

VENUE AND SAFETY INFORMATION FOR SCHOOL EXCURSIONS AND SCHOOL-AGED GROUPS from 2024



Venue Name	Australian War Memorial		
Location	Treloar Crescent CAMPBELL ACT 2612		
Phone Number	02 6243 4268		
Email	School.bookings@awm.gov.au		
Web Address	www.awm.gov.au		
Insurance	Please find information on the Memorial’s public liability cover here: Planning your visit Australian War Memorial (awm.gov.au)		
AWM Safety Policy	The Memorial has a Work Health & Safety Policy recognising its responsibility and obligations, as outlined in the Commonwealth Work Health and Safety Act 2011, to create and maintain a safe and healthy environment for all workers and other persons on site.		
Emergencies	Are emergency procedures in place in the galleries available 24 hours a day?	Yes ✓	No <input type="checkbox"/>
	Are staff trained to deal with emergency situations?	Yes ✓	No <input type="checkbox"/>
	<ul style="list-style-type: none"> • AWM Security services coordinate security and emergency management programs across the AWM • Emergency alert and evacuation tones systems are in systems across the AWM. In case of an emergency AWM Wardens will advise and direct all visitors on appropriate action. This includes coordination of ambulance attendance at AWM sites. • Education and Visitor Services’ staff have radio and phone access to Security at all times. 		
Access	Are access to and egress from the Gallery premises safe and without risk to health?	Yes ✓	No <input type="checkbox"/>
	Is the Memorial wheelchair accessible? Currently some limitations due to redevelopment works	Yes ✓	No <input type="checkbox"/>
	Are accessible toilets available? Accessible toilets are available on the upper level adjacent to the Hall of Valour, and at Poppy’s Café (opposite the School’s entrance)	Yes ✓	No <input type="checkbox"/>
	Is an accessible passenger lift available within the galleries?	Yes ✓	No <input type="checkbox"/>

<p>Hospital – Emergency Services</p> <p>Walk In Treatment Centres for minor Injury/Illness</p>	<p>Are Hospitals with emergency facilities available within Canberra? Yes✓ <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Within Canberra there are two hospitals with emergency services available.</p> <ul style="list-style-type: none"> ● Canberra Hospital, Yamba Drive, Garran, ACT Phone: (02) 6244 2222 <ul style="list-style-type: none"> ○ Distance from AWM : 13.9 km (estimated vehicle travel time 16 minutes) ● Calvary Hospital, Belconnen Way, Bruce ACT 2617 Phone: 02 6201 6111 <ul style="list-style-type: none"> ○ Distance: 7.7 km (estimated vehicle travel time 13 minutes). <p>Are walk-in treatment centres available within Canberra for treatment of minor injury or illness? Yes✓ <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Five Walk-in Treatment Centres are available in Canberra and provide free one-off advice and treatment for people with minor illness and injury. No appointment is necessary. They recommend that children under 2 years and people with complex or serious conditions should see a General Practitioner. The centres are open 7 days a week from 7.30am to 10pm.</p> <ul style="list-style-type: none"> ● Inner North (Dickson) Walk-in Centre: Cnr Dickson Place, Dickson, distance from AWM: 5 km ● Belconnen Walk-in Centre: Lathlain & Cohen Streets, Belconnen, distance from AWM: 10.5 km ● Weston Creek Walk-in Centre: 24 Parkinson St, Weston, distance from AWM: 16 km ● Gungahlin Walk-in Centre: Ernest Cavanagh St, Gungahlin, distance from AWM: 20 km ● Tuggeranong Walk-In Centre: Cnr Anketell & Pitman Streets, Tuggeranong, distance from AWM: 24.3km
<p>Incident Reporting and First Aid</p>	<p>The AWM is committed to maintaining a safe environment. We have formalised incident reporting processes and encourage incident reporting in order to identify and address hazards. If a student/teacher experiences a ‘near miss’s or an injury we ask that the teacher in charge report this to either the AWM Education staff or to Visitor Services staff as soon as possible.</p> <p>Are there trained first aid officers at the Memorial? Yes✓ <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Are Automated External Defibrillators available within the galleries? Yes✓ <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Is a First Aid room available within the galleries? Yes✓ <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>Supervision / Services provided by the Memorial staff including briefings, guided tours and supervision of activities</p>	<p>Education staff welcome students on entry to the Memorial; this includes showing staff and students a short orientation film confirming group numbers and processing PACER attendance as required.</p> <p>Education staff facilitate Education programs for students (accompanied by a teacher) in the galleries and Commemorative Area.</p>

