

RISK MANAGEMENT AND HAZARD IDENTIFICATION – RECONCILIATION PLACE

The Work Health and Safety legislation requires all workers to be proactive in identifying and controlling hazards before they cause actual harm to anyone. By adopting a proactive risk based approach we can effectively manage hazards in the workplace and reduce the likelihood of incidents occurring.

Hazard and Risk definition.

- **A hazard** is defined as a potential source of harm or adverse health effect on a person or persons.
- **A risk** is defined as the possibility that harm (death, injury or illness) might occur when exposed to a hazard.

National Capital Authority Control Measures:

At Reconciliation Place tours, the safety and security of all visitors and employees is paramount, being so, we adopt a systematic approach to risk assessment and the implementation of ongoing controls to reduce any potential hazards and risks in the form of bi-annual internal risk assessments as a cornerstone in identifying and addressing potential hazards promptly.

In order to ensure the welfare of vulnerable groups, every staff member and volunteer is mandated to possess a valid Working with Vulnerable People Certification (WWVP), and all staff are required to hold a valid First-Aid Certification.

All tours operate with at least one staff member, and volunteers will only be allocated on tours where permanent staff are present.

Our employee's capabilities are further developed through regular emergency management training sessions, including evacuation procedures, prevention protocols, correct equipment usage, and emergency response strategies; Safety training sessions covering manual handling techniques, first aid procedures, and hazard awareness. In addition, NCE staff and volunteers need to participate in Child Safety training, recognising the unique vulnerabilities of children, empowering staff in recognising signs of endangerment, implementing appropriate supervision measures, and executing effective responses to safeguard children within our premises.

Through the integration of these measures we foster an environment that prioritises the safety of all. Our steadfast commitment to continuous improvement ensures the resilience and adaptability of our safety protocols in response to evolving circumstances.

Item	Description of Hazard or Risk	Impact	Likelihood	Consequence	Level of Risk	Risk Treatment/Controls	Residual Risk Rating	Responsible Person(s)
1	Medical Episode	Medical treatment and/or care required.	Possible	Moderate	Medium	Administration – First aid qualified personnel are available during tours. Noting, it is the responsibility of visitors to carry any personal/prescription medication(s) e.g EpiPen, puffers and other medicines. Staff to call ambulance if required.	Low	Staff / Visitors
3	Traffic interactions hazards	Health risk to staff and visitors	Possible	Moderate	Medium	Staff and volunteers conducting the tours, will advise that they will be crossing a road. Staff will ensure that no vehicles are coming before directing the group to cross.	Low	Staff / Visitors
4	Slips, Trips & Falls	Health risk to staff and visitors	Possible	Minor	Medium	Staff and volunteers conducting the tours, will warn visitors to be mindful whilst walking down Reconciliation Place to prevent any accidents. They will also lead the walk, guiding visitors through the safest pass to follow. Staff are first aid qualified.	Low	Staff / Visitors
5	Extreme Weather exposure	Medical treatment required for injuries caused by exposure to extreme heat or cold.	Unlikely	Moderate	Medium	Elimination/Substitution/PPE - Should weather forecast indicate extreme weather conditions (heat, rain, hail, high winds) the visitors will be contacted and informed that any tours on that day will be cancelled, providing virtual alternatives as part of the education program. Groups are recommended to have walking shoes, water bottles, sunscreen, and hats for the walk, and to have warm clothes in winter.	Low	Staff / Visitors
6	Physical hazards	Health risk to staff and visitors	Unlikely	Minor	Low	Staff and volunteers will identify when artworks normally open to create a tactile environment may pose a hazard due to heat conduction.	Low	Staff / Visitors
7	Child Safety	Abuse or neglect of vulnerable people participating in a tour.	Rare	Moderate	Low	All Tour Guides are subject to a National Police Criminal History Check and are required to have a valid working with vulnerable people check (WWVP) before being employed and for it to be valid throughout their employment. APS Code of Conduct, Childsafe Policy and employee manuals are provided to Tour Guides prior to commencement of employment. Yearly training sessions conducted with Tour Guides on child safety topics.	Low	Staff / Visitors

Item	Description of Hazard or Risk	Impact	Likelihood	Consequence	Level of Risk	Risk Treatment/Controls	Residual Risk Rating	Responsible Person(s)
						An adult group leader must be present on tour with any groups of children, providing adequate supervision at all times. Reporting / investigation of any serious incident through NCA WHS officer.		

Risk Analysis Matrix

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

Rating	Likelihood of the risk occurring	
	Description	Estimated probability
Almost Certain	Almost certainly will occur.	>90 per cent

Likely	Is likely to occur in the current operational environment.	70 – 90 per cent
Possible	Will possibly occur in the current operational environment.	30 – 70 per cent
Unlikely	Is unlikely to occur in the current operational environment.	10 – 30 per cent
Rare	May occur in rare circumstances only.	<10 per cent