

<p>Directorate:</p> <div style="border: 1px solid black; padding: 2px;">Cultural Facilities Corporation</div>	<p>Branch / Event:</p> <div style="border: 1px solid black; padding: 2px;">CMAG Onsite Learning Programs for Teachers</div>
<p>Risk Assessment Undertaken By:</p> <div style="border: 1px solid black; padding: 2px;">Director, CMAG</div> <div style="border: 1px solid black; padding: 2px;">Assistant Director, Exhibitions and Collections</div> <div style="border: 1px solid black; padding: 2px;">Assistant Director, Access and Learning</div>	<p>Date Completed: <div style="border: 1px solid black; padding: 2px;">29/07/2020</div></p> <p>Local Version Control: <div style="border: 1px solid black; padding: 2px; text-align: center;">CURRENT</div></p> <p>Next Review Date: <div style="border: 1px solid black; padding: 2px;">29/07/2021</div></p>
<p>Manager Responsible:</p> <div style="border: 1px solid black; padding: 2px;">Director, CMAG</div>	
<p>Details</p> <p>Topic of the Risk Assessment to be Carried Out <small>E.g.: Directorate / Agency / Business Unit level or for a specific event project or undertaking.</small></p>	
<p>Define Risk Activity: <small>Provide a summary of the activity including business objectives. What are the key performance indicators, objectives or aims? What do we hope to achieve through the management of risk?</small></p>	<p>The key performance indicators are, broadly, for Access and Learning staff and learning program participants to have a safe and educational experience that engages participants with, and allows access to, CMAG and the Nolan Collection.</p>
<p>Scope: <small>Set the parameters of the risk management process which includes specifics of the activities to be carried out - what is to be included and what is not to be included or considered in this plan.</small></p>	<p>The risk management process will consider the lead up, delivery and pack down for the learning program. The preparation for programs includes equipment set up. The delivery of the programs involves implementing and monitoring the controls put in place. The pack down for the programs is primarily focused on manual handling. The focus of the risk management process is on Access and Learning staff and learning program participants, rather than the overall management of CMAG.</p>
<p>Risk Appetite <small>Include information with regards to the amount and type of risk which is able to be accepted and of any conditions where the tolerance of risk might be limited.</small></p>	<p>The risk appetite is low to medium risk. High risk elements of the event would have limited tolerance.</p>
<p><small>Version Ref: V48</small></p>	

Directorate: Cultural Facilities Corporation

Risk Reference number	Risk Category	Hazard Category for people Risks	The Risk: * What can happen? A Description of the risk.	Source/Hazard: * How can this happen? The Drivers to the risk. Contributor, Hazard or Source of the Risk	Impact / Outcome *What will be the outcome or effect, if what can happen does happen? Impact on the business objectives. The consequence.	Risk Owner *The officer responsible for managing the risk	Risk Controls which are currently in place * This field is for the risk controls that already exist and are currently managing the risk.	Risk Rating			
								Consequence	Likelihood of consequence	Inherent Risk Rating (Original)	Control Effectiveness Rating
1	People	Burns	CMAG STUDIO - Risk of burns from hot water.	Hot water taps located in the studio. Hot water tubs for soaking materials. Hot drinks.	Burn injuries such as scalding skin. Minor - Minor injury or first aid treatment case.	Assistant Director, Access and Learning	<ul style="list-style-type: none"> Buckets of cold water placed on the floor for children to wash hands in. Tubs are out of children's reach. Access & Learning (A&L) staff are aware of the studio hot water and learning program participants are never directed to use the hot water. There is a warning sign on the hot water taps. The hot tap handle of the most accessible sink has been removed. Isolation valve and a tempering system installed in the studio to reduce the hot water temperature to this area. Hot drinks are excluded from the studio and only allowed in the courtyard with lids on the containers. A&L staff are trained in Senior First Aid and is saved on g:drive and recorded on staff training spreadsheet, including renewal times. A first aid kit is kept in the CMAG Studio and in the Museum Assistants Office. 	2	1	Low	Adequate

