



Full Risk Assessment and Treatment Plan

Activity/Section/Branch/Division name <i>Enter full name here</i>	Questacon – The National Science and Technology Centre
Purpose/ Objective(s) <i>What is the purpose of this risk assessment?</i> <i>What does your activity aim to achieve?</i> <i>What is in scope and out of scope?</i>	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 <i>Any particular environmental context that should be highlighted for this assessment?</i> <i>Were there any key changes from the previous assessment (i.e. the division gained new or lost functions)?</i>	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 <i>Who are the key stakeholders and who was consulted for this risk assessment?</i>	WHS Manager – Mary Kary Tourism & School Experience Team Leader – Rebecca Kiddey Visitor Experiences Team Leader – Kai Grubb Centres Business Manager – Megan Donaldson
Assessment completed by / date <i>Name and position</i>	Tourism & Schools Experience Team Leader – Rebecca Kiddey Completed on 08/10/2024
Clearance by / date <i>Name and position</i>	

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For guidance refer to Steps 2 to 4 of the [Risk Management Process](#) found here on iCentral.

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Arrival and Departure of buses including parking. Slip and trip accidents walking to and from Ceremonial Entrance		O2 Safety and wellbeing	Yes	Environment	<ul style="list-style-type: none"> Outdoor space, weather may impact the environment. Debris and/or water could propose potential risk of personal injury. 	<ul style="list-style-type: none"> Personal injury to visitors and or staff. 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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, indoor spaces. 	<ul style="list-style-type: none"> Personal injury to visitors and or staff. 	<ul style="list-style-type: none"> 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. 		Substantially effective	Possible	Minimal	Low	Yes	Yes



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							<ul style="list-style-type: none"> 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. 							
Gallery 1 (CURIOSITY: Building Breakthroughs in LEGO Bricks)		O2 Safety and wellbeing	Yes	Work Health and Safety	<ul style="list-style-type: none"> Inadequate teacher/carer/parent/guardian supervision. Failure to follow instructions. 	<ul style="list-style-type: none"> Personal injury to visitors and or staff. Choking. Emergency services called upon. 	<ul style="list-style-type: none"> Active teacher/carer/parent supervision required. Multiple trained staff actively monitor gallery space. 		Substantially effective	Possible	Minimal	Minor	Yes	Yes



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Visitors Injured (bumps and potential falls)					<ul style="list-style-type: none"> Poor conduct or behaviour in centre. Running in confined, indoor spaces. Climbing displays in an unintended manner 		<ul style="list-style-type: none"> 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. 							
Gallery 1 (Curiosity Building Breakthroughs in LEGO Bricks) Choking Hazard – small Lego pieces		O2 Safety and wellbeing			Poor supervision of students in gallery space		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Personal injury to visitors and or staff. 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Inadequate teacher/carer/parent/guardian supervision. Failure to follow instructions. Poor conduct or behaviour in centre. 	<ul style="list-style-type: none"> Personal injury to visitors and or staff. 	<ul style="list-style-type: none"> Active teacher/carer/parent supervision required. Trained staff actively monitor gallery and building spaces. 		Substantially effective	Unlikely	Minimal	Minor	Yes	Yes



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					<ul style="list-style-type: none"> Incorrect use of interactive exhibits. Running in confined, indoor spaces. 		<ul style="list-style-type: none"> Clear visual instructions for visitors. 							
Gallery 3 (Earthquake House) Shaking floor and earthquake experience could lead to slips and falls		O2 Safety and wellbeing	Yes	Work Health and Safety	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Personal injury to visitors and or staff. 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Personal injury to visitors and or staff. Emergency services called upon. 	<ul style="list-style-type: none"> 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		O2 Safety and wellbeing	Yes	Work Health and Safety	<ul style="list-style-type: none"> Inadequate teacher/carer/parent/guardian supervision. 	<ul style="list-style-type: none"> Personal injury to visitors and or staff. Emergency services called upon. 	<ul style="list-style-type: none"> Active teacher/carer/parent supervision required 		Substantially effective	Unlikely	Minimal	Minor	Yes	Yes



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and bumps. Skin irritation, eye contamination. Various science experiments and demonstrations					<ul style="list-style-type: none"> 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. 		<ul style="list-style-type: none"> 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 							
Gallery 6 (Mini Q Ages 0 – 6) Risks of trips and bumps.		O2 Safety and wellbeing	Yes	Work Health and Safety	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Personal injury to visitors and or staff. Emergency services called upon. 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Personal injury to visitors and or staff. 	<ul style="list-style-type: none"> 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



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Freerfall (Gallery 7) Risks of trips and bumps. Personal injuries.		O2 Safety and wellbeing	Yes	Work Health and Safety	<ul style="list-style-type: none"> Failure to follow instructions. Poor conduct or behaviour in centre. 	<ul style="list-style-type: none"> Personal injury to visitors and or staff. Emergency services called upon. 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Inadequate teacher/carer/parent/guardian supervision. Failure to follow instructions. Poor conduct or behaviour in centre. Running in confined, indoor spaces. 	<ul style="list-style-type: none"> Personal injury to visitors and or staff. 	<ul style="list-style-type: none"> Active teacher/carer/parent supervision required Intermittent staff presence in general area Clear visual instructions for participants 		Substantially effective	Rare	Insignificant	Low	Yes	Yes

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APPENDIX

Table 1. Enterprise strategic and operational risks

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 3. Risk Tolerance Levels

Characteristics of the different levels of risk tolerance

Risk Tolerance	Averse	Low	Moderate	Modest	High
Our Attitude	Avoidance of risk is the key objective.	Prefer options with little risk of negative impact.	Willing to take strongly justified risks.	We are willing to take higher than normal risks.	Eager to engage with risks and opportunity when the potential for benefit is great.
What Uncertainty do we accept	Next to None	Limited Level of uncertainty acceptable	Some Level of uncertainty acceptable.	Increased Level of uncertainty	High Level of uncertainty.
Is there Opportunity	Next to None	Limited	Some	Enhanced	High
Approach to Risk	Risks that cannot be effectively treated or transferred need to be avoided.	Only accept risks where benefits heavily out-weight any potential harm. Prefer to avoid risks.	Potential negative impact and positive consequences given equal consideration.	We are willing to take some risk under the right conditions. Some failure is acceptable.	We invite innovative and new ways, accept possible failure
What Controls are advised	If risk not avoidable, many controls; costs are greater than expected losses.	High number of controls, cost can exceed expected losses.	Cost effective, based on management priorities.	Few, high-level controls.	Minimum.

Table 2. Risk assessment matrix

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