

PO Box 3300, South Brisbane
Queensland 4101, Australia
Main switch: +617 3153 3000
Bookings: +617 3153 4401
Bookings email: education@qm.qld.gov.au
qm.qld.gov.au

RISK ASSESSMENT and INFORMATION SHEET FOR VISITING SCHOOLS AND GROUPS

Managing risks in activities; assessment, analysis and control guidelines

INTRODUCTION

Queensland Museum 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 and visiting supervisors of groups.

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 (including *SparkLab* and other temporary exhibitions).

Health and safety

It is the responsibility of those who bring visiting schools and groups to the Museum to have the utmost concern for the health and safety of all those under their custodial care. Queensland Museum and World Science Festival Brisbane take the health and safety of our visitors seriously.

We are now operating under a COVID Safe Plan approved by QHealth. Some of the changes we have implemented in our COVID Safe plan are as follows - increased hand sanitiser units for your use, capped numbers of people in each exhibit at a time as per government recommendations, increased signage for 1.5m distancing, travel flow and numbers in galleries (look out for Bryan the Blue Banded Bee), and increased cleaning in the Museum after each session and daily. See our [FAQs](#) for more information.

School personnel should first address the process of risk assessment and analysis in areas appropriate to a visit to the Museum. A suggestion is to read the relevant sections of **Health and Safety** on the website <http://ppr.det.qld.gov.au/education/management/Pages/School-Excursions.aspx> and refer to <http://education.qld.gov.au/curriculum/carmg/doc/cara-information-sheet.doc>.

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. Use the checklist as you wish.

THE RISK MANAGEMENT PROCESS

The workplace health and safety risk management process involves the following steps:

- 1 Identify the potential hazards
- 2 Assess the risk
- 3 Decide on the control measures
- 4 Implement the control measures
- 5 Monitor and review.

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

Supervisory role

All supervisors or leaders must:

- Be aware of the implications of behaving in an unsafe manner.
- Have 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 whole group 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.

Reducing the risks

On any activity, the risks can be reduced by:

- Understanding – what could credibly go wrong and how likely is that to occur? Examples of safety incidents reported with groups of children are:
 - Slips, trips, and mishaps caused by children banging into each other and stationery objects.
 - Going up the escalators the wrong way.
 - Children standing on tables/chairs and falling off.
- 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.

Transport to Queensland Museum & *SparkLab*, Sciencentre

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.

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

Dinosaur Garden, Level o (undercover), on the Melbourne Street Plaza (outside the Museum on the 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 and running in Dinosaur Garden.

Food can only be consumed in Dinosaur Garden, **not** in the Museum or *SparkLab*.

First aid and medical facilities

- Visiting groups should carry an appropriately stocked first-aid kit, and accompanying supervisors should have first-aid qualifications.
- The Museum has a number of trained first-aid officers on site, please alert a Visitor Services Officer if first aid is required and they will call a trained First Aid Officer.
- Adequate first-aid facilities are provided at the Museum, including a first-aid room. Staff 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 Medical Centre: 79 Boundary St, 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.

Telephones

A Public telephone is located on level o Dinosaur Garden. The Museum telephones are available for emergency, should it be required.

Exhibits and floor areas

All the displays, exhibits and floor areas at the Museum are continually under scrutiny for possible health and safety issues. Daily inspection of all displays and exhibits by trained staff and Volunteers ensures that they are safe and that interactives 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 and maintenance. The Museum has processes in place that deal with these types of situations in a timely and efficient manner. Running between or around exhibits and displays can cause injury. Please ensure that those for whom you are responsible, walk and conduct themselves appropriately.

Should you experience any concern with a display or exhibit, please inform the Visitor Services Officers, Volunteers, other floor staff or the Cloakroom.

Additional information about visiting *SparkLab*:

- Learning Officers are present in *SparkLab* at all times and monitor interactive exhibits and programming spaces for possible health and safety issues.
- Interactive exhibits have been designed and constructed according to Australian safety standards. A few interactive exhibits are 'whole body' experiences that include spinning, lifting, pulling or entering low light areas (to explore different types of light). The associated risks with these experiences have been reduced with a series of engineering controls: seatbelts are fitted to seated exhibits; materials are lightweight; short rope lengths and pulleys reduce effort for pulling; and all interactives that explore light are in open areas. However, in the event you have group members who require any adjustments, we ask that you further assess the risk of any identified exhibits ahead of time, or on the day of your visit and manage individuals' engagement accordingly.
- Exhibits that generate a magnetic field are clearly marked and have been assessed to determine electromagnetic field levels are within Australian Standards.
- Science Bar experiments and Maker Space activities are risk assessed to reduce the likelihood and consequences of any incidents. Learning Officers are trained in safe material, equipment and chemical handling practices, including how to instruct visitors how to use materials where required.

Fire safety

The Museum has comprehensive emergency equipment and emergency evacuation plans. In the event of a fire, you will be instructed on what to do. 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.

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 and other floor staff. Naturally, any inconvenience is regretted.

All building occupants should note the meaning of the two 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 must not be used in a fire emergency

We appreciate your understanding and cooperation in these matters.