2	People	Fire Safety	CMAG EMERGENCY MANAGEMENT - Physical injury or death.	Poor evacuation or fire wardens cannot account for all persons.	Physical injury or death.	Director, CMAG	<ul style="list-style-type: none"> • Fire detection system, Fire fighting equipment (live reels, extinguishers etc), PA warning system at CMAG which are regularly inspected/tested. • Effective lighting, signage and clear access and egress. Access / egress maintained for people physically challenged • A&L staff are trained in evacuation procedures which are practiced annually at a minimum. • A&L staff are trained in Senior First Aid and is saved on g:drive and recorded on staff training spreadsheet, including renewal times. • A first aid kit is kept in the CMAG Studio and in the Museum Assistants Office. 	3	2	Medium	Adequate
3	People	Physical	Physical injury.	Floor to ceiling glass walls looking out into courtyard in CMAG. Other glass walls and doors in galleries.	Physical injury such as broken bones, sprains, concussion, cuts, bruises, muscle strain. Moderate - serious injury causing hospitalisation or multiple medical treatment cases.	Director, CMAG	<ul style="list-style-type: none"> • A&L staff are aware and advise learning program participants as necessary. • Silver vertical stripe stickers and tiles on the glass and pot plant placed in the prominent location to deter running students. • A&L staff are trained in Senior First Aid and is saved on g:drive and recorded on staff training spreadsheet, including renewal times. • A first aid kit is kept in the CMAG Studio and in the Museum Assistants Office. 	2	3	Medium	Adequate
4	People	Psychological/Physical	Abusive or inappropriate behaviour towards vulnerable people.	Lack of or insufficient background check of new staff. Rough sleepers occupying external courtyard spaces which have the dual purpose of a marshalling area for school groups.	Abusive or inappropriate behaviour towards vulnerable people.	Assistant Director, Access and Learning	<ul style="list-style-type: none"> • Police background check for all ACTPS staff on commencement of employment. • CMAG workers complete working with vulnerable people checks where applicable. WWVP certification is saved in g:drive and recorded on staff training spreadsheet, including renewal dates. • Access and Learning staff member remains with school and community programs groups at all times. A&L Officer to alert the school of the potential hazards during a previsit email/phonecall to the school and suggest that the rally point be at the Lonsdale Street entrance to CMAG. A&L Officer to assess all external spaces prior to the commencement of each onsite learning program. 	4	1	Medium	Adequate

5	People	Physical	Illness or injury.	Allergic reaction to cleaning products or art materials. Unclean hands after the program.	Illness or injury: skin irritation, swollen or itchy eyes, swelling or bumps on the face or neck, nausea, vomiting, diarrhoea, runny nose, sneezing, fatigue, sore throat, shortness of breath, anaphylaxis. Moderate - serious injury causing hospitalisation or multiple medical treatment cases.	Assistant Director, Access and Learning	<ul style="list-style-type: none"> • Access & Learning Officer (A&LO) makes a pre visit call to the teacher to seek advice about students with allergies. • For students, identified by parents or carers, with allergies to cleaning products or art materials the program is modified. • All art materials are non toxic. • Participating schools are required to have a management plan in place for students with allergies. • Students are instructed to wash their hands at the end of the program in cold water buckets provided. • It is a responsibility of the school to provide a first aid kit. The CMAG First Aid Kit does not include medications, nor can we supply equipment for allergic reactions such as an EpiPen. Schools to ensure they bring any medicines your students should require while they are at CMAG. • A&L staff are trained in Senior First Aid and is saved on g:drive and recorded on staff training spreadsheet, including renewal times. • A first aid kit is kept in the CMAG Studio and in the Museum Assistants Office. • MSD sheets located in the Museum Assistants Office. • Incident reporting procedure in place. 	3	2	Medium	Adequate
6	People	Occupational Violence	Physical or psychological injury.	Risk of harm from a student with specific needs. Risk of injury due to inappropriate access considerations.	Minor injury. Moderate - serious injury causing hospitalisation or multiple medical treatment cases.	Assistant Director, Access and Learning	<ul style="list-style-type: none"> • A&LO makes a pre visit call to the teacher to seek advice about students with specific needs or access considerations. • For students, identified by teachers, parents or carers with specific needs or access considerations the program can be modified in collaboration with the teacher, parent or carer. • A support person may attend the program to assist managing a child with identified specific needs or access considerations. • A&L staff are trained in Senior First Aid and is saved on g:drive and recorded on staff training spreadsheet, including renewal times. • A first aid kit is kept in the CMAG Studio and in the Museum Assistants Office. • Incident reporting procedure in place. 	3	2	Medium	Adequate

