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| Activity/Section/Branch/Division name*Enter full name here* | Questacon – The National Science and Technology Centre  |
| Purpose/ Objective(s)*What is the purpose of this risk assessment?**What does your activity aim to achieve?* *What is in scope and out of scope?* | To identify the potential hazards associated with School Excursions at Questacon. To outline the controls that are in place to mitigate the risks involved. |
| Context/Comments*Any particular environmental context that should be highlighted for this assessment?**Were there any key changes from the previous assessment (i.e. the division gained new or lost functions)?*  | This risk assessment draws on input from business areas within Questacon that have experience in the Centre operations This risk assessment has been updated to provide assurance that current hazards have been identified and are being managed appropriately. |
| Key stakeholders and consultation*Who are the key stakeholders and who was consulted for this risk assessment?* | WHS Manager – Mary Kary Tourism & School Experience Team Leader – Rebecca Kiddey Visitor Experiences Team Leader – Kai GrubbCentres Business Manager – Megan Donaldson |
| Assessment completed by / date*Name and position* | Tourism & Schools Experience Team Leader – Rebecca KiddeyCompleted on 08/10/2024 |
| Clearance by / date*Name and position* |  |

For guidance refer to Steps 2 to 4 of the [Risk Management Process](https://ausgov.sharepoint.com/%3Aw%3A/r/sites/iCentral/_layouts/15/Doc.aspx?sourcedoc=%7B333F4249-D3DA-4166-8406-1C36DF583005%7D&file=risk-management-process-2023.docx&action=default&mobileredirect=true) found here on iCentral.

