

Venue Name	<b>Questacon - The National Science and Technology Centre</b>
Location	King Edward Terrace, Parkes ACT, Australia 2600
Phone Number	(02) 6270 2800
Web Address	www.questacon.edu.au
Insurance	<p>Questacon: The National Science and Technology Centre maintains up-to-date public liability cover.</p> <p>See <a href="https://www.questacon.edu.au/visiting/group-bookings">https://www.questacon.edu.au/visiting/group-bookings</a> for copies of the Questacon Liability and Property Insurances.</p>
Questacon Safety Policy	<p>Questacon has a Work Health &amp; Safety Policy recognising its responsibility and obligations, as outlined in the 'Work Health Safety Act 2011', to create and maintain a safe and healthy environment for all workers and other persons on site.</p> <p>Environment Policy Statement is available in full on our website:  <a href="https://www.questacon.edu.au/business/environmental-policy">https://www.questacon.edu.au/business/environmental-policy</a></p>



## COVID – Safe

### To help make this a safe experience, we have implemented COVID-19 safety measures including:

- All Questacon staff whose duties involve working directly with children are vaccinated against Covid-19
- Mandatory mask wearing for all staff in public areas of Questacon, unless they have an exemption
- Pre-visit Personal Health Declarations (PHDs) completed by all students and accompanying adults via the Book Canberra Excursions portal
- Limited numbers of people who can attend each session.
- Encouraging social distancing between School cohorts and other visiting groups where practical, through timed ticketed sessions
- Physical distancing - floor markers and other signage is in place
- Hand sanitiser stations located throughout the building
- Safety signage to indicate how to interact with Questacon exhibits
- Regular and additional cleaning procedures
- Questacon has adopted the NCETP COVID-19 protocols through an Attractions checklist. This provides clear advice to schools on what all attractions will be implementing, to ensure a safe COVID-19 environment is maintained.

### How you can help:

- Follow directions from our staff and as shown on our safety signage
- Ensure you maintain a distance of at least 1.5m from other people, in line with physical distancing guidelines
- Practice good hygiene. Wash your hands well with soap and water. You will notice hand sanitiser in several locations during the tour.
- Schools are encouraged to develop their own management plan for excursions to Canberra, including, management of a sick or staff member who develops COVID-19 symptoms, or has a positive COVID-19 test, in line with the relevant destination state or territory health department guidance.
- Unwell students, Teachers, Drivers, attraction staff and accommodation staff should not attend excursion-related sites, regardless of their vaccination status, and should seek medical advice as to whether COVID-19 testing is required.
- If a member of your cohort returns a COVID – positive, the **group** is advised to remain at their accommodation until they have contacted the Australian Capital Territory Public Health Unit (ACT PHU) and the National Coronavirus Helpline (1800 020 080 – operating 24 hours a day, 7 days a week). This should be undertaken **before** presenting at Questacon, for advice and comply with all directives given by the ACT PHU, then contact the NCETP.



***If your cohort has been instructed to isolate, or you are unable to attend your booked session at Questacon due to COVID-19, please contact Questacon on (02) 6270 2800.  
You will not incur a cancellation fee. Where possible, an alternative session will be offered pending availability.***



Australian Government  
Department of Industry



<p><b>Local Climate</b></p>	<p>Summer in Canberra can be hot, temperatures in the high 30°C's are quite common with some days even exceeding 40°C. UV radiation can be high, please ensure you have adequate sun protection and hydration when outside during the day.</p> <p>Winter in Canberra, while usually sunny and clear can be cold with temperatures ranging from 0°C to 15°C. Negative temperatures and frosts are common during Canberra winters, particularly in the mornings. Please come prepared with adequate clothing and footwear for cold temperatures.</p>
<p><b>Working With Vulnerable People Checks</b></p>	<p>It is a condition of employment at Questacon that all staff have a valid Working With Vulnerable People (WWVP) card. All staff and volunteers at Questacon undergo a police check as part of the recruitment process and/or before commencing work at Questacon. It is Questacon policy that all staff carry their WWVP cards on them at all times.</p>
<p><b>Emergencies</b></p>	<p>Emergency alert and evacuation tone systems are in place across Questacon and are tested regularly. In case of an emergency, trained Questacon Wardens will advise and direct all visitors on appropriate actions. This includes coordination of ambulance attendance at Questacon.</p>
<p><b>Incident Reporting and First Aid</b></p>	<p>Questacon is committed to providing and maintaining a safe environment for visitors to the centre. A formalised incident reporting process is in place and visitors are encouraged to report incidents, injuries and/or 'near misses' to identify and access potential hazards. If an injury or 'near miss' occurs please report it to staff as soon as is safely possible.</p> <p>First Aid Kits are readily accessible for staff use in each gallery. Automated External Defibrillators are also located throughout the centre. Questacon has qualified First Aid Officers and a First Aid room, located on the ground floor, off the main foyer.</p>

