

Risk assessment and management – Taronga Zoo

Approved providers, nominated supervisors and family day care educators must ensure a risk assessment is carried out before children are taken outside the service premises on an excursion. Prior authorisation must also be obtained from parents or other authorised nominees.

ACECQA has prepared this template to assist services in undertaking risk assessments before children leave the service premises as part of an excursion, which services may wish to incorporate within their own risk assessment material.

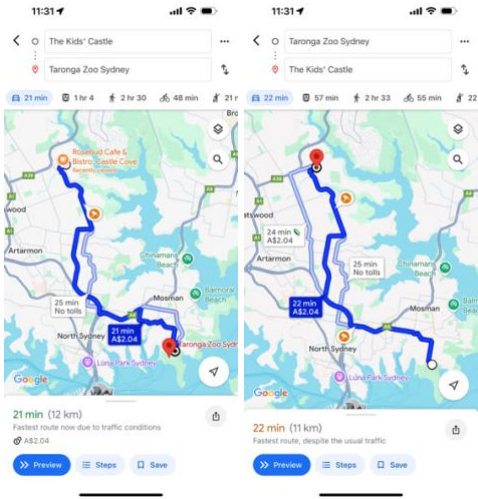
Regulation 101 of the Education and Care Services National Regulations includes the minimum risk assessment considerations for excursions, including specific considerations when an excursion involves transporting children.

Note: A risk assessment is only required to be completed at least once for a 12 month period if the excursion is a *'regular outing'*.

*Regular outing: means a walk, drive or trip to and from a destination that the service visits regularly as part of its educational program, and where the circumstances relevant to the risk assessment are substantially the same on each outing.

Risk assessment and management template - Excursions

Service Name	The Kids' Castle
Excursion details	Taronga Zoo
Date (s) of excursion. If it is a regular outing include a description of when children are to be taken on regular outings.	Friday 10 th January, 2025
Proposed activities. List all activities that will take place during the excursion.	Taronga Zoo Facilities: Live animal talks and shows Animal encounters Aviaries Nature walks Animal enclosures Reptile pavilions Playground Area play
Pick up location and destination (s). List each location travelled to and from as part of the excursion.	9am Pick up at The Kids' Castle – cnr Rosebridge Ave & Kendall Rd, Castle Cove NSW 2069 1:30pm Pick up at Taronga Zoo – Bradleys Head Road, Mosman NSW 2088

<p>E.g., the museum, park for lunch and service.</p>	
<p>Estimated departure and arrival times and duration of the excursion.</p> <p>E.g., from the service to each destination and returning to the service.</p>	<p>9am Departure from The Kids' Castle, 9:30am estimated arrival at Taronga Zoo</p> <p>1:30pm Departure from Taronga Zoo, 2pm estimated arrival at The Kids' Castle</p>
<p>Proposed route</p> <p>You can include an image of the route sourced online.</p>	
<p>Means of transport</p> <p>E.g., public bus, private bus, coach, private car, taxi, tram</p>	<p>North Sydney Bus Charter</p>
<p>Requirements for seatbelts or safety restraints in your state or territory have been met.</p>	<p>Yes</p>

<p>Number and full names of each adult involved in the excursion.</p> <p>E.g., service staff, family members, volunteers</p>	<p>Staff TBC</p>
<p>The number of educators / responsible adults, appropriate to provide supervision, and whether any adults with specialised skills are required.</p> <p>E.g. for children's individual needs.</p>	<p>Qualified first aiders: TBC</p>
<p>The number of children involved in the excursion.</p>	<p>Maximum 40</p>
<p>Any water hazards during the excursion, including any risks associated with water-based activities?</p> <p>If yes, detail in the risk assessment table below.</p>	<p>No</p> <p>Comment: There are water bodies inside the animal enclosures and out of bounds areas. Children will be supervised and kept away from these out of bounds areas.</p>
<p>Educator to child ratio, including whether this excursion warrants a higher ratio.</p> <p>Provide details in the risk assessment table below.</p>	<p>1:10, plus director who is not included in the ratio.</p>