| **(#) Risk Description***Describe the risk event including Risk Tolerance (what can happen, how much tolerance do we have)* | **Risk owner***Officer with the accountability to own the risk.* | **Aligned with Enterprise Risks (#)***What # Enterprise risks can be impacted by this risk?* | **Shared Risk***Is this risk shared with anyone, both internally, and externally? Provide description.* | **Risk Category***To which class of work activity does the risk belong?* | **Source***Why could this happen?* | **Impact***What are the consequences of the risk occurring?* | **Current controls***What is in place to minimise the likelihood, or soften the consequence of the risk?* | **Control owner***Officer or position title responsible for the performance of control.* | **Control Effectiveness Rating***How effective are your controls at mitigating this risk – Refer to* [*Control Effectiveness Guide*](https://ausgov.sharepoint.com/%3Aw%3A/r/sites/iCentral/_layouts/15/Doc.aspx?sourcedoc=%7B200AF9D3-3D4E-4356-90E0-B3F574662814%7D&file=control-effectiveness-guide.docx&action=default&mobileredirect=true) | **Likelihoodrating***What is the chance of this risk happening? (Take into account controls.)* | **Consequence****rating***How severe is the impact? (Take into account controls.) –* [*Refer to Risk Reference Card*](https://ausgov.sharepoint.com/sites/iCentral/SitePages/Working-here/Governance-and-accountability/Risk-management.aspx#risk-tools,-templates-and-guides-content) | **Riskrating***Residual risk - refer to Risk Matrix at Appendix A, table 2 for rating* | **Risk within tolerance?***Risk rating within tolerance range for the category?* | **Accept risk?***Risk owner accepting risk at its current rating?* |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Arrival and Departure of buses including parking.**Slip and trip accidents walking to and from Ceremonial Entrance  |  | O2 Safety and wellbeing | Yes | Environment | * Outdoor space, weather may impact the environment. Debris and/or water could propose potential risk of personal injury.
 | * Personal injury to visitors and or staff.
 | * Regular patrolling cleaners, maintaining cleanliness of the space.
* Facilities management of the space.
* Regular maintenance of the surface area.
* Regular maintenance of surrounding green space.
* Security staff monitor Questacon Parkes 24 hours a day, 7 days a week.
 |  | Substantially effective | Possible | Minimal | Minor | Yes | Yes |
| **General Activities****at Questacon**Injury sustained  on Questacon  site requiring  first aid or  emergency  response  support  |  | O2 Safety and wellbeing | Yes | Work Health and Safety | * Incorrect use of interactive exhibits.
* Failure to follow instructions.
* Poor conduct or behaviour in centre.
* Maintenance of exhibits not followed through.
* Faults not correctly reported when initially identified, resulting in potential risk of injury.
* Running in confined, in-door spaces.
 | * Personal injury to visitors and or staff.
 | * In all areas of Questacon, Duty of Care lies with the teachers or responsible adult associated with the school. Students must be accompanied by a teacher or responsible adult associated with the group at all times.
* Staff and student induction on arrival where Centre rules are read out
* Staff to acknowledge and sign the entry T&Cs
* Trained staff are present throughout the centre and at specific exhibits where appropriate, to assist visitors and maintain a safe environment.
* All exhibits are designed to minimise risk and risk assessments are undertaken periodically for specific exhibits and general gallery spaces.
* Information for visitors with Epilepsy, Sensory Sensitivities, Pacemakers and Hearing Aids is available.
* Questacon Incident Management - all incidents, hazards and injuries requiring first aid treatment are recorded at Questacon Parkes.
* Security staff monitor Questacon Parkes 24 hours a day, 7 days a week.
* Questacon trained staff coordinate security and emergency response at Questacon Parkes.
* All presenters and staff are trained in emergency evacuation procedures.
* A First Aid Room, first aid kits and defibrillators are located throughout the Centre.
* Questacon electrical appliances and exhibits are tested and tagged and are well maintained.
* Facilities maintenance and prevention programs are scheduled and implemented to identify hazards and controls to provide a safe centre.
 |  | Substantially effective | Possible | Minimal | Low | Yes | Yes |
| **Gallery 1****(CURIOSITY:****Building****Breakthroughs in****LEGO Bricks)**Visitors Injured (bumps and potential falls) |  | O2 Safety and wellbeing | Yes | Work Health and Safety | * Inadequate teacher/carer/parent/guardian supervision.
* Failure to follow instructions.
* Poor conduct or behaviour in centre.
* Running in confined, indoor spaces.
* Climbing displays in an unintended manner
 | * Personal injury to visitors and or staff.
* Choking.
* Emergency services called upon.
 | * Active teacher/carer/parent supervision required.
* Multiple trained staff actively monitor gallery space.
* Identified climbing risks are within close proximity and line of sight of gallery staff.
* Clear visual instructions for visitors
* Frequent cleaning/tidying performed by staff.
* Exhibit design and maintenance to maximise safety.
 |  | Substantially effective | Possible | Minimal | Minor | Yes | Yes |
| **Gallery 1 (Curiosity Building Breakthroughs in LEGO Bricks)**Choking Hazard – small Lego pieces  |  | O2 Safety and wellbeing |  |  | Poor supervision of students in gallery space |  | * Active teacher/carer supervision required.
* Visitor signage at entry to gallery highlights choking hazard
* Trained staff monitoring build stations and interactions with loose Lego.
 |  | Substantially effective | Possible | Minimal | Low | Yes | Yes |
| **Gallery 2****(Fundamental)** Risks of trips  and bumps.  |  | O2 Safety and wellbeing | Yes | Work Health and Safety | * Inadequate teacher/carer/parent/guardian supervision.
* Failure to follow instructions.
* Poor conduct or behaviour in centre.
* Incorrect use of interactive exhibits.
* Running in confined, indoor spaces.