<p><b>Access</b></p>	<p>Questacon is a wheelchair-friendly venue with ramps and elevator access available for all galleries, the foyer, the Questacon Shop and entry/exiting the premises. Disabled toilets are available throughout, as well as a lift for access into the Japan Theatre. <i>Please contact Questacon for specific information.</i></p> <p>A limited number of wheelchairs are available for use throughout the centre. A form of photo identification must be presented to staff to access a wheelchair.</p> <p>The first bus bay in the carpark has a designated disabled off-ramp, for assisting in the passage of wheelchairs from vehicles. Should schools require additional assistance to secure this bay, please let us know at the time of booking and we can organise a staff member to assist you.</p>
<p><b>Food and Drinks</b></p>	<p>Food cannot be consumed in the galleries at Questacon. Please leave all food and drinks, including water bottles on the bus. We have a café on site, which is able to cater for school groups for lunch, dinner and snacks by prior arrangement Please call to book.</p>
<p><b>Photography and Filming</b></p>	<p>Questacon is open to the general public as a tourist attraction with excess of 500,000 visitors per year. Teachers are encouraged to follow the policies used by their own school, in regards to the photography of students. On occasion, general admission visitors are unaware that Australian schools have photography policies. Teachers should exercise diplomacy and employ the assistance of Questacon staff, should they be approached by visitors wishing to take photographs of students.</p>

<p><b>Duty of Care and Student Behaviour</b></p>	<p>All visitors to Questacon have a shared responsibility for their own safety and the safety of others. In accordance with the Work Health and Safety Act 2011, visitors are to:</p> <ul style="list-style-type: none"> <li>• take reasonable care of their own health and safety;</li> <li>• take reasonable care to ensure they do not adversely affect the safety of others; and</li> <li>• comply with all instructions given by Questacon staff so far as they are reasonably able to.</li> </ul> <p>Duty of care requires that all students, and children, must be accompanied by a teacher or responsible adult associated with the group at all times whilst at the Questacon. Please bring sufficient staff and/or adults to ensure this is possible. All teachers and adults accompanying the school or group are responsible for the behaviour of children in their care, and are to ensure that behaviour is respectful to other visitors, Questacon staff and the exhibits and facilities.</p> <p>At the time of booking, schools are advised that the minimum ratio is one accompanying adult to four students for preschool groups; one accompanying adult to ten students for primary school groups and one accompanying adult to fifteen students for secondary school groups.</p>
<p><b>Student to Supervisor Ratio</b></p>	<p>Pre-school – 1:4  Primary – 1:10  Secondary – 1:15  Tertiary – 1:15  Social – N/A</p> <p>These are recommended supervisor ratios. Additional supervisors are priced at the same rate as their students.</p> <p>For any additional information regarding pricing please see our website:  <a href="https://www.questacon.edu.au/visiting/group-bookings">https://www.questacon.edu.au/visiting/group-bookings</a>, Contact the Schools Experience Program team on (02) 6270 2893 or email <a href="mailto:group.bookings@questacon.edu.au">group.bookings@questacon.edu.au</a></p>
<p><b>Facilities</b></p>	<p>We have toilet facilities on both the ground floor (entry level) and on the first floor (prior to entering the gallery). Both levels include disabled toilet facilities. Due to our environmental policy, only air hand dryers are provided (except in the disabled toilets).</p>
<p><b>Construction/Maintenance/Repair</b></p>	<p>Licensed personnel are used for all construction, maintenance and repair work at Questacon.</p>



