

General Public Risk Assessment

Date prepared:	22/01/2025	Last reviewed:	Hayden Eastwood 22/01/2025	Approved by:	Alissa Van Soest
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This Risk Assessment covers the period of normal business hours while the centre is open to the public and is to be used in conjunction with the corresponding specific risk assessments birthday parties. This Risk assessment was developed with the understanding that Discovery Science and Technology Centre staff do not take on Duty of Care for children during their visit but expect that this is shared with Accompanying adults. All staff and volunteers at Discovery Science and Technology Centre hold valid Police checks and Working with Children Checks.

Risk Assessment					
Description of Hazards	Risk Controls	Consequence	Likelihood	Accepted Risk Level	Responsible parties
General					
Unsafe or harmful materials used in the construction or maintenance.	Comply with standard Facilities Management requirements e.g. fire, building regs, legionella, asbestos register. General maintenance should be carried out with materials safe to use following guidelines set out by SafeWork Australia and or Victorian Education Building Quality Handbook	Moderate	Unlikely	Medium	General Manager, contractors, landlord, Staff, volunteers
Child exits Discovery Centre unaccompanied.	Discovery Centre staff are at the front desk of the building between 10am and 4pm and will attempt to speak with and redirect any unaccompanied child observed. Children under 12 years old are not permitted to leave the centre without an accompanying adult. All children are under the direct supervision of the accompanying adult while at the Discovery Centre.	Minor	Rare	Low	Staff, Adult supervisors
Child safety and duty of care requirements unmet	Accompanying adults are informed of the requirement for them to remain with their child and are responsible for child requests to leave the space.	Major	Unlikely	Medium	Staff, Accompanying adult

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	Staff to follow child safety reporting procedures and Child safety Code of Conduct at all times				
Emergency Exits & Lighting fail	All Emergency exit lights and back up lighting system are regularly tested by qualified practitioners as governed by Legislation. There is also a battery onsite that will kick in automatically if required.	Insignificant	Rare	Low	General Manager, contractors, landlord
Inadequate lighting or lighting failure heightening other risks due to poor visibility.	Lights should be turned on in all areas staff and students will be during their visit. Lighting may be turned down for maximum effect in the planetarium at times with warning, or in Auditorium for overnight stays. Refer to sleepover SOP for lighting guidelines. If lighting is insufficient, repairs will be requested, and torches may be used.	Minor	Unlikely	Low	General Manager, contractors, Staff, adult supervisors
Security compromised, putting the health and wellbeing of staff and visitors at risk.	All doors lockable from the inside and can be secured at any time that the safety and security of visitors and staff is compromised. Security available to contact the marketplace nearby if requested. Staff uniform to be worn to identify staff to visitors and security. Security camera located in shop and trained on front door and retail space records 24hrs.	Minor	Rare	Low	General Manager, contractors, landlord, staff
Visitor or member of the public is verbally or physically aggressive toward staff or guests	Procedures are in place in relation to violence and aggression. Security staff are available to call (Marketplace Security). Staff immediately seek management support if available, if not they should call police	Minor	Unlikely	Low	Staff, discovery volunteers, Accompanying adults
Injury or ill health from using the building facilities	Visitors agree by entry that they will not run in the centre and may be reminded by staff throughout the building. All stairs and ramps have handrails and barriers affixed for safety.	Moderate	Possible	Medium	Staff, discovery volunteers, Accompanying adults
Falls or dropped items from tables or chairs	To be used in an appropriate manner and to be put away safely to avoid injury. Some tables and chairs may be equipped with wheels – staff are advised to use wheel locks when stationary or during storage.	Insignificant	Possible	Low	Staff, Accompanying adults

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Small items (e.g. Lego or ZOOB connectors) can be a choking hazard if ingested.	Children should be always supervised by the attending Accompanying adults. If found, adults should report choking hazards to Discovery staff.	Moderate	Unlikely	Medium	Staff, discovery volunteers, Accompanying adults
Infection risk from COVID-19 exposure	Hand sanitiser is available throughout the centre. Attendees are required to follow all public health orders and current public health legislation. Visitors are asked to remain home if unwell.	Moderate	Possible	Medium	Staff, discovery volunteers, Accompanying adults
Insect bites and stings	All kept insects cannot bite or sting and are accessible only behind a locked door that is opened for care and maintenance. Non-exhibit insects present in the building are controlled with scheduled pest bait, and individual removal.	Insignificant	Rare	Low	Staff, discovery volunteers,
Injury as a result of a fire	In the event of a fire alarm being activated, staff will lead evacuation in line with the Evacuation Plan. The building Conforms to Victoria Fire Standards – fixed wired smoke alarms, evacuation procedure, extinguishers, hose reels, inspections & checks	Insignificant	Possible	Low	General Manager, contractors, landlord, staff and Discovery volunteers
Injury caused as a result of poor maintenance of equipment or exhibits.	Exhibits have been designed to minimise risk to visitors and are checked daily for compliance.	Minor	Possible	Medium	Management, Staff, Discovery volunteers
Incident requiring First Aid attention	All staff undergo First aid training and have knowledge of equipment readily available. Supplies are checked routinely to ensure they are appropriate. Emergency procedures available and up to date.	Insignificant	Likely	Medium	General Manager, Staff
Medical emergency (e.g. severe asthma or anaphylaxis reaction)	First aid trained person available. First aid equipment, available and checked routinely. Emergency procedures available and up to date.	Severe	Rare	Medium	General Manager, Staff
Mental Health emergency	Staff to attempt to maintain a safe environment for all patrons including the unwell individual and themselves, while calling 000	Moderate	Rare	Low	General manager, Staff

