present at the museum

Other equipment is provided for the use of trained Museum staff to assist the professional emergency personnel.

On your pre-arranged 'fact-finding' visit to Queensland Museum & Sciencentre, you should take note of the various fire stairs, fire appliances and evacuation routes. Staff can assist you with this important task. Your first visit to the centre with a group should entail the noting of various fire-fighting equipment and emergency exits. In case of an emergency such as an outbreak of fire, the smooth operation of Emergency Procedures can be achieved only if everyone (staff, volunteers, and visitors) cooperate fully with directions given by Museum staff.





7. Emergency evacuation

On occasions, emergency evacuation drills are conducted to test personnel preparedness and system functions. Should your visit coincide with an emergency drill and evacuation, we seek your support in providing leadership to the group for whom you are responsible by following procedures and directions given by the Visitor Services Officers (floor staff). Naturally, any inconvenience is regretted.

A full or partial evacuation may be instigated as a result of any of the following:

- Fire or explosion in the building
- Gas leak
- Ventilation system contamination
- Fire in an adjacent building
- Building sustaining structural damage or structural fault
- Bomb threat
- Civil disorder
- Natural disaster
- By direction of the Emergency Services.

All building occupants should note the meaning of the 2 ALARM TONES:

- Alert Tone (Beep, beep, beep,), alert only, remain calm, stay where you are.
- Evacuation Alarm (Whoop, whoop, whoop) notifies all occupants of an emergency evacuation. The evacuation alarm follows an alert alarm tone.

Lifts should not be used in a fire emergency.

We appreciate your understanding and cooperation in these matters.

8. Telephones

Public telephones are located on level 0 ENERGEX Playasaurus Place, and level 2 Foyer. The Museum telephones are available for emergency, should it be required.

9. Exhibits and floor areas

All the exhibits and floor areas at the Museum are continually under scrutiny for possible health and safety issues. Daily inspection of all exhibits by trained staff and volunteers ensures that they are operational, safe to use, and there to provide exciting fun and educational experiences.

Naturally, during the course of daily participation and use, some exhibits may require some tender loving care. The Museum has processes in place that deal with these types of situations in a timely and efficient manner. Running between or around exhibits can cause injury. Please ensure that those for whom you are responsible, walk and conduct themselves appropriately.

Should you experience any concern with an exhibit, please inform the Visitor Services Officers, Volunteers or the Cloak Room.





10. Risk control measures

General:

- All supervisors / leaders should have had experience with the group attending. Appropriate numbers of supervisors should accompany group members. Please remember the Museum's recommended supervisor to visitor ratio.
 - 1:3 Prep
 - 1:5 Primary
 - 1:10 Years 7-10
 - 1:15 Year 11 and above (including Uni and TAFE)
- Follow first-aid procedures.
- Be aware and follow emergency procedures and adhere to safety rules.
- A pre-visit to the Museum will assist in your excursion preparedness.
- Supervisors / leaders should have first-aid qualifications.
- Group members should not be left unattended at any time.
- If a supervisor has to leave the group anytime, they should tell other supervisors.

Physical:

- The Museum is spacious and clean with clear access around all exhibits. Wet areas are clearly signposted.
- Fire alarms can be heard easily throughout the building.

Food handling:

- Limit the choice of food items to those that are easy to carry.
- Keep notes of any food allergies.
- Food is not allowed within the Museum.

Human:

- Medical information and procedures about visiting children should be known by more than one person.
- If a group member becomes ill, a supervisor should remain with the member and seek first aid assistance.
- Emergency numbers should be noted.
- Group members should be closely supervised in a way that does not limit their Museum experience, but avoids or reduces behavioural incidents.
- A supervisor should be attached to a small group whose responsibility will be to maintain close supervision and support of that group.
- Group members and supervising staff should be readily identifiable in the event of separation from the whole group. The wearing of name badges by supervisors and leaders is helpful. The wearing of nametags by all group members is encouraged.
- Should a group member be lost or missing, contact Museum staff. If the situation becomes protracted, a supervisor should stay to assist with information, identification, and advice to parents / caregivers.

The management, staff and volunteers of the Queensland Museum & Science Centre wish you a safe, enjoyable and fun and learning experience.





**Planning check list for Supervisors and Leaders visiting
Queensland Museum & Sciencecentre**

Pre-visit

- Explore options, seek support and book visit to the Museum.....
- Gain permission from parents/caregivers and management and others who need to know
- Arrange transport (consider the refreshment breaks, stops and locations).....
- If possible visit the Museum for a 'fact-finding' tour. Analyse possible risks, find out emergency procedures and gain maps and other information with facilities for all adults visiting the Museum.....
- Note Museum's first-aid, fire and general safety procedures.....
- Arrange respective payments including transport.....
- Forward information, programme details and procedures to staff involved and the parents/caregivers....
- Refer to the relevant sections of the Department of Education Manual.....
- Select Student/teacher ratios and allocate each child to an adult.....
- Discuss the hazards & consequences during transport, lunch and walking with the adult supervisors.....
- Organise name badges for Staff.....
- Arrange for a First aid kit to be carried on excursion.....
- If possible Arrange for a person with current first aid qualifications to accompany the group.....
- Collect medical requirements and emergency numbers of each student and give to supervisors.....
- Discuss the follow up procedure if a child is lost or goes missing with the supervising adults.....
- Consult the website www.qm.qld.gov.au to choose appropriate education materials.....
- Arrange for printing a set of any materials (eg. excursion running sheets for the Sciencecentre) that students will be using on the excursion.....
- You could also start doing pre-visit activities.....
- Print a Teacher feedback/evaluation sheet.....
- Bring all the necessary items for the excursion with you.....

During-visit

- Do not leave children unattended.....
- Keep children under close supervision.....
- Remind the students of rules for eating area.....
- Keep note of any food allergies.....
- Hand over the teacher feedback sheet to floor staff.....
- Finalise outstanding paperwork.....

Post-visit

Thank the adult assistants, evaluate the program and assess the group's learning experiences and employ post-visit learning experiences.