<p><b>Other Requirements</b></p>	<p>All visitors are required to wear footwear whilst in the centre (with the exception of the Freefall slide). Students and staff are advised to wear flat, no slip footwear to enable ease of movement across all gallery floor surfaces including stairs and steps.</p> <p>During winter months outdoor temperatures can be below zero in the morning and days not get above 10 degrees. Visitors are recommended to ensure appropriate warm clothing is worn.</p> <p>During summer months it is recommended students and staff wear sun protection as UV radiation can be high due to the altitude in Canberra and the very clean air. Please ensure you have adequate sun protection to be worn during the day.</p> <p>Students are requested not to bring bags or back packs into Questacon. However, there are limited locker facilities for visitors to store bags, valuables and Questacon Shop purchases. These facilities may be shared with general admission visitors during busy periods.</p> <p>Students are requested to respect the safety of other visitors and a teacher or adult to always remain with their group.</p>
<p><b>Equipment</b></p>	<p><i>All equipment at the venue is maintained in accordance with WHS Regulations, appropriate standards and codes of practice.</i></p>



## Questacon: The National Science and Technology Centre School Excursion Risk Assessment

Activity/Program/ Gallery	Recommended age group/fitness level/prerequisite skills	Staff Accreditation/ competence for this activity	Potential Risks Hazards and risks relating to each activity, program, gallery and the venue	Control Strategies Strategies for ensuring visitor safety for this potential risk
General Activities at Questacon	All ages	Trained Staff and Presenters	Medium Risk: Injury sustained on Questacon site requiring first aid or emergency response support	<p><b><i>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 school at all times.</i></b></p> <p>Trained staff are present throughout the centre and at specific exhibits where appropriate, to assist visitors and maintain a safe environment.</p> <p>All exhibits are designed to minimise risk and risk assessments are undertaken periodically for specific exhibits and general gallery spaces.</p> <p>Information for visitors with Epilepsy, Sensory Sensitivities, Pacemakers and Hearing Aids is available.</p> <p><a href="https://www.questacon.edu.au/sites/default/files/assets/visiting/accessibility/17212%20Visitor%20Health%20Information%20Sheet%20-%20Pacemakers_v2.pdf">https://www.questacon.edu.au/sites/default/files/assets/visiting/accessibility/17212%20Visitor%20Health%20Information%20Sheet%20-%20Pacemakers_v2.pdf</a></p> <p><a href="https://www.questacon.edu.au/sites/default/files/assets/visiting/accessibility/17212%20Visitor%20Health%20Information%20Sheet%20-%20Epilepsy_v2.pdf">https://www.questacon.edu.au/sites/default/files/assets/visiting/accessibility/17212%20Visitor%20Health%20Information%20Sheet%20-%20Epilepsy_v2.pdf</a></p> <p><a href="https://www.questacon.edu.au/sites/default/files/assets/visiting/accessibility/17212%20Visitor%20Health%20Information%20Sheet%20-%20Hearing%20Aids%20Cochlear_v2.pdf">https://www.questacon.edu.au/sites/default/files/assets/visiting/accessibility/17212%20Visitor%20Health%20Information%20Sheet%20-%20Hearing%20Aids%20Cochlear_v2.pdf</a></p> <p><a href="https://www.questacon.edu.au/sites/default/files/assets/visiting/accessibility/18042%20Visitor%20Health%20Info%20Sheet%20%E2%80%93%20Sensory%20Sensitive.pdf">https://www.questacon.edu.au/sites/default/files/assets/visiting/accessibility/18042%20Visitor%20Health%20Info%20Sheet%20%E2%80%93%20Sensory%20Sensitive.pdf</a></p> <ul style="list-style-type: none"> <li>• Questacon Incident reporting processes operational to report all incidents/accidents and hazards and first aid at Questacon Parkes.</li> <li>• Security staff monitor Questacon Parkes 24 hours a day, 7 days a week</li> </ul>



