

RISK ASSESSMENT AND GUIDE FOR VISITING SCHOOLS AND GROUPS

Queensland Museum is committed to providing a safe, engaging and inclusive environment for all visitors. This guide is intended to support school and group organisations in completing their own excursion risk assessment and planning for a safe visit to Queensland Museum. Teachers and supervisors retain responsibility for the behaviour, supervision, and welfare of their group at all times.

A current **Certificate of Currency** (public liability insurance) is attached to the end of this document.

Health and safety

Queensland Museum follows current Queensland Health advice regarding communicable diseases and public health measures.

Supervisors should:

- Encourage good hygiene practices
- Ensure unwell participants do not attend
- Carry relevant medical and emergency contact information
- Ensure medical information and procedures are known by more than one supervising adult
- Ensure emergency contact numbers are accessible during the visit

Child safety

Queensland Museum is committed to maintaining a child-safe environment in accordance with its [Child Safety Statement](#) and the Child Safe Organisations Act 2024. This commitment guides how we design experiences, support children and young people, respond to concerns, and create safe environments for all visitors.

Supervisors are expected to always maintain active supervision of students, including in galleries, amenities, external areas and interactive exhibition spaces.

Supervisors must:

- Comply with relevant child protection legislation and requirements
- Ensure children are not left unattended at any time
- Accompany students to amenities where appropriate
- Respond promptly to any concerns regarding safety or wellbeing
- Maintain line-of-sight supervision in higher-risk areas such as escalators and interactive exhibits
- Ensure all supervisors are briefed on emergency procedures and group needs
- Divide into smaller groups where appropriate, with regular check-ins
- Ensure students follow Museum rules, signage and staff direction

Recommended supervision ratios:

- Prep: 1 adult to 3 students
- Primary: 1 adult to 5 students
- Years 7–10: 1 adult to 10 students
- Years 11+: 1 adult to 15 students

Queensland Museum staff do not count towards supervision ratios.

Cultural safety

Queensland Museum is committed to creating culturally safe and welcoming environments. We acknowledge and respect Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of Country and encourage supervisors and participants to engage respectfully with First Nations stories, cultures and collections. Respect for diverse cultures, identities and perspectives is expected of all visitors.

Accessibility and inclusion

Queensland Museum is committed to inclusive and accessible experiences.

Teachers and supervisors are encouraged to discuss any learning, behavioural, sensory or mobility needs with the Museum prior to visiting.

Supervisors are encouraged to:

- Identify any accessibility or support needs prior to visiting
- Contact the Museum in advance to discuss reasonable adjustments
- Consider sensory impacts such as noise, lighting, crowding, particularly in interactive areas
- Plan for mobility access, rest breaks, and quiet spaces if required

Support workers and carers are welcome and should be included in supervision planning.

Behaviour expectations

To help ensure a safe and enjoyable experience for all visitors:

- Walking is expected throughout the Museum
- Students should follow staff instructions and exhibition signage
- Respectful behaviour towards staff, visitors and exhibits is expected
- Students should avoid touching collection items unless invited to do so
- Furniture, interactives and equipment should only be used as intended

Interactive exhibitions are designed for active participation and exploration. Supervisors should ensure students use interactives safely, follow staff instructions and allow equitable access for other visitors.

Key responsibilities for all supervisors

Supervisors are responsible for:

- Actively supervising all group members at all times
- Carrying medical and emergency contact information
- Briefing accompanying adults on roles, responsibilities and risks
- Monitoring participant wellbeing throughout the visit
- Reporting hazards, incidents or near misses to Museum staff immediately
- Following all directions during emergencies and evacuations

Transport

Supervisors should assess risks associated with transport, including:

- Road safety
- Boarding and disembarking vehicles
- Behaviour during travel
- Weather conditions

Food and break areas

Food can only be consumed in designated outdoor areas, including Dinosaur Garden or external public spaces. Food and drinks are not permitted in galleries or SparkLab.