 | * Personal injury to visitors and or staff.
 | * Active teacher/carer/parent supervision required.
* Trained staff actively monitor gallery and building spaces.
* Clear visual instructions for visitors.
* Intermittent staff presence in general area
 |  | Substantially effective | Possible | Minimal | Low | Yes | Yes |
| **Gallery 3****(Awesome Earth)**Risks of trips  and bumps.  |  | O2 Safety and wellbeing | Yes | Work Health and Safety | * Inadequate teacher/carer/parent/guardian supervision.
* Failure to follow instructions.
* Poor conduct or behaviour in centre.
* Incorrect use of interactive exhibits.
* Running in confined, indoor spaces.
 | * Personal injury to visitors and or staff.
 | * Active teacher/carer/parent supervision required.
* Trained staff actively monitor gallery and building spaces.
* Clear visual instructions for visitors.
 |  | Substantially effective | Unlikely | Minimal | Minor | Yes | Yes |
| **Gallery 3 (Earthquake House)**Shaking floor and earthquake experience could lead to slips and falls |  | O2 Safety and wellbeing | Yes | Work Health and Safety | * Inadequate teacher/carer/parent/guardian supervision.
* Failure to follow instructions.
* Poor conduct or behaviour in centre.
* Incorrect use of interactive exhibits.
* Running in confined, indoor spaces.
 | * Personal injury to visitors and or staff.
 | * Active teacher/carer/parent supervision required.
* Questacon staff provide safety briefing brief to the start of the experience.
* Clear instructions for visitors.
* Exhibit design and maintenance to maximise safety.
 |  | Substantially effective | Possible | Minimal | Minor | Yes | Yes |
| **Gallery 4****(Q Lab)**Risks of trips  and bumps. Skin irritation, eye contamination.Various science experiments and demonstrations  |  | O2 Safety and wellbeing | Yes | Work Health and Safety | * Inadequate teacher/carer/parent/ guardian supervision.
* Failure to follow instructions.
* Poor conduct or behaviour in centre.
* Not using appropriate personal protective equipment where applicable or instructed to do so.
* Running in confined, indoor spaces.
 | * Personal injury to visitors and or staff.
* Emergency services called upon.
 | * Active teacher/carer/parent supervision required
* Trained staff actively monitor gallery space
* Presenters avoid known hazards and forewarn staff and students of potential hazards
* Constant supervision of experiment space by trained and accredited staff
* Staff follow strict risk management guidelines for each experiment
* Secure storage of chemicals and materials
 |  | Substantially effective | Rare | Minimal | Minor | Yes | Yes |
| **Gallery 5****(The Shed)**Risks of trips  and bumps. Skin irritation, eye contamination.Various science experiments and demonstrations |  | O2 Safety and wellbeing | Yes | Work Health and Safety | * Inadequate teacher/carer/parent/guardian supervision.
* Failure to follow instructions.
* Poor conduct or behaviour in centre.
* Not using appropriate personal protective equipment where applicable or instructed to do so.
* Running in confined, indoor spaces.
 | * Personal injury to visitors and or staff.
* Emergency services called upon.
 | * Active teacher/carer/parent supervision required
* Presenters avoid known hazards and forewarn staff and students of potential hazard
* Constant supervision of tinkering space by trained and accredited staff
* Staff follow strict risk management guidelines for each experiment
* Secure storage of chemicals and materials
 |  | Substantially effective | Unlikely | Minimal | Minor | Yes | Yes |
| **Gallery 6****(Mini Q Ages 0 – 6)**Risks of trips  and bumps.  |  | O2 Safety and wellbeing | Yes | Work Health and Safety | * Inadequate teacher/carer/parent/guardian supervision.
* Failure to follow instructions.
* Poor conduct or behaviour in centre.
* Incorrect use of interactive exhibits.
* Running in confined, in-door spaces.
 | * Personal injury to visitors and or staff.
* Emergency services called upon.
 | * Active teacher/carer/parent supervision required
* Trained staff actively monitor specific exhibit
* Clear visual instructions for participants
* Intermittent staff presence in general area
 |  | Substantially effective | Unlikely | Minimal | Minor | Yes | Yes |
| **Gallery 7 (excite)**Active area with excited participants.Risks of trips and bumps. |  | O2 Safety and wellbeing | Yes | Work Health and Safety | * Inadequate teacher/carer/parent/guardian supervision.
* Failure to follow instructions.
* Poor conduct or behaviour in centre.
* Incorrect use of interactive exhibits.
* Running in confined, indoor spaces.
 | * Personal injury to visitors and or staff.
 | * Active teacher/carer/parent supervision required
* Trained staff actively monitor specific exhibit (Freefall)
* Intermittent staff presence in general area
 |  | Fully effective | Rare | Insignificant | Low | Yes | Yes |
| **Freefall****(Gallery 7)**Risks of trips  and bumps. Personal injuries.  |  | O2 Safety and wellbeing | Yes | Work Health and Safety | * Failure to follow instructions.
* Poor conduct or behaviour in centre.
 | * Personal injury to visitors and or staff.
* Emergency services called upon.
 | * Must meet requirements: 5 years to adult. 110cm minimum height requirement. Can support own weight.
* Exclusions for numerous conditions
* Active teacher/carer/parent supervision required
* Trained staff actively monitor this exhibit
* Certain requirements need to be met to participate
* Clear visual instructions for participants
* Procedures for refusal to drop to ensure safety of participant and staff
 |  | Substantially effective | Unlikely | Insignificant | Minor | Yes | Yes |
| **Gallery 8**Risks of trips  and bumps.  |  | O2 Safety and wellbeing | Yes | Work Health and Safety | * Inadequate teacher/carer/parent/guardian supervision.
* Failure to follow instructions.
* Poor conduct or behaviour in centre.
* Running in confined, indoor spaces.
 | * Personal injury to visitors and or staff.
 | * Active teacher/carer/parent supervision required
* Intermittent staff presence in general area
* Clear visual instructions for participants
 |  | Substantially effective | Rare | Insignificant | Low | Yes | Yes |