				<ul style="list-style-type: none"> <li>• Questacon trained staff coordinate security and emergency response at Questacon Parkes. All presenters and staff are trained in emergency evacuation procedures.</li> <li>• A First Aid Room, first aid kits and defibrillators are located throughout the Centre.</li> <li>• Questacon electrical appliances and exhibits are tested and tagged and are well maintained.</li> </ul> <p>Facilities maintenance and prevention programs are scheduled and implemented to identify hazards and controls to provide a safe centre.</p>
<b>Gallery 1 (Australia in Space)</b>	All ages	Trained and Accredited Staff	Low risk	<ul style="list-style-type: none"> <li>• Active teacher/carer/parent supervision required</li> <li>• Trained staff actively monitor gallery space</li> <li>• Clear visual instructions for visitors</li> </ul>
<b>Gallery 2 (Fundamental)</b>	All ages	Trained and Accredited Staff and Volunteers	Low risk	<ul style="list-style-type: none"> <li>• Active teacher/carer/parent supervision required</li> <li>• Trained staff actively monitor specific exhibit</li> <li>• Clear visual instructions for participants</li> <li>• Intermittent staff presence in general area</li> </ul>
<b>Harmograph (Gallery 2)</b>	All ages	Trained and Accredited Staff and Volunteers	Low to medium risk  Moving, heavy concrete platform	<ul style="list-style-type: none"> <li>• Active teacher/carer/parent supervision required</li> <li>• Trained staff actively monitor specific exhibit</li> <li>• Clear visual instructions for participants</li> <li>• Intermittent staff presence in general area</li> <li>• Barricade in place to prevent visitor contact</li> <li>• Demonstrated by trained staff only</li> </ul>
<b>Gallery 3 (Awesome Earth)</b>	All ages	Trained and Accredited Staff and Presenters	Low risk	<ul style="list-style-type: none"> <li>• Active teacher/carer/parent supervision required</li> <li>• Trained staff actively monitor specific exhibit (Earthquake Lab)</li> <li>• Intermittent staff presence in general area</li> </ul>
<b>Earthquake Lab (Gallery 3)</b>	All ages <i>Exclusions for certain conditions</i>	Trained and Accredited Staff and Presenters	Low risk	<ul style="list-style-type: none"> <li>• Active teacher/carer/parent supervision required</li> <li>• Trained staff actively monitor Earthquake Lab</li> <li>• Certain requirements need to be met to participate</li> <li>• Clear visual instructions for participants</li> <li>• Exhibit design and maintenance to maximise safety</li> </ul>



<b>Gallery 4 (Q Lab)</b>	All ages	Trained and Accredited Staff and Presenters	Low risk  Various science experiments and demonstrations	<ul style="list-style-type: none"> <li>• Active teacher/carer/parent supervision required</li> <li>• Trained staff actively monitor gallery space</li> <li>• Presenters avoid known hazards and forewarn staff and students of potential hazards.</li> <li>• Constant supervision of experiment space by trained and accredited staff</li> <li>• Staff follow strict risk management guidelines for each experiment</li> <li>• Secure storage of chemicals and materials</li> </ul>
<b>Gallery 5 (The Shed)</b>	All ages	Trained and Accredited Staff and Presenters	Low to medium risks  Risks of trips and bumps Potential choking hazards	<ul style="list-style-type: none"> <li>• Active teacher/carer/parent supervision required</li> <li>• Presenters avoid known hazards and forewarn staff and students of potential hazards.</li> <li>• Constant supervision of tinkering space by trained and accredited staff</li> <li>• Staff follow strict risk management guidelines for each experiment</li> <li>• Secure storage of chemicals and materials</li> </ul>
<b>Gallery 6</b>	Designed for 0-6 year olds	Trained and Accredited Staff	Low risk	<ul style="list-style-type: none"> <li>• Active teacher/carer/parent supervision required</li> <li>• Trained staff actively monitor specific exhibit</li> <li>• Clear visual instructions for participants</li> <li>• Intermittent staff presence in general area</li> </ul>
<b>Gallery 7</b>	All ages	Trained and Accredited Staff	Low to medium risks  Active area with excited participants Risks of trips and bumps	<ul style="list-style-type: none"> <li>• Active teacher/carer/parent supervision required</li> <li>• Trained staff actively monitor specific exhibit (Freefall)</li> <li>• Intermittent staff presence in general area</li> </ul>
<b>Freefall (Gallery 7)</b> <b>*This exhibit is temporarily closed due to its high-touch nature</b>	5 years to adult <i>110cm minimum height requirement</i> <i>Can support own weight</i> <i>Exclusions for numerous conditions</i>	Trained and Accredited Staff	Low to medium risks	<ul style="list-style-type: none"> <li>• Active teacher/carer/parent supervision required</li> <li>• Trained staff actively monitor this exhibit</li> <li>• Certain requirements need to be met to participate</li> <li>• Clear visual instructions for participants</li> <li>• Procedures for refusal to drop to ensure safety of participant and staff</li> </ul>



<b>Gallery 8 (Mars)</b>	All ages	Trained and Accredited Staff		<ul style="list-style-type: none"><li>• Active teacher/carer/parent supervision required</li><li>• Trained staff actively monitor gallery space</li><li>• Clear visual instructions for visitors</li></ul>
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