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

- Follow first-aid procedures.
- Be aware, follow emergency procedures, and adhere to safety rules.
- A pre-visit to the Museum and *SparkLab* will assist in your excursion preparedness.
- A supervisor or group leader 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 and drink is not allowed within the Museum and *SparkLab*, except in the Dinosaur Garden, Level 0 (except water required for medical needs).

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 wish you a safe, enjoyable and fun learning experience.

Planning checklist for Supervisors and Leaders visiting Queensland Museum (including *SparkLab*)

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 do a preparation visit prior to your group's visit to the Museum. Analyse possible risks, find out
- Emergency procedures, obtain maps and other information about facilities and give to all attending adults
- Note the Museum's first-aid, fire and general safety procedures
- Arrange respective payments including transport
- Forward information, program details and procedures to staff involved and the parents/caregivers
- Refer to the relevant sections of the Department of Education literature
- Select student/teacher ratios and allocate each child to an adult
- Discuss the hazards and consequences during transport, lunch and walking with the adult supervisors
- Organise name badges for staff/leaders
- Arrange for a First aid kit to be carried on the 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 itinerary for *SparkLab* and temporary exhibitions that teachers, adults and students will be using on the excursion.
- You could also start doing pre-visit activities
- Bring all the necessary items for the excursion with you

During-visit

- Do not leave children unattended
- Keep children under close supervision
- Remind the children of rules for eating area
- Keep note of any food allergies
- Finalise outstanding paperwork

Post-visit

- For any emerging issues or recommendations about this document or risks associated with a visit to Queensland Museum (including *SparkLab*), please contact education@qm.qld.gov.au.
- We welcome your feedback and opportunity to improve risk management for visiting groups.
- For non-risk related feedback, all groups are sent a post-visit survey.

Summary of potential risks

Possible Hazard	Risk	Control Action
<ul style="list-style-type: none"> • Crossing roads • Moving traffic • Step up/ down onto bus 	<ul style="list-style-type: none"> • Being run over by vehicles resulting in injury/death • Falls 	<ul style="list-style-type: none"> • Close adult supervision • Brief pupils re: safety • Children to walk on pavements where possible with partner holding hands
<ul style="list-style-type: none"> • Children interacting with each other and museum environment 	<ul style="list-style-type: none"> • Trips, slips and falls 	<ul style="list-style-type: none"> • Ask children to not run while in museum • Children instructed not to walk wrong way up escalators • Children not to stand on chairs, tables, plinths unless it is designed to be used that way. • Children to sit on equipment in the way it is intended.
<ul style="list-style-type: none"> • Possible exposure to strong sun, rain, wind etc. in external areas 	<ul style="list-style-type: none"> • Sunburn, heat exhaustion, adverse reaction to environment 	<ul style="list-style-type: none"> • Advise children to dress appropriately for the weather and to carry water bottles and hats during summer months, Supervisor to bring sun screen
<ul style="list-style-type: none"> • Members of public present at museum 	<ul style="list-style-type: none"> • Sexual assault 	<ul style="list-style-type: none"> • Close adult supervision
<p><u>Toilet use:</u></p> <ul style="list-style-type: none"> • Members of public present • Children left alone in toilets • Toilet doors sticking • Fingers trapped in doors • Possible spillage of wet food and drink onto floors 	<ul style="list-style-type: none"> • Sexual assault • Injury to hands and fingers • Trips, slips and falls 	<ul style="list-style-type: none"> • Children sent to toilets in pairs and with an adult present at all times • Children must be accompanied by an adult when going to the toilet. Adult must reunite with the group with the child. • Children not to slam doors • Children and adults to advise museum staff of spills so they can be cleaned up • No food or drink in the toilets

Possible Hazard	Risk	Control Action
<ul style="list-style-type: none"> Static exhibits 	<ul style="list-style-type: none"> Trips, slips and falls Glass panels enclosing exhibits 	<ul style="list-style-type: none"> Children to walk slowly through the museum at all times, particularly on ramps No horseplay Balustrades on landings Close adult supervision at all times Safety glass used
<ul style="list-style-type: none"> Interactive exhibits 	<ul style="list-style-type: none"> Body parts entrapped in exhibitions Hit by moving objects 	<ul style="list-style-type: none"> Children to use equipment in the way it is intended. Close adult supervision at all times Children to follow signage and instructions
<ul style="list-style-type: none"> Hands on Objects 	<ul style="list-style-type: none"> Students cut themselves on object Students drop object on toes or fingers 	<ul style="list-style-type: none"> Museum education officer only allows safe handling of objects Warns students about risk



Queensland Treasury
Queensland Government Insurance Fund (QGIF)

1 William Street, Brisbane, QLD, 4000
GPO Box 2203, Brisbane, Queensland, 4001
Tel: 3035 6367
Website: www.qgif.qld.gov.au

QUEENSLAND GOVERNMENT INSURANCE FUND
CERTIFICATE OF CURRENCY

This is to certify that the BOARD OF THE QUEENSLAND MUSEUM has effected the following class of insurance:-

- General Liability (includes Public and Products Liability)

with the Queensland Government Insurance Fund, under Policy Number QG0067 for unlimited sum insured and liability, subject to the policy terms and conditions.

The policy provides coverage anywhere in Australia.

The policy is current until 30 June 2021.

Signed at BRISBANE on 06 May 2020.

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.

Manager Underwriting
Queensland Government Insurance Fund