Describe the process for entering and exiting the service premises and the pick-up location or destinations (as required); (include how each child is accounted for):

At arrival:

- Bus will stop at the carpark, preferable closest to the front entrance of Taronga Zoo
- One educator will get off the bus and walk towards the venue front entrance – to direct children to line up in 2.
- One educator will get off the bus and stand at the bus door – to head count the number of children getting off the bus.
- One educator will get off the bus and stand in between the above educators – to direct children and make sure the path is safe and clear from traffic.
- Other educators will get off the bus with the children and join the group outside the venue. Last educators onboard must check the bus and make sure there is no children or personal belongings left behind.
- Outside the venue, educators will do a roll call and make sure all children are accounted for.
- Once all children are accounted for, the group will enter the venue.
- The group will be lead to a benched area near the Forage & Graze Café, and wait whilst an educator receives Zoo tickets.
- Educators will do a roll call and make sure all children are accounted for and group the children into year groups in three groups of approx.. 15.
- Once completed, the educators will lead their group down the stairs and to the main zoo entrance, through the ticket gates.

At departure:

- At 12:30pm, children will eat lunch in an undercover area and have free play for 30 minutes.
- At 1pm, children will have final toilet runs and educators will do a final roll call and headcount to make sure all children are accounted for before leaving the area.
- Meanwhile, one educator will confirm the parking location of the bus. This educator will check the interior of the bus and report to the responsible person on duty. This educator will wait for the group at the bus door and count the number of children when they are boarding.
- Children will line up in 2 with one educator at the front of the line and one at the end, other educators in the middle. Educator at the front will lead the group to exit the venue.
- The last educator to leave the undercover area must check there is no children or personal belongings left behind.
- The children will follow the educators to the bus. After all children are onboard, the educators must do a final roll call before the bus departs.



Describe the procedures for embarking and disembarking the vehicle (include how each child is accounted for in embarking and disembarking):

Please see above.

Excursion checklist – items to be readily available during the excursion


(Please tick)	
<input type="checkbox"/> First aid kit	<input type="checkbox"/> List of adults involved in the excursion
<input type="checkbox"/> List of children involved in the excursion	<input type="checkbox"/> Contact information for each adult
<input type="checkbox"/> Contact information for each child	<input type="checkbox"/> Mobile phone / other means of communicating with the service & emergency services
<input type="checkbox"/> Medication, health plans and risk assessments for individual children	<input type="checkbox"/> Other items, please list

Use the table below to identify and assess risks to the safety, health or wellbeing of children attending the excursion, and specify how these risks will be managed and minimised (regulation 101(1)). This must include any risks associated with water-based activities.


Risk assessment					
Activity	Hazard identified	Risk assessment (use matrix)	Elimination/control measures	Who	When
Travel on coach/bus	<ul style="list-style-type: none"> Traffic/bus accident Injury to child/staff whilst riding bus Injury to child/staff whilst getting on and off the bus 	High	<ul style="list-style-type: none"> Walking when on public transport Hold onto handles where available Remain seated with seatbelt on whilst vehicle is in motion Staff first aid trained First aid kits available 	Educators	At morning roll call & at time


			<ul style="list-style-type: none"> • Educate children before leaving the centre about appropriate behaviour • Children advised to take extra care when boarding/disembarking the bus • Do not exceed the maximum allowance for people on the bus 		
Walking around the zoo	<ul style="list-style-type: none"> • Grazes, cuts and bruises due to slips and falls 	Moderate	<ul style="list-style-type: none"> • Running only in appropriate areas designated by staff • Staff First Aid trained • First Aid Kits available • Educate children about appropriate behaviour before arrival • Staff are educated about the facilities they will be visiting at staff meetings prior to the holidays to ensure that maximum supervision is achieved. • Ensure walkways are inspected for hazards before use • Follow BE Sharp/SCAN supervision techniques. 	Educator	All time