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Shop stock stolen or damaged	All children must be supervised whilst in shop by accompanying adults. Any broken stock or stock found to be missing should be reported to Discovery staff. Barriers are set up to discourage movement through the shop and near the front door overnight.	Insignificant	Possible	Low	Staff, Accompanying adults
Injury caused as a result of structural failure	Contractors retained to assess and sign off engineering safety reports for vertical slide, planetarium and major building renovations. Staff report abnormalities to management.	Severe	Rare	Medium	General Manager, Landlord, Staff, contractors, Discovery Volunteers
Trip hazard on uneven floors or over obstacles (eg exhibit components or electrical cables)	Running is impermissible. Staff announce to visitors that this rule is in place at the beginning of their visit. Major hazards marked or isolated with safety barriers until repairs can be conducted. Trip hazards are eliminated where possible and signposted elsewhere. Walking areas are kept free of cables.	Insignificant	Possible	Low	Staff, Discovery volunteers
KITCHEN					
Injury to the public in Kitchen	The Kitchen is restricted to Discovery volunteers and staff. Doors to kitchen remain shut at all times when the Discovery Centre is open to the public. Signs on doors state "no public access". Any Staff or Discovery volunteers observing any members of the public in the kitchen space, must instruct them to leave, observe them leave and report the incident to management.	Minor	Unlikely	Low	General Manager, Staff, Discovery volunteers
Burns or shocks from electrical faults of appliances (Microwave, kettle, urn, fridge, stove, oven, pie warmer, sandwich press, or dishwasher)	Tested and tagged every 12 months, use restricted to discovery volunteers and staff who are to be instructed on safe use methods as described in Kitchen Facilities SOP. Kitchen use restricted to discovery volunteers and staff	Minor	Unlikely	Low	General Manager, Staff, Discovery volunteers
Burns or scalds from exposure to flame, steam or hot surface from kitchen appliance (Stove, oven, microwave, kettle, urn, pie warmer, sandwich press, or dishwasher)	Use restricted to discovery volunteers and staff who are to be instructed on safe use methods, as described in Kitchen Facilities SOP. Fire blanket kept in the kitchen, to be used for putting out a fire or wrap	Minor	Possible	Medium	Staff, discovery volunteers

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	a person whose clothing is on fire. Cold water available in kitchen taps for First Aid if required.				
Cuts from mishandling of sharp Knives	Sharp knives to be kept in drawer. Left out for cleaning or drying as minimally as possible (e.g., clean directly after use and dry with towel to return to drawer). Use restricted to discovery staff and volunteers.	Minor	Possible	Medium	Staff, discovery volunteers
Burns or scalds from exposure to heat from hot washing up water.	Dishwasher primarily used. Washing up to be done in sink. Cold water available in kitchen taps for First Aid if required. Use restricted to discovery staff and volunteers	Minor	Unlikely	Low	Staff, discovery volunteers.
Slips on food or liquids spilled onto floor.	Kitchen floor is fitted with a textured surface intended to reduce slips compliant with Food Standards Australia New Zealand. Sturdy footwear must be worn. The floor is to be kept clean & dry to prevent slips. Any spills should be mopped up and must have Wet Floor sign placed over them.	Minor	Possible	Medium	Staff, discovery volunteers
Cleaning Products	All products to be stored in cupboard locked at the end of the green hallway, except washing up liquid and hand wash and mixed surface spray.	Moderate	Unlikely	Medium	Staff, discovery volunteers
PLANETARIUM					
Low lighting trip hazard	LED strip lighting along either side of entry hallway which remains turned on for the full duration of show. Hallway, LED dome lights active during entry and turned on again at completion of show for exit. Overhead hallway lights turned on during entry and exit. Warn visitors to take care before entering the darkened space and to tread carefully if they need to leave during the show. Warn people before deactivating any lights. staff are to be instructed on safe planetarium seating arrangement as described in Planetarium SOP. Seats and bean bags are to be reset before and after each show.	Insignificant	Possible	Low	Planetarium operator,