First aid and medical facilities

- Supervisors should carry a first aid kit
- At least one supervisor should hold current first aid qualifications
- Notify Museum staff immediately if assistance is required
- Queensland Museum staff can assist in contacting emergency services if required

Lost or separated students

If a child or young person becomes separated from their group, they should approach the nearest Queensland Museum staff member for assistance. Supervisors should notify Museum staff immediately if a participant is missing. Museum staff and security teams are trained to assist with reuniting visitors safely and efficiently.

Emergency procedures and evacuation

In an emergency, Queensland Museum Emergency Wardens will guide visitors and staff to ensure a safe and orderly response.

Teachers and supervisors are responsible for directing their group members in accordance with Warden instructions and assisting students to follow directions promptly.

Emergency procedures may include evacuation of the building or sheltering in place.

Additional information:

- Clearly marked emergency exits are located throughout the Museum
- Emergency alert tones and evacuation alarm systems are in place
- Lifts must not be used during a fire emergency
- Supervisors should advise the Museum prior to visiting if any student or adult may require assistance during an evacuation

Plan your visit

Before your visit

- ☐ Book your visit and confirm details
- ☐ Arrange transport and permissions
- ☐ Conduct your own excursion risk assessment
- ☐ Brief all supervisors and accompanying adults
- ☐ Collect medical and emergency information
- ☐ Plan group allocations and supervision ratios
- ☐ Contact the Museum regarding accessibility or support requirements
- ☐ Review expected behaviour with students prior to arrival
- ☐ In the event of delayed arrival please contact Schools Booking team on 07 3153 4401.

During your visit

- ☐ Maintain active supervision
- ☐ Reinforce expected behaviour
- ☐ Monitor group wellbeing
- ☐ Follow staff instructions and signage
- ☐ Report any hazards or concerns to Museum staff immediately

After your visit

- ☐ Report any incidents or feedback to the Museum

Summary of potential risks

Activity or Area	Potential Risk	Risk Controls
Arrival and departure areas, roads and buses	Vehicle-related injury, trips or falls while boarding or disembarking	Active supervision at all times; students briefed on road and transport safety; students walk in pairs where appropriate
General movement throughout the Museum	Trips, slips or falls	Walking is expected throughout the Museum; no running or horseplay; students must use escalators, stairs and ramps safely
Escalators and stairs	Falls or unsafe behaviour	Active supervision in these areas; students must not walk the wrong way on escalators
Furniture and public areas	Falls or misuse of furniture	Students should only use furniture and equipment as intended
External areas and lunch spaces	Exposure to weather conditions including heat, sun or rain	Students should wear weather-appropriate clothing and carry water bottles and hats where required; supervisors should monitor weather conditions
Interaction with members of the public	Separation from group or safeguarding concerns	Active supervision maintained at all times
Toilets and amenities	Separation from group, slips or minor injuries	Students should attend amenities with supervision appropriate to age and needs; spills should be reported immediately to staff
Static exhibitions and galleries	Trips, slips or contact with display cases	Students should move carefully through gallery spaces; active supervision maintained
Interactive exhibitions	Entrapment, collision or inappropriate use of equipment	Students should follow signage and staff instructions and use interactives as intended
Hands-on learning	Minor cuts, pinched fingers or dropped objects	Museum staff supervise object handling activities and provide safety instructions before use

We welcome feedback on your visit. For feedback relating to safety, risk management or accessibility, please contact education@qm.qld.gov.au. Visiting schools will also receive a post-visit survey to help us continuously improve our programs and visitor experience.



Queensland Government Insurance Fund (QGIF)

(Self-insurance fund within Queensland Treasury)

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 in connection with the business activities of BOARD OF THE QUEENSLAND MUSEUM under Policy Number QG0067 for an unlimited sum insured and liability, subject to the policy terms and conditions.

QGIF is a self-insurance fund within Queensland Treasury covering the State's insurable assets and liabilities and is not a licensed Insurer.

The policy provides coverage anywhere in Australia.

The policy is current until 30 June 2027.

Signed at BRISBANE on 18 June 2026.

Manager Underwriting
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