			<ul style="list-style-type: none"> All staff to have communication devices for quick contact 		
Walking around the zoo/rest time during food break/toilet trips	<ul style="list-style-type: none"> Lost child 	High	<ul style="list-style-type: none"> Children wear high-vis excursion vests and hats with centre name and contact details Staff do regular head counts to ensure all children are accounted for Staff spread themselves out amongst children to ensure that maximum supervision is achieved Follow BE Sharp/SCAN supervision techniques All staff to have communication devices for quick contact Establish a meeting point if a child gets separated 	Educator	All time
Sun Protection	<ul style="list-style-type: none"> Sunburn, sun stroke, heat stroke 	Moderate	<ul style="list-style-type: none"> All children and staff to apply sunscreen before leaving the centre All children and staff to wear appropriate clothing eg. Hats, covered shoulders All children and staff to regularly apply sunscreen throughout the day 	Educator	All time

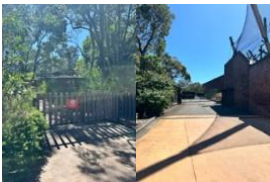

			<ul style="list-style-type: none"> Spend as much time in the shade as possible ie. Lunch time, whilst waiting for activities. 		
Dehydration	<ul style="list-style-type: none"> Children/staff become dehydrated through lack of water and prolonged heat, sun exposure 	Moderate	<ul style="list-style-type: none"> Ensure all children and staff have a drink bottle or access to drinking water Encourage regular water intake by stopping activities for a drink Refill water bottles at bubbler stations throughout zoo 	Educator	All time
<p>Toilets throughout zoo (see 4C, 5J, 7L, 8D, 11E, 11H, 12G on map)</p> 	<ul style="list-style-type: none"> Stranger safety Lost or missing child 	High	<ul style="list-style-type: none"> Educator to check toilets before children enter to ensure they are clean and have sufficient toilet paper Educator to check toilets for hazards and remove them. Educators not to leave children alone with members of the public in the bathroom Children go to toilet in groups accompanied by an educator 	Educator	At time
Venue opens to other vacation care groups and general public.	<ul style="list-style-type: none"> Stranger safety Lost or missing child 	High	<ul style="list-style-type: none"> Ensure children are aware of other members of the public 	Educator	All time



			<ul style="list-style-type: none"> • Appropriate ratios are enforced. • All children wearing TKC excursion hats and hi-vis vests with centre name and contact details clearly marked. • Roll call, head counts, buddy systems, checklists to be conducted regularly. • Adequate supervision at all times. 		
Lunch and snacks	<ul style="list-style-type: none"> • Allergic reaction to food left behind by other groups • Slips and falls 	High	<ul style="list-style-type: none"> • Educator to make sure area is clean and inspect for potential allergen contamination in the area • Educate children not to share food. • Educator to direct children to wash hands before eating. • First aider and medication (Epipen and other allergy medication) available to children who have medical conditions. • Children to sit down whilst eating. 	Educator	At time