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Risk of physiological disturbance (dizziness, claustrophobia, etcetera)	Staff member issues a warning before entering that people may experience uncomfortable sensations, and suggesting closing eyes, or in extreme cases exiting the space carefully, to regulate.	Insignificant	Unlikely	Low	Planetarium operator,
Unsupervised usage of planetarium dome or equipment.	Injury as a result of using equipment unsupervised. Doors remain shut when planetarium not in use.	Insignificant	Possible	Low	Staff
EXHIBITS					
Risk of electrocution from powered exhibits	Powered exhibits are routinely tagged and tested, and cables are kept behind exhibits to limit access. Power points without cables have power point protectors installed. Powered exhibits will be kept clear of water sources.	Major	Rare	Medium	General Manager, Electrical contractors, staff, discovery volunteers
Injury from falling objects	Equipment kept in fit and safe condition by. <ul style="list-style-type: none"> - Daily floor check - Weekly check from workshop staff and volunteers - 3 monthly reports to the Board. 	Insignificant	Unlikely	Low	Staff, Discovery volunteers
Impact or injury from exhibits using projectiles	All mechanisms firing projectiles are locked or fixed so they cannot be aimed at people. Fixtures and equipment maintained. Soft and light projectiles used to minimise risk and damage (e.g. ping pong balls)	Insignificant	Rare	Low	Staff, Discovery volunteers
VERTICAL SLIDE					
Emotional trauma risk	Visitors reminded to only listen to staff and not put pressure on themselves or others to participate. Upset people are reminded the slide is optional and not to push themselves to a point of emotional self-injury.	Insignificant	Possible	Low	Staff and participants
Friction burns from bare skin contact with slide surface	Visitors required to wear socks, overalls, and instructed to fold arms across torso upon release of bar to avoid direct skin contact with slide surface.	Insignificant	Possible	Low	Staff and participants

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Impact injuries from slide use.	Staff assist in keeping visitors close to the slide by holding on the overalls and advise participants to tilt head forward to avoid hitting head on the slide.	Insignificant	Possible	Low	Staff and participants
Muscular strain from climbing stairs or hanging from bar.	Participants advised to only participate if they can safely walk themselves up the stairs and hang from a bar for at least 3 seconds. Tester bar available and signposted to check.	Insignificant	Unlikely	Low	Staff and participants
Trips on stairs or exiting slide area	Handrails provided. Visitors instructed to exercise caution on ascent and exit. It may be suggested to roll arms and legs of suits that are too large. Handrails and non-slip stair stickers are installed and checked for wear. Visitors and staff advised to not attempt to climb up the slide, or over barriers.	Insignificant	Unlikely	Low	Staff, and participants
Injury as a result of using vertical slide without staff supervision.	To discourage people from using the slide outside of staffed times, sessions are posted and announced. There are signs on the slide gate advising to wait for a staff member, and gate is closed and locked between sessions.	Major	Unlikely	Medium	Staff and participants
KALEIDOSCOPE					
Safety gate negligence leading to a child leaving Kaleidoscope unsupervised	Gate is to remain closed and only opened by adults for children under 5. This gate uses a child-proof lock (similar to a pool gate).	Insignificant	Possible	Low	Staff, Accompanying adults
Inappropriate use of Kaleidoscope equipment by or damage caused by older children.	Kaleidoscope intended for use only for children under 5, who must be supervised or supported at all times by an adult. Older children may be asked by staff to move outside the Kaleidoscope play area.	Insignificant	Possible	Low	Staff, Accompanying adults

Consequence - Evaluate the consequences of a risk occurring according to the ratings in the top row

Descriptor	Level	Definition
Insignificant	1	Injury/ ill health requiring first aid
Minor	2	Injury/ ill health impacting general lifestyle for 1-7 days
Moderate	3	Injury/ill health requiring medical attention
Major	4	Injury/ill health requiring hospital admission
Severe	5	Fatality

Risk Matrix – Using the matrix calculate the level of **risk** by finding the intersection between the likelihood and the consequences

Likelihood	Consequence				
	Insignificant	Minor	Moderate	Major	Severe
Almost Certain	Medium	High	Extreme	Extreme	Extreme
Likely	Medium	Medium	High	Extreme	Extreme
Possible	Low	Medium	Medium	High	Extreme
Unlikely	Low	Low	Medium	Medium	High
Rare	Low	Low	Low	Medium	Medium

Likelihood - Evaluate the **likelihood** of an incident occurring according to the ratings in the left-hand column

Descriptor	Level	Definition
Rare	1	May occur somewhere, sometime. Anticipated no more than once in the next 10 years
Unlikely	2	May occur over an extended period – for example 5 years
Possible	3	May occur several times at Discovery over 2 or 3 years
Likely	4	May be anticipated multiple times over a year. May occur once every few repetitions of the activity or event
Almost Certain	5	Prone to occur regularly over the course of a year. It is anticipated for most repetitions of the activity

Risk Level/Rating and Actions

Descriptor	Definition
Extreme:	Notify General Manager immediately. Corrective actions should be taken immediately. Cease associated activity.
High:	Notify General Manager immediately. Corrective actions should be taken within 48 hours of notification.
Medium:	Notify Nominated employee . Nominated employee, OHS Representative is to follow up that corrective action is taken within 7 days.
Low	Notify Nominated employee . Nominated employee is to follow up that corrective action is taken within a reasonable time.