Risk Treatment Plan

|  |  |
| --- | --- |
| Date last reviewed |  |
| Reviewed by |  |
| Approved by |  |

| **Risk** | **Risk treatment** |
| --- | --- |
| **(#) Risk and Risk Description***Describe the risk event (what can happen?)* | **Risk rating** *Residual risk - refer to Risk Matrix for rating* | **Risk owner***Officer with the accountability to own the risk.* | **Treatment action/s***Tasks that are required to reduce the risk.* *These are future controls. Consider each source of the event and effectiveness of current controls.* | **Responsibility** | **Target risk rating***What is the desired risk rating after treatments are implemented?* | **Monitor & Review** |
| **Treatment owner***Who is responsible for implementing the treatment?* | **Treatment** **start date or trigger***What date does the treatment start on or what action triggers implementation?* | **Treatment end date***What is the estimated end date for treatment completion or duration of implementation after trigger?* | **Frequency** *How often will the treatments be reviewed?* | **Method** *How will the implementation of the treatments be monitored?* | **Status***Progress of implementation* |
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**APPENDIX**

**Table 1. Enterprise strategic and operational risks**

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| Risk # | Risk Description |
| **Enterprise Risks - Strategic** |
| S1 | We maintain the **confidence and trust** of government, industry and the public. |
| S2 | We **deliver** key activities to achieve the department’s strategic priorities. |
| S3 | We are **influential**, including with our complex and extensive stakeholder networks. |
| S4 | We attract, develop and retain the **people capability** we need. |
| **Enterprise Risks - Operational** |
| O1 | We protect our **information** and information systems. |
| O2 | We maintain a work environment that is **safe** and promotes **wellbeing**. |
| O3 | We maintain **good** **governance** and **ethical standards** and adhere to our **legal** **obligations**. |
| O4 | We maintain our **financial sustainability**.  |

**Table 2. Risk assessment matrix**

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| --- | --- |
| **Likelihood Ratings** | **Consequence Ratings** |
| Insignificant | Minimal | Moderate | Substantial | Severe |
| Almost Certain | Minor | Medium | High | Very High | Very High |
| Likely | Minor | Medium | Medium | High | Very High |
| Possible | Low | Minor | Medium | High | Very High |
| Unlikely | Low | Minor | Minor | Medium | High |
| Rare | Low | Low | Minor | Medium | High |

