

VENUE AND SAFETY INFORMATION FOR SCHOOL EXCURSIONS 2026–27

Venue name	National Museum of Australia			
Location	Lawson Crescent, Acton Peninsula, Canberra, ACT, 2601			
Phone number	Freecall: 1800 026 132			
Web address	https://www.nma.gov.au			
Insurance	Does the Museum have public liability cover?			YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
Issue/activity	Relevant age group/fitness level/pre-requisite skills	Staff accreditation/competence	Potential risks	Control strategies
Arrival and departure	All ages	None required	Injury: trip, fall or hit by vehicle in car park.	Designated drop off point for students.
				Information sent to all coach companies on procedure for student set down and pick up.
First Nations cultural safety	All ages	None required	<p>First Nations visitors may experience emotional distress and/or repercussions from breaking cultural lore.</p> <p>Education programs designed and delivered by the Museum may not reflect all views held by First</p>	<p>Staff and appropriate program documentation will clearly inform visitors if/when deceased First Nations people are referenced during programs.</p> <p>Should protocol require, the name and image of the deceased person/s will be redacted from program material until consultation with appropriate community deems it culturally appropriate.</p>

			Nations visitors and diverse cultural protocols.	Every program opens with an acknowledgement of the Country on which it is being delivered, as well as an acknowledgement of First Nations peoples in attendance.
Education programs	P-12	All facilitators, including volunteers, have been thoroughly trained in all programs and have a current Working with Vulnerable People registration.	<p>Students may become injured or unwell during programs.</p> <p>Students may experience motion sickness, photosensitive seizures, injury, or illness while using Virtual Reality (VR) headsets. Shared VR headsets may also present a hygiene risk.</p> <p>Students may wander away from group in galleries and become lost.</p> <p>Students behave inappropriately in galleries, causing distress to other visitors or damage to exhibits.</p>	Security officers are trained in first aid.
				Teachers review the Museum's VR safety information before booking. Students must be supervised by teachers during VR use, and those with a history of motion sickness, seizures, or visual sensitivity should be assessed before viewing. VR headsets will be cleaned after use.
				Large groups are broken into smaller manageable groups and supervised by Museum staff, Museum volunteers, teachers and accompanying adults.
				Visitor services staff have two-way radios and can locate missing students.
				Museum protocol explained to students before entering galleries.
				Student behaviour monitored by Museum staff, Museum volunteers, teachers and accompanying adults.
Museum experiences	P-12	All facilitators, including volunteers, have been thoroughly trained in all programs and have a current Working with Vulnerable People registration.	<p>Students may become injured or unwell during programs.</p> <p>Students becoming separated from group, leading to supervision gaps and potential distress.</p>	Security officers are trained in first aid.
				Large groups are broken into smaller manageable groups and supervised by Museum staff, Museum volunteers, teachers and accompanying adults.
				Visitor services staff have two-way radios and can locate missing students.

			Students behave inappropriately in galleries, causing distress to other visitors or damage to exhibit	Museum protocol explained to students before entering galleries.
				Student behaviour monitored by Museum staff, Museum volunteers, teachers and accompanying adults.
Bag storage	P-12	None required	Lost or theft of property	Schools are encouraged to leave bags on coaches.
				The Museum has limited locked baggage storage available for schools.
Equipment (objects and props used for facilitating programs)				
No personal protective equipment issued			Objects from the Education Handling Collection	
Work cards			Museum headsets for Virtual Reality programs	
Is all equipment at the venue maintained in accordance with the WHS regulations, appropriate standards and codes of practice?				YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
Other requirements	Closed footwear, water bottle, hat and sunscreen required for outside teacher-guided activities.			
Supervision/services	Groups undertaking a facilitated program have between 60 and 90 minutes with a Museum educator.			
Access	Is access to and egress from the premises safe and without risk to health? (Teachers to notify venue of any specific access or support needs in advance.)			YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
	Is the venue wheelchair accessible?			YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>

	Are accessible public toilets available?	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
Emergencies	Are emergency procedures in place in the venue?	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
	Are employees and others undertaking work (including volunteers) trained to deal with emergency situations?	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
Construction/maintenance/repairs	Are licensed personnel used for all construction, maintenance and repair work?	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
First aid/medical emergencies	Are first aid kits available at the venue for each activity? <i>Where are the first aid kits located?</i> In the Security office.	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
	Is there a trained first aid officer at the venue? <i>How can this person be contacted if needed?</i> Security staff are first aid officers. Security staff are located throughout the Museum and can be contacted by phone or portable radio by visitor services staff.	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
	Is a first aid room available at the venue? <i>Where is the first aid room located?</i> The first aid room is off the Gandel Atrium, along the corridor past Security and the Friends Lounge. The First Aid Room can be accessed by contacting security staff or a Museum staff member.	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
	If a medical emergency occurs, what is the venue's procedure? In the first instance, call 000 and then ask a visitor services officer to contact security, who can provide basic first aid.	
	How can emergency service vehicles and personnel access the venue? Emergency vehicle parking is available on the concourse. Access to the Museum is through the main entrance doors and access corridor doors.	
	If a medical evacuation is required what is the process? Call 000 – attending emergency services will determine the nature of the medical emergency and what assistance is required.	

	<p>Is the Emergency+ smartphone app available to personnel at the venue? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/></p> <p>As our security/first aiders only carry portable radios they are not issued with smartphones.</p> <p>What is the distance and location of the nearest hospital or other medical facility? North Canberra Hospital (formerly Calvary Public Hospital Bruce) is 10.2 km. The Canberra Hospital at Woden is 13.4 km. Please note: Attending emergency services may choose to evacuate to either hospital's emergency department. Walk-in centres for the treatment of minor injury and illness are in Belconnen, Dickson and Weston Creek. The nearest pharmacies are located at ANU campus and in Canberra City, O'Connor and Manuka.</p> <p>What communication system is to be used if there is no mobile phone reception? All Museum security staff and visitor service officers carry portable radios.</p>
Potential tree zones	<p>Entrance and egress from the Museum via the bus area is free of trees.</p> <p>The external lunch area with shade sails is free of trees.</p> <p>There are trees located in the Garden of Australian Dreams and the Christina and Trevor Kennedy Garden.</p>
Other factors that may be relevant to risk management	None