<p>Child-Related Services ‘Working with Vulnerable People’ registration.</p>	<p>All Memorial Education staff and volunteers have current ACT Government <i>Working with Vulnerable People</i> registration. This registration is required for staff and volunteers who provide services to children within the ACT and is in accordance with the <i>Working with Vulnerable People (Background Checking) Act 2011</i>.</p> <p>At all times, teachers are responsible for full supervision of their students whilst on an excursion at the Memorial.</p> <p>On booking, schools are advised that the maximum ratio is one accompanying adult to eleven students.</p> <p>All staff at the Memorial, paid and volunteer, undergo a police character and criminal record check as part of recruitment processes and on commencing volunteering with the Memorial.</p>
<p>Other Requirements Requirements such as clothing, footwear and sun screen, for participants to bring.</p>	<p>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>

Activity / Program	Potential Risks Hazards/risks related to each activity, program and the venue	Control Strategies Strategies for ensuring visitor safety for this potential risk
General activities at the Australian War Memorial	<p>Medium Risk: Injury sustained on AWM site requiring First Aid or emergency response support</p>	<p>AWM Incident reporting processes operational to report all incidents/accidents and hazards and First Aid on Memorial sites.</p> <p>AWM Security staff on site 24 hours a day, 7 days a week. AWM trained Security staff coordinate security and emergency response across all AWM sites. Presenters are trained in emergency evacuation procedures.</p> <p>A First Aid Room and First Aid kits are located throughout the galleries.</p> <p>Phone and radio communications are available to Education and Visitor Services staff and enable prompt reporting of incidents and emergency responses.</p> <p>Presenters avoid known hazards and forewarn staff and students of potential hazards.</p> <p>AWM electrical appliances are tested and tagged and well maintained.</p> <p>General gallery maintenance and prevention programs are scheduled and implemented to identify hazards and controls to provide a safe Memorial.</p>
General activities at the Australian War Memorial	<p>Medium Risk: Bright lights, visual displays and loud audio in the galleries can be challenging for some students, particularly those who have prior experience with violence or conflict, or who have special learning needs.</p>	<p>Schools to prepare students prior to the visit, about the gallery environment, and contact Memorial staff if there are any questions or concerns.</p> <p>Social Story: a guide to assist in preparing visitors with autism and/or sensory sensitivities is available at www.awm.gov.au/learn/schools/visits/tips</p>