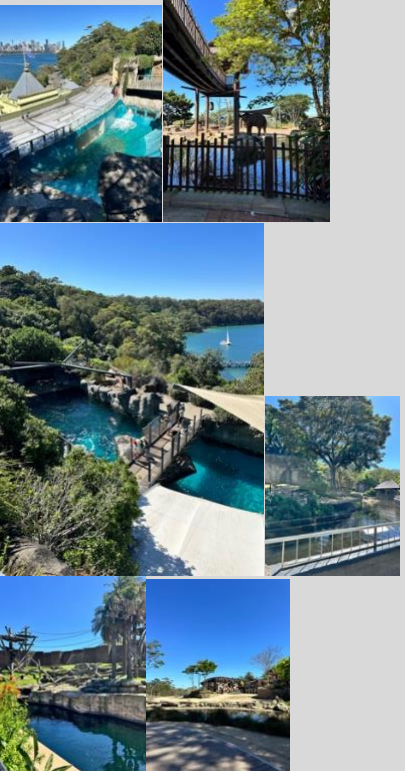

<p>Outdoor Playground Area, including low level water play at Farm playground (see 3C on map)</p> 	<ul style="list-style-type: none"> • Grazes, cuts, and bruises due to slips and falls. • Head/neck/joints/ankle/arm injuries 	<p>High</p>	<ul style="list-style-type: none"> • Educators are educated about the facilities they will be visiting at staff meeting prior to the excursion to ensure that maximum supervision is achieved • Explain the rules and expectations to children and educators prior to playground play. • Educator to provide assistance and show children how to use the play equipment. • Remind children to walk. • Educators to scan the playground and actively supervise the children. • Ensure playground equipment is inspected for hazards before use • One educator to position near the water play area and direct children to play away from that section • Head count and roll call before leaving play area 	<p>Educator</p>	<p>At time</p>
<p>General</p>	<ul style="list-style-type: none"> • Participant welfare issues such as: • Toilets, shade, clean water, disabled access 	<p>Moderate</p>	<ul style="list-style-type: none"> • Familiarise children with site • Toilets available 	<p>Educators</p>	<p>At time</p>



	<ul style="list-style-type: none"> • Water refill and bubbler stations (see 2C, 4J, 5C, 8L, 10I, 10L, 11F, 13J on map) 		<ul style="list-style-type: none"> • Disabled access available • Staff accompany children to bathrooms - at least two children at a time • Check bathrooms before enter to ensure they are clean and have sufficient toilet paper • Staff not to leave the children alone with members of the public in bathroom 		
<p>Indoor Activities:</p> 	<ul style="list-style-type: none"> • Child welfare – afraid of the dark, causes fear and upset • Fall/injury movement in dark • Potential to lose children 	Moderate	<ul style="list-style-type: none"> • Children educated before entering about staying quiet and walking – never running • Children must not knock on the glass windows • Children must remain quiet so as not to scare animals • Children can only leave to go to the toilet if accompanied by a buddy and a staff member • Staff spread out, one stationed at the entry, exit and amongst the group, monitor and supervise children throughout the activity 	Educator	At time


			<ul style="list-style-type: none"> • Educators to headcount children regularly 		
<p>Animal Enclosures:</p> <ul style="list-style-type: none"> - Open enclosures - Caged enclosures - Fenced enclosures - Glass enclosures  	<ul style="list-style-type: none"> • Falling into animal enclosure • Animal encounter causing severe injury or death • Animal bites or scratches 	High	<ul style="list-style-type: none"> • Educator briefing • All children to have the rules and expectations of the excursion explained to them before setting off. • Children to listen to TKC staff and park rangers at all times. • There is no climbing on walls/fences, tapping on glass or putting hands through fence. • Active supervision by all staff at all times. • All staff First Aid trained 	Educator	At time
<p>Free range animals eg. Peacocks</p> 	<ul style="list-style-type: none"> • Animal attack (free roaming animals) 	High	<ul style="list-style-type: none"> • All children to have the rules and expectations of the excursion explained to them before setting off. • Emphasise that there will be no chasing of the free roaming animals. • No touching animals or other actions that may 	Educator	At all times

			<p>cause distress to the animals and thus result in the animal retaliating.</p> <ul style="list-style-type: none"> Children to be actively supervised at all times. 		
<p>Staff Only Access Areas</p> 	<ul style="list-style-type: none"> Potentially dangerous equipment in closed areas Potential construction vehicles parked 		<ul style="list-style-type: none"> Active supervision by all staff at all times. Notify children of closed areas No entry into restricted areas 	Educator	All times
<p>Nature Walks</p> 	<ul style="list-style-type: none"> Slippery floors, trip hazards, fall hazards 	Moderate	<ul style="list-style-type: none"> Active supervision Instruct children to walk carefully Use appropriate pathways Brief children on staying on designated paths and not disturbing wildlife 	Educator	At time
Wet weather potential	<ul style="list-style-type: none"> Slippery floors, trip hazards, fall hazards 	Moderate	<ul style="list-style-type: none"> Walk carefully Inform children about slippery conditions 	Educator	All times
Observation Decks	<ul style="list-style-type: none"> Fall hazards 	High	<ul style="list-style-type: none"> No climbing on fence of observation deck. - Children to walk whilst on observation deck and 	Educator	At time