7	People	Physical	Physical injury.	<p>Easel boards tipping if students lean on easel shelves.</p> <p>Students falling off red stools in the studio.</p> <p>Injury from the hard sharp edge of the printing press or the rollers.</p> <p>Injury from the door handles on the studio and gallery doors which are at a child's eye and head height.</p>	<p>Physical injury such as broken bones, sprains, concussion, cuts, bruises, muscle strain.</p> <p>Moderate - serious injury causing hospitalisation or multiple medical treatment cases.</p>	Assistant Director, Access and Learning	<ul style="list-style-type: none"> • Students are instructed to sit on the floor with their hands on their knees until they stand up to do their art work. • Students are shown how to sit on stools properly - so they are unlikely to tip. • Only A&L staff operate the press. • Students are warned about the sharp edge of the press and to keep their fingers away from the heavy roller. • Students are required to stand behind a line marked on the studio floor so they remain at a safe distance during the use of the press. • Students are warned about the door handles at eye height. A&LO guide teachers/parent helpers/carers to stand in front of door handles as children are filing past them. • A&L staff are trained in Senior First Aid and is saved on g:drive and recorded on staff training spreadsheet, including renewal times. • A first aid kit is kept in the CMAG Studio and in the Museum Assistants Office. • Incident reporting procedure in place. 	3	2	Medium	Adequate
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8	People	Slips, Trips & Falls	Physical injury.	<p>Tripping on the red and white striped mats.</p> <p>Running in the gallery or studio.</p> <p>Possible unsecured cords (Visitors plugging in laptops, loose cords in work areas).</p> <p>Stairways and ramp (Main Foyer, Open Collection etc.).</p> <p>Spilled substances (e.g. liquids, coffee grounds, craft materials).</p>	<p>Physical injury such as broken bones, sprains, concussion, cuts, bruises, muscle strain.</p> <p>Moderate - serious injury causing hospitalisation or multiple medical treatment cases</p>	Assistant Director, Access and Learning	<ul style="list-style-type: none"> • A&LO demonstrates (and reiterates throughout the program) appropriate gallery behaviour including walking bodies. • Students are led to and supervised on the mat. • Students are requested to walk in single file on stairs, holding the rail. An adult is placed at the top and bottom of the stairway. • Before entering the studio the presenter discusses the importance of 'safe movement' in the studio – and reiterates this throughout the studio component (especially before rotations). • Students enter the studio in small groups. • Adults are asked to place bags/coats on benches or to the side, away from doorways and thoroughfares. • A&LO requests visitors to secure cords to laptops etc. • A&LO cleans up spills immediately using materials at hand. • A&LO will ensure that all learning materials in the gallery and studio are packed away before and after the visit. • Incident reporting procedure in place. • A&L staff are trained in Senior First Aid and is saved on g:drive and recorded on staff training spreadsheet, including renewal times. • A first aid kit is kept in the CMAG Studio and in the Museum Assistants Office. 	3	2	Medium	Adequate
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9	People	Biological / Biohazards	Risk of COVID-19 infection	An infectious learning program participant.	Transmission of COVID-19. Moderate - serious injury causing hospitalisation or multiple medical treatment cases.	Assistant Director, Access and Learning	<ul style="list-style-type: none"> . Teachers and students will be briefed about COVID-19 procedures upon arrival (Hand hygiene, covering mouth when coughing/sneezing, avoid touching face, physical distancing) . All hands-on gallery and studio items are changed over, sanitised or washed in soapy water between programs. . Presenter maintains 1.5m distance from group. . Maximum tour time is two hours. . Maximum tour capacity is a total of 20 children and adults. . Attending adults will be asked to participate in contact tracing. . Some in-gallery activities have been modified so that relevant objects will be handled only by the presenter. . Children and adults will be encouraged to sanitise their hands at the commencement of the program. . Children or adults who are unwell are asked not to attend the program. . CMAG will ensure that presenters who are unwell will not deliver programs. . Presenters will wear disposable gloves during program set-up, delivery and pack-down. 	3	3	Medium	adequate
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Note:
When identifying, analysing and rating risk consideration should be given, but not necessarily limited to, the attached categories of risk and the suggested examples of frequency and consequences.

Hint:
To help make an assessment of consequence and likelihood ask yourself the following questions.

1. What is the consequence that the risk would take in the most normal form should it eventuate?
2. What is the likelihood of that consequence?