<p>Arrival and departure</p>	<p>Low Risk:</p> <p>Group arrives late for Education program and prevents the group from attending the Education program.</p> <p>Medium Risk:</p> <p>Risk of motor vehicle incident due to the close proximity of students/teachers to the public access road when alighting buses.</p> <p>Slips/trips/falls Injury on wet surfaces in rain.</p> <p>Changes to access related to onsite construction/hoardings</p>	<p>Schools to plan for arrival at the Memorial 10 minutes before their booked entry time.</p> <p>Schools carry a mobile phone to advise the Memorial of possible lateness (phone 02 6243 4356), and supply the phone number to the Bookings Officer. NB: Late arrivals to the Memorial may result in the school program being shortened or cancelled.</p> <p>Visiting school teachers to ensure:</p> <ul style="list-style-type: none"> • Students and staff are ushered onto the footpath and grouped away from the road on exiting and returning to the bus/vehicle. • They manage the movement of students to the Memorial’s entry and Education Orientation Space. • Draw attention to the need for students and staff to show caution when paths are wet or access changes.
<p>Bag storage</p>	<p>Low risk:</p> <p>Damage to exhibits</p> <p>Lost property</p> <p>Student/staff have pre-existing medical condition that requires specific medical support. The medical/first aid supplies are unavailable leading to potentially increased risk to health.</p>	<p>The Memorial does not allow bags, food or drinks (except bottled water) inside the building because of the risk of damage to exhibits and risk of spilled items causing trip hazards. It is preferred these items are left on the bus or coach. Valuables should be carried.</p> <p>Teachers that need to carry bags in the gallery are required to have their bags inspected by Security at the School’s Entrance. This is a requirement under the Gallery Conditions of Entry Policy. Where students/staff have special medical needs such as severe allergies, teachers or school support staff are requested to carry a First Aid bag of the medical supplies required to support the individual staff/student medical needs.</p> <p>Medical backpacks are to be carried by the side or worn on the front whilst in the galleries.</p>

<p>Education Programs</p>	<p>Low risk:</p> <p>Slips/trips/falls when moving across various gallery floor surfaces including marble and concrete stairs, concrete paths, wooden floors, carpet and tiles.</p> <p>Collision with exhibition displays, interactions with the public</p> <p>Health of staff and visitors compromised by children with contagious illnesses remaining in the Gallery.</p>	<p>School teachers should prepare students beforehand with to give them awareness of the subject matter they will be dealing with and of the importance of commemorating Australian wartime service and sacrifice.</p> <p>Teachers are responsible for ongoing supervision of students at all times. It is recommended teachers conduct regular headcounts to reduce the risk of a lost or missing student. The Memorial has formalised procedures for Child Safety, and for responding to reports of lost and found children. Procedures are coordinated by Security, Visitor Services and Education.</p> <p>Public toilets are available on the upper level of the Memorial and at the entry.</p> <p>Teachers are responsible for alerting Education staff of sick children. Consideration must be given to excluding these children from entry if the health and safety of staff and visitors could be compromised by the illness.</p>
<p>Commemorative Area Program</p>	<p>Low risk:</p> <p>Staff and students moving through the Commemorative area will access concrete stairs and pathways and there is a potential risk of tripping, or slipping.</p> <p>Students/staff engage in behaviour that is considered disruptive to others with the potential for general visitors, veterans and families to feel offended and disrupt the ceremony.</p>	<p>During Education programs, Memorial staff will draw attention to the need for caution in the Commemorative Area using steps and stairways, and when concrete surfaces are wet.</p> <p>Behavioural expectations set during orientation to minimise disruptions to the public including the requirement for calm, quiet and respectful behaviour.</p> <p>Teachers and accompanying adults to assist in management of students in this area.</p>
<p>Last Post Ceremony</p>	<p>Low risk:</p> <p>Students/staff engage in behaviour that is considered disruptive to others</p> <p>Schools do not book in to attend and participate in LPC and risk exclusion.</p> <p>Medium risk:</p> <p>Staff and students moving through the Commemorative area will access concrete</p>	<p>Teachers and accompanying adults to assist in management of students in this area.</p> <p>Schools are required to book in to attend and participate in the Last Post Ceremony. Space is limited and attendance may not be guaranteed.</p> <p>Teachers are required to ensure that students are dressed to suit climatic conditions and appropriately hydrated for the LPC ceremony. Students may be required to stand in the area for up to 40 minutes (ceremony goes for approx. 10 -15 minutes).</p> <p>Visitor Services' staff are in attendance during the Last Post Ceremony and carry radios with direct contact to first aid officers and Security.</p>

	<p>stairs and pathways with potential risk of tripping, or slipping.</p> <p>Students standing for up to 40 minutes in the Commemorative Area with lack of appropriate clothing and hydration may result in them feeling unwell and possibly fainting.</p>	
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