

## AM Venue and Safety Information for Groups

The following information is designed to assist groups in planning a visit to the Australian Museum (AM), assessing risks and preparing a risk management plan.

Teachers and group leaders completing a risk management plan should be aware that the AM cannot complete the risk assessment for them. We strongly recommend teachers and group leaders visit the Museum and familiarise themselves with the site prior to their group booking.

More information can be found on our website [www.australian.museum](http://www.australian.museum) or obtained by contacting:  
AM Work Health and Safety Advisor: [WHS@australian.museum](mailto:WHS@australian.museum)  
Security: [security@australian.museum](mailto:security@australian.museum)

### General Information

1. The Australian Museum (AM) has developed an Emergency Plan detailing Emergency Procedures to cope with likely emergency scenarios.

The primary evacuation assembly point for the AM is across William Street at Cook and Phillip Park/St Mary's Cathedral forefront.

2. The AM has a fully compliant fire detection and suppression system, which includes an Emergency Warning and Intercommunication System.

In an emergency these systems are managed by the AM Security Team which provides 24 hour, 7 days-a-week coverage. Security Officers and AM Staff wardens with radios, will direct visitors to safe locations in the event of an incident or emergency.

3. Groups are expected to bring their own first aid kit to meet the specific needs of their participants. However, the AM also has first aid trained staff and extra first aid equipment including defibrillator sets.
4. Exterior areas of the AM and all public areas within the building are covered by CCTV cameras.
5. Regular building services and maintenance is undertaken by qualified staff and licensed contractors.
6. All equipment at the AM is maintained in accordance with the WHS Regulation and appropriate standards. This includes glass panels enclosing exhibits, electrical items and cleaning.
7. Visitor toilets, including accessible toilet facilities are located on all levels. A Changing Places facility is also available.
8. Lost property is reported to AM staff/Security. If you have left something behind after your visit, please contact the Museum on (02) 9320 6000.
9. Cloaking facilities are available, with limited bag storage available for school groups. Small bags for essentials, medication or lunch are recommended. Please do not bring valuable items. We are unable to guarantee bag or cloaking facilities during school holidays and special exhibitions.
10. Groups are encouraged to take breaks outside in the parks nearby. In the case of wet weather, the AM will assist to find space for breaks inside where possible, however groups are advised to prepare for wet weather conditions in case sufficient AM facilities are not available on the day.
11. Students and children under 16 years of age must be accompanied by a teacher or other adult. Teachers and group chaperones are responsible for student behaviour at all times.

## **AM Venue and Safety Information for Groups**

12. Groups are advised to read the Group Bookings Terms and Conditions  
<https://australian.museum/visit/book-a-group/group-bookings-terms-and-conditions/>

### **Access and Transport**

1. There is an accessible vehicle, bus or coach drop off outside the AM on William Street with wheelchair accessible entrance adjacent.
2. The nearest train stations are St James, Museum and Town Hall. All three stations have lift access and are approximately 7 minutes walk from the AM. For bus services arriving in the city centre, stop near Hyde Park or Town Hall and walk east along Park St towards Kings Cross, this is a 10-minute walk.
3. All pre-booked groups are allocated entry through the Groups and Business entrance on William Street or the Crystal Hall main entrance on College Street. Your booking confirmation will have information on this. Accessible access is also available for groups on William Street.
4. The AM provides access to all areas of the AM for people in wheelchairs and mobility scooters. There are ramps throughout the exhibitions and lifts, and escalators to take you between all floors. All doors are automatic.

A wheelchair may be available for use during your visit. Please ask at the Admission Desk or Reception Desk.

### **Child-related employment**

1. The Office of the Children's Guardian, NSW Government is the AM's approved Screening Agency in NSW that has registered the organisation as a child-related employer for the purpose of employment screening. Information on the agency can be found at <https://www.kidsguardian.nsw.gov.au/>.
2. The AM has a Child Safe Policy and requires all staff and volunteers engaged in child-related employment are required to hold a current Working with Children Check (WWCC).

### **Services**

1. If you require medical assistance or an ambulance, please contact a member of AM staff or Security who can assist you.
2. AM Visitor Services staff are equipped with radios in the AM spaces to assist visitors. Other dedicated staff such as Education staff are trained to deliver and supervise briefing on arrival, guided programs/tours and learning space activities.
3. The cafés onsite can cater to those with specific allergies and food intolerances. Speak with catering staff when ordering. Because of the different standards of preparation required between food intolerances and the higher standards undergone with allergies, patrons are kindly asked to specify their condition to catering staff when ordering. The AM recommends that, if in doubt, patrons should bring their own 'safe' food and beverage as a back-up.