	Insignificant	Minor	Moderate	Major	Catastrophic
Assets	Loss or destruction of assets up to \$2,000	Loss or destruction of assets \$2,000 to \$10,000	Loss or destruction of assets \$10,000 to \$100,000	Loss or destruction of assets \$100,000 to \$5M	Loss or destruction of assets greater than \$5M
Compliance/ regulation	Non-compliance with work policy and standard operating procedures which are not legislated or regulated	Numerous instances of non-compliance with work policy and standard operating procedures which are not legislated or regulated	Non-compliance with work policy and standard operating procedures which require self reporting to the appropriate regulator and immediate rectification.	Restriction of business operations by regulator due to non-compliance with relevant guidelines and / or significant non-compliance with policy and procedures which threaten business delivery.	Operations shut down by regulator for failing to comply with relevant guidelines and / or significant non-compliance with internal procedures could result in failure to provide business outcomes and service delivery.
People	Injuries or ailments not requiring medical treatment.	Minor injury or First Aid Treatment Case.	Serious injury causing hospitalisation or multiple medical treatment cases.	Life threatening injury or multiple serious injuries causing hospitalisation.	Death or multiple life threatening injuries.
Environment	Limited effect to something of low significance	Transient, minor effects	Moderate, short-term environmental harm	Significant, medium-term environmental harm	Long term environmental harm
Financial	1% of Budget or <\$5K	2.5% of Budget or <\$50K	> 5% of Budget or <\$500K	> 10% of Budget or <\$5M	>25% of Budget or >\$5M
Products and Services	No disruption to services	Minor disruption to services for up to 1 month	Total cessation of service for up to 1 days and subsequent disruption of 1 to 2 months	Total cessation of service for up to 7 days and subsequent disruption of 2 to 3 months	Total cessation of service for more than 1 week and disruption over subsequent months involving a major facility
Technology	Interruption to electronic records and data access less than ½ day.	Interruption to electronic records and data access ½ to 1day	Significant interruption (but not permanent loss) to data and electronic records access, lasting 1 day to 1 week	Complete, permanent loss of some electronic records and/or data, or loss of access for more than one week	Complete, permanent loss of all electronic records and data
Reputation & Image	Internal Review	Scrutiny required by internal committees or internal audit to prevent escalation.	Scrutiny required by external committees or ACT Auditor General's Office, or inquest, etc.	Intense public, political and media scrutiny. E.g.: front page headlines, TV, etc.	Assembly inquiry or Commission of inquiry or adverse national media.
Cultural & Heritage	Low-level repairable damage to commonplace structures	Mostly repairable damage	Permanent damage to items of cultural significance	Significant damage to structures or items of cultural significance	Irreparable damage to highly valued items of cultural significance
Business Process & Systems	Minor errors in systems or processes requiring corrective action, or minor delay without impact on overall schedule.	Policy procedural rule occasionally not met or services do not fully meet needs.	One or more key accountability requirements not met. Inconvenient but not client welfare threatening.	Strategies not consistent with Government's agenda. Trends show service is degraded.	Critical system failure, bad policy advice or ongoing non-compliance. Business severely affected.

Frequency		Matrix	1	2	3	4	5	
Likelihood	Almost Certain <i>Is expected to occur in most circumstances</i>	>1 in 10	5	Medium	High	High	Extreme	Extreme
	Likely <i>Will probably occur</i>	1 in 10 - 100	4	Medium	Medium	High	High	Extreme
	Possible <i>Might occur at some time in the future</i>	1 in 100 - 1,000	3	Low	Medium	Medium	High	Extreme
	Unlikely <i>Could occur but doubtful</i>	1 in 1,000 - 10,000	2	Low	Medium	Medium	High	High *
	Rare <i>May occur but only in exceptional circumstances</i>	1 in 10,000 - 100,000	1	Low	Low	Medium	Medium	High *

Priority	Suggested Timing of Treatment	Authority for continued tolerance of risk	Risk Control Effectiveness	
			Control Effectiveness	Guide
Extreme	Short term – normally within one month** Detailed action plan required	Director- General	Adequate	Nothing more to be done except review and monitor the existing controls. Controls are well designed for the risk, are largely preventative and address the root causes and Management believes that they are effective and reliable at all times. Reactive controls only support preventative controls.
			Room for Improvement	Most controls are designed correctly and are in place and effective however there are some controls that are either not correctly designed or are not very effective. There may be an over-reliance on reactive controls. Some more work to be done to improve operating effectiveness or Management has doubts about operational effectiveness and reliability.
High	Medium term – normally within three months Needs senior management attention	Senior Executive	Inadequate	Significant control gaps or no credible control. Either controls do not treat root causes or they do not operate at all effectively. Controls, if they exist are just reactive. Management has no confidence that any degree of control is being achieved due to poor control design and/or very limited operational effectiveness.
Medium	Normally within 1 year Specify management responsibility	Managers	* Priority for attention - Action Every care should be taken to act as soon as possible to implement risk control measures wherever possible or to take action to fix the problem. Extreme and High risk especially where the risk relates to people and personal injury require us to act immediately to take steps to fix the problem. The suggested timing of treatment does not mean that immediate action ought not be taken or that the timing can not be completed sooner than suggested.	
Low	Ongoing control as part of a management system Manage by routine procedures	All staff		