

## **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 other temporary exhibitions).

#### **Health and safety**

It is the responsibility of those who bring visiting schools and groups to World Science Festival Queensland venues (including Queensland Museum Rail Workshops, Queensland Museum Cobb+Co and Queensland Museum Tropics) to have the utmost concern for the health and safety of all those under their custodial care. Queensland Museum and World Science Festival Queensland take the health and safety of our visitors seriously.

School personnel should first address the process of risk assessment and analysis in areas appropriate to a visit to the Museums. A suggestion is to read the relevant sections of *Health and Safety* on the Dept of Education website: <https://ppr.qed.qld.gov.au/attachment/school-excursions-procedure.pdf#search=school%20excursions>

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 Checklist has been added to page 6 of this document.

#### **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.

Detailed risk assessments are undertaken for each venue and event. The following guidelines are provided to assist supervisors and leaders facilitate a safe and enjoyable visit to the World Science Festival Queensland.

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

School staff/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 within the Museums or World Science Festival activities, 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 Festival 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:

- o Slips, trips and mishaps caused by children banging into each other and stationary objects.
- o Going up the escalators the wrong way.
- o 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, gained permission for the excursion, made a booking and had it confirmed, found/booked a suitable program/exhibition and anything else 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 World Science Festival Queensland**

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.

Traffic alerts and updates for the day of your visit can be found here: <https://qldtraffic.qld.gov.au/>

## **Queensland Museum Rail Workshops**

*North Street, North Ipswich*

A bus drop-off zone is located near the museum entrance. Bus Parking is available on North Street.

The museum is a single floor building with varying level connected by ramps. A manual wheelchair is available on request (please notify staff in advance if this is required). A Quiet Area is available, and a limited number of noise cancelling headphones and sensory kits are available for loan from reception.

The venue has ample grassed and concrete areas suitable for breaks. In the event of wet weather, there are some covered seating areas around the site. The museum café will be open to sell a variety of drinks and sweet and savoury food.

Venue map and information: <https://www.museum.qld.gov.au/rail-workshops/plan-your-visit>

### **Queensland Museum Cobb+Co**

*27 Lindsay Street, Toowoomba*

A bus drop-off area is provided at the front of the building on Lindsay Street.

The museum is a single floor building with varying levels connected by ramps. A manual wheelchair is available on request (please notify staff in advance if this is required). For individuals with sensory needs, a limited number of headphones are available for loan from reception.

The Show Ring is an outdoor area suitable for breaks. Please note that these areas may experience high demand during busy periods. The museum café will be open to sell a variety of drinks and sweet and savoury food.

Venue map and information: <https://www.museum.qld.gov.au/cobb-and-co/plan-your-visit>

### **Queensland Museum Tropics**

*70–102 Flinders Street, Townsville*

A bus drop-off areas is at the front of the building, on Flinders Street.

A ramp provides access to all levels. A lift provides access to all levels, except the Sciencecentre. A manual wheelchair is available on request (please notify staff in advance if this is required). For individuals with sensory needs, a limited number of headphones are available for loan from reception.

The balcony on level 1 is an area suitable for breaks, in addition to limited outdoor space. Please note that these areas may experience high demand during busy periods. The museum café will be open to sell a variety of drinks and sweet and savoury food.

Venue map and information: <https://www.museum.qld.gov.au/tropics/plan-your-visit>

### **Weather**

For outdoor events and for lunch breaks in outdoor areas, possible hazards include wet weather and over exposure to the sun. Students should be equipped with hats, sunscreen and water. Schools are encouraged to check weather warnings prior to their visit:

<http://www.bom.gov.au/qld/warnings/>

### **First aid and medical facilities**

Visiting groups should carry an appropriately stocked first-aid kit, and accompanying supervisors should have first-aid qualifications.

The Museums have trained first-aid officers on site. We seek your cooperation in informing us of any first aid or medical situations that may arise during your visit. Please alert the closest World Science Festival Queensland or Queensland Museum staff member.

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

Please arrive with all equipment or back-up supplies required to provide for the actual or potential needs of your group. Queensland Museum staff are not responsible or available to procure supplies or provide transport.

### **Students with Sensory Needs**

Activities part of World Science Festival Queensland may be a noisy and stimulating environment for students with sensory needs.

### **Exhibits and floor areas**

All the displays, exhibits and floor areas at the Museums 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 Museums have 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 Experience Officers, Volunteers or other floor staff.

### **Fire safety**

The Museums have 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) co-operates fully with directions given by Museum staff.

### **Emergency Management**

World Science Festival Queensland develops a comprehensive Event Emergency Management Plan for the festival. Queensland Museum venues and have a range of security measures in place to prevent, monitor and respond to incidents and emergencies. Each institution has emergency equipment and evacuation plans.

In case of an emergency such as an outbreak of fire, group supervisors should assist students to follow the directions of venue or site staff to ensure the smooth operation of emergency procedures.

### **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 emergency evacuations must be treated as real.

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 an emergency**

We appreciate your understanding and cooperation.

## **Risk control measures**

### **General**

- All supervisors/leaders should have had experience with the group attending. Appropriate numbers of supervisors should accompany group members. Please note the recommended supervisor to student/child 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 venue will assist in your excursion preparedness.
- At least one supervisor/group leader should have first-aid qualifications.
- Group members should not be left unattended at any time.
- Inform festival or venue staff of first-aid/medical incidents.
- If a supervisor has to leave the group anytime, they should tell other supervisors.

### **Physical**

- The venue 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 are not allowed within the Museums/World Science Festival Queensland area, except in designated café areas and outdoor spaces.

### **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 Queensland Museum and World Science Festival Queensland wish you a safe, enjoyable and fun learning experience.

## **Planning checklist for Supervisors and Leaders visiting World Science Festival Queensland**



## Pre-visit

- Explore options, seek support and book visit to the venue
- 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 venue. Analyse possible risks, find out emergency procedures, obtain maps and other information about facilities to provide to all attending adults
- Note the venue'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.museum.qld.gov.au/queensland-museum](http://www.museum.qld.gov.au/queensland-museum) to choose appropriate education materials
- Arrange for printing a set of any materials 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

- Head directly to the check-in desk upon arrival
- Do not leave children unattended
- Keep children under close supervision
- Remind the children of rules for eating area
- Leave school bags at school or on the school buses
- Hats, sunscreen and water for outdoor activities
- Keep note of any food allergies
- Notify World Science Festival Queensland or venue staff member of medical/first aid incidents

## Post-visit

- For any emerging issues or recommendations about this document or risks associated with a visit to World Science Festival Queensland, please contact us: [wsfbrisbane@qm.qld.gov.au](mailto:wsfbrisbane@qm.qld.gov.au)
- We welcome your feedback and opportunity to improve the visitor experience for school groups