

AM Venue and Safety Information for Groups

This information is provided to assist schools and community groups in preparing their own risk assessment. Copies of the Australian Museum's Certificate of Currency are available on request from the Group Bookings Office.

Teachers and group leaders are responsible for determining whether the excursion is suitable for their participants and for implementing appropriate supervision and risk controls. We strongly recommend teachers and group leaders familiarise themselves with the Museum before their visit, and where possible, undertake a site visit before making a group booking.

More information can be found on our website australian.museum or obtained by contacting:

Group Bookings Office: group.bookings@australian.museum

AM Work Health and Safety Advisor: WHS@australian.museum

Security: Security.AM@australian.museum

General Information

1. The Museum is a public venue shared with school groups, families, tourists and other visitors.
2. As part of a group booking, 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.
3. 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.
4. Visitors should not bring onto the AM premises items that, in the opinion of AM staff or Security, may cause damage or may be used to conceal objects for removal from AM premises (including but not limited to real or toy weapons, aerosol containers, containers containing paint, solvents or other liquid, laser pointers, drones, balloons, large luggage items). The Museum reserves the right to visually or physically inspect any bag or object, while you are on AM premises including entry or departure.
5. 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.
6. 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.
7. Groups are advised to read the [Group Bookings Terms and Conditions](#) and the [AM Terms of Entry](#) for more information.

Security and Safety

1. There is an AM Security Team which provides 24 hour, 7 days-a-week coverage onsite.
2. Exterior areas of the AM and all public areas within the building are monitored by CCTV systems for safety, security and incident management purposes.
3. 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.
4. The Australian Museum (AM) has 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. In an emergency, Security Officers and AM Staff wardens with radios, will direct visitors to safe locations in the event of an incident or emergency.

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5. The AM is committed to providing a child safe environment. All staff and volunteers engaged in child-related work are required to hold a current Working with Children Check. The Museum has a Child Safe Policy and child safety procedures that support the wellbeing of children and young people visiting the Museum.
6. Lost property should be reported to AM staff/Security. If you have left something behind after your visit, please contact the Museum on (02) 9320 6000.

Location and Transport

1. There is a bus drop off bay on William Street adjacent to the Groups Entrance. More information about location and nearby parking options is available on our website: <https://australian.museum/visit/parking-and-transport/>
2. The nearest train stations are St James, Museum and Town Hall, and Gadigal Metro station. Bus services are available near Hyde Park or Town Hall. More information about transport options is available on our website: <https://australian.museum/visit/>
3. Pre-booked groups are allocated entry through the Groups entrance on William Street or the Crystal Hall main entrance on College Street. Your booking confirmation will have information on this.

Accessibility

1. There is an accessible vehicle, bus or coach drop off on William Street with wheelchair accessible entrance adjacent.
2. 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. Further information about accessibility is available on our website: <https://australian.museum/visit/accessibility-and-inclusion/>
3. Visitor toilets, including accessible facilities are located on all levels. A Changing Places facility is also available.

Special requirements

1. Museum staff can be contacted throughout the building to assist visitors during their visit.
2. If you require medical assistance or an ambulance while in the Museum, please contact a member of AM staff or Security.
3. Information about Museum food and beverage outlets are available on our website. Visitors with specific dietary requirements are encouraged to plan accordingly and bring their own food where appropriate.
4. Groups with accessibility, medical, behavioural, dietary or security requirements are encouraged to discuss their needs with the Museum before their visit. The Museum can provide information about available facilities and services; however, not all requests can be accommodated.
5. Groups concerned about security, or planning to bring their own security personnel or implement additional security measures during their visit, must advise the Museum before arrival. This allows the Museum to coordinate access, visitor management and emergency procedures.

If you would like to discuss specific security requirements before your visit, please contact Security at Security.AM@australian.museum. The Museum's Head of Security is available to discuss individual arrangements where required.

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Common risks and controls

Activity/Risk	Information for teachers and group leaders to consider
Travel to and from the Museum	Roads, pedestrian crossings and public transport are outside Museum control. Schools should supervise students and follow their own excursion procedures.
Supervision in public spaces, and moving through galleries and exhibitions	The Museum is a public venue shared with other visitors. Galleries can be crowded, particularly during school holidays and special exhibitions. Teachers are responsible for student behaviour and supervision. Students should remain with their group. Teachers and accompanying adults should maintain appropriate supervision ratios, establish meeting points and headcount procedures.
Students becoming separated from their group	Teachers and accompanying adults should maintain appropriate supervision ratios, establish meeting points and headcount procedures. Immediately notify Museum staff or Security if a group member cannot be located.
Sensory environments	Some exhibition spaces may contain low lighting, sound effects, moving images, interactive displays or other sensory stimuli that may not be suitable for all visitors.
Escalators, stairs and lifts	Escalators, stairs and lifts operate throughout the building. Lift usage should be prioritised for those with access needs and students should be supervised when using escalators, stairs and lifts.
Slips, trips and falls	Floors are regularly cleaned and maintained; however, wet weather may create slippery conditions at entrances and external areas.
Allergies and medical conditions	Teachers should carry relevant student medication and manage individual health plans. Museum first aid support is available but does not replace school responsibilities.
Security incident or suspicious activity	Teachers and students should report suspicious behaviour, unattended items, threats or concerning activity to Museum staff or Security immediately.
Evacuation or emergency response	Museum staff will manage building evacuations and emergency procedures. Teachers should maintain current participant lists, conduct headcounts and remain with their group while following directions from Museum staff, Security Officers and emergency services personnel.