			<p>walking up and down stairs.</p> <ul style="list-style-type: none"> • Staff to stand on side closest to edge. • Staff to supervise closely 		
<p>Stairs throughout zoo</p> 	<ul style="list-style-type: none"> • Slippery floors, trip hazards, fall hazards 	<p>Moderate</p>	<ul style="list-style-type: none"> • Walk carefully • Inform children about slippery conditions if relevant • Hold onto handrails when climbing up and down stairs • Stay to left side 	<p>Educator</p>	<p>At time</p>
<p>Water bodies</p>	<ul style="list-style-type: none"> • Drowning • Slips and falls 	<p>High</p>	<ul style="list-style-type: none"> • No climbing on the fences. • Active supervision by all staff at all times • All staff first aid drained • Regular headcounts of children by staff • Use pathway and bridge to cross creeks. • Staff to walk on the side closest to the edge of the bridge/fence. • No swimming • Secure fencing 	<p>Educators</p>	<p>At time</p>

			<ul style="list-style-type: none"> Educate children on water safety rules before approaching water bodies 		
<p>Electric fences (animal enclosures)</p> 	<ul style="list-style-type: none"> Electric shock injury 	<p>Moderate</p>	<ul style="list-style-type: none"> Ensure maximum supervision of children to prevent approaching the fence Educators to brief children about the fence before entering the area 	<p>Educators</p>	<p>At time</p>

			<ul style="list-style-type: none"> • Educators to notify children of the signage – do not touch • Educators to follow BE Sharp/Scan techniques 		
<p>Exit areas</p> <p>Front entrance and exit to carpark</p> 	<ul style="list-style-type: none"> • Potential for children to exit venue 	Moderate	<ul style="list-style-type: none"> • Active supervision at all times • Staff to conduct regular headcounts • Monitor exit gates and entrances 	Educator	All times
<p>Show Pits</p> 	<ul style="list-style-type: none"> • Risk of injury during interactive shows • Lost or missing child 	Moderate	<ul style="list-style-type: none"> • Trained zoo staff handling animals • First Aid Trained staff • Regular headcounts of children • Children to sit down during shows in designated areas • Ensure clear instructions are given to children on how to behave during shows 	Educator	At time

<p>Walkways are shared with zoo/construction vehicles</p> 	<ul style="list-style-type: none"> • Moving cars 	<p>High</p>	<ul style="list-style-type: none"> • Children will be reminded of road safety prior and during the excursion • Educator to follow BE Sharp/Scan techniques and conduct a visual check of areas at all times • Headcounts to be conducted regularly • 	<p>Educators</p>	<p>At time</p>

(Press tab to add more rows)

Risk Matrix

Consequences	Likelihood					
		Rare	Unlikely	Possible	Likely	Almost Certain
	Major	Moderate	High	High	Critical	Critical
	Significant	Moderate	Moderate	High	High	Critical
	Moderate	Low	Moderate	Moderate	High	High
	Minor	Very low	Low	Moderate	Moderate	Moderate
	Insignificant	Very low	Very low	Low	Moderate	Moderate

Plan and Review			
Plan prepared by:	Full name: Vivien Wickham Signature: Role/Position: Assistant Director	Date: Friday 15 th November, 2024	
Prepared in consultation with:	Full name: Anna So Signature: Role/Position: Administrative Director		
Communicated to all relevant staff:	Yes		
Vehicle safety information reviewed and attached:	Yes		
Risk assessment to be evaluated and reviewed on: A risk assessment must be undertaken prior to an excursion being undertaken (and before seeking authorisation for that excursion to be undertaken - see regulation 102). If the excursion is a ' <i>regular outing</i> ', a risk assessment must be undertaken <i>at least</i> annually.	Date: Prior to next excursion to Taronga Zoo if it is more than 12 months from Friday 15 th November 2024		