Risk Profile: Program Name Onsite School programs

		Risk Profile
Learning Team		**Column2**	**Column1**
Risk Profile Owner	Education Manager		

Risk Details (please see below for further instructions)					Current Controls			Residual Risk Analysis			Acceptability and Endorsement	Comments
Risk ID	Risk Type	Risk	Causes	Potential Consequences or Jeopardised Objectives	Current Controls - Select from Drop Down list	Control Owners - Select from Drop Down list	Current Control Effectiveness	Likelihood	Consequence	Risk Rating	Acceptability Rating	
1	WHS	Injuries or illness of member of public, contractor, Gallery staff or volunteers.	Slip, trip, fall or injury due to: •Inadequate lighting; •plinths, stools or barricades; •wet surfaces •blocked access/ egress to gallery spaces; •furniture (chairs, stools etc) •equipment left unattended, (trolleys, AV power cords, easels etc.) •Intoxication due to irresponsible service of Alcohol Untimely / insufficient communication with audiences, staff, speakers about requirements for safe movement in proximity to works of art. Disruptive/non-compliant conduct.	Reputational impacts (public, sponsors and government). Financial impacts. Inability to attract audiences post risk realisation. Inability to attract talented staff, artists, performers to develop and facilitate creative programs Civil action (Public) Injury to staff, visitors, students, teachers	Adequate staffing to facilitate management of program. Maintaining Conditions of Entry. The school entrance safety is managed around proximity to buses, embarking, disembarking – noting that this is the responsibility of the teachers. NGA staff assisting patrons with access requirements into the Gallery via the main entrance. Education Staff meet school groups at pre-determined areas outside the School Entrance and divide the groups into 15:1 rations students: staff - noting proximity to stairs, outdoor sculptures and pedestrian walkways. Education staff to brief Students and Supervising Teachers/Adults on Conditions of Entry, protocol when entering the gallery including navigating Revolving Door one at a time and escalator. Inside the Schools entrance a designated waiting area, will allow for students and staff to wait for the group whilst they enter through the revolving door. Once all students and staff have passed through they will then ascend the escalator together. Schools Exiting: Learning Staff to check entrance way is clear before descending escalator. Designated waiting area to the left of revolving doors used as Teachers and Students use revolving door one at a time to exit building. 15:1 school groups enter at staggered times. Some programs will choose to engage with sculpture garden, Australian gardens first and will not enter through schools side entrance - after touring outside these groups will enter via foyer. Visiting schools are briefed on expected behaviour and Conditions of Entry at the National Gallery. Respectful behaviour is role modelled by all National Gallery staff, emphasising, positivity and inclusive behaviour. The Schools Entrance will be unlocked by Security at 10am and will be supervised by a Learning Staff Member whilst booked school groups are arriving and departing. The Schools Entrance to be Locked by Security at 5pm - any schools arriving or departing after 4pm will enter/exit through main foyer. Adequate staffing to facilitate management of schools side entry. 1 Artist Educator to 15 students. Side entrance is to be used only by booked school groups under the supervision of learning staff – signage indicates that it is an exit only and that general visitors should use the main entrance. Self-Guiding Schools will use the front entrance foyer to be greeted by Visitor Experience Staff. Schools Entry to be used for Primary and Above age levels Trained first aid officers and kits available via contact with VEC on Duty of Security. WH&S Policy and Code of Conduct outline staff responsibilities and indicate penalties for breach thereof.	Learning team Security Manager Preventive Conservator Visitor Experience Team	Effective	Unlikely	Minor	Low	Accept	Accept / Not accept
2	Collection/WoA	Damage to Works of Art (WoA) or Galler	Excessive number of patrons impedes safe movement around works of art. Lack of timely consultation with Preventative Conservator to identify and implement strategies to protect works on display during high risk activities. Disruptive/non-compliant visitors present Vandalism	Reputational impacts (public, sponsors and government). Work taken off display for repair– not accessible to public for a period of time – days, weeks or months. Depending on severity, damage may not be able to be repaired without visual change and loss of value. Financial impacts. Inability to secure the loan of works from private or public lenders. Inability to attract audiences post risk realisation	Management makes provision for adequate staff numbers to facilitate management of program. Gallery security providers are present to assist with visitor and program management. Reminder email to audience includes Gallery Conditions of Entry. Programming Team works with stakeholders – Conservation, Security, Visitor services, Facilities, et al. to identify risks to work of art and property and implement mitigating strategies where required. Supervising (Gallery) staff are briefed and aware of their responsibilities as outlined in the Gallery's: •Workplace Health and Safety Policy •Protective Security Alert Level Guidelines •Guidelines for Security and Visitor Experience Staff •Guidelines/ training for Care of the Collection. •Contractor Management Policy	Learning Team Security Manager and Security Team Facilities Management Preventive Conservator	Effective	Unlikely	Moderate	Medium	Treat	
	Building	Revolving Door - Damage to the door through use.	Students, Teachers, Staff and Public not adhering to signage. Overcrowding of revolving door as students enter/exit the gallery.	Reputational impacts (public, sponsors and government). Financial impacts. Inability to attract audiences post risk realisation.	Learning staff to be trained in guiding students through revolving doors - entry one student at a time. Best practice entry is role modelled by all National Gallery staff. Trained first aid officers and kits available.	Security Learning Team	Effective	Unlikely	Minor	Low	Accept	
	Operational	Bag Cloaking	Schools arriving with backpacks, water bottles and food.	Financial impacts Poor visitor experience CoE are broken, visitors are confused or have difficult interaction with staff/security, poor experience or visitors	Learning Staff to use NGA 'Approved Oversized Bag' Tags on any medical/first aid equipment that is required to remain with the Tour at all time Lead Arrival Artist Educator will encourage bags be stored on buses. First Aid Kit Trolley to be used for all First Aid Items. Locked Bag Cages implemented inside gallery to right of Schools Entrance Door Bin available for waste disposal before entry to Gallery Learning Staff to ensure all Students, Teachers and Assisting Adults are compliant with Conditions of Entry Conditions of Entry are sent out to Schools in pre arrival information pack Conditions of Entry are available via QR code signage on left hand side of Schools Entry	Security	Effective	Likely	Minor	Low	Treat	

3	Reputation	Poor participant experience	Emergency event during activity/ program. Last minute cancellation of event. Inability to communicate last minute changes with attendees prior to event. Lack of access points for visitors with restricted mobility. Entering into the Gallery can be an overwhelming Sensory Experience for students. Noise of air-condition can be overwhelming when entering through Schools Entrance Schools Entrance is not Accessible due to revolving door and escalator Hightened risk of protest or disruptive behaviour due to current media attention on the National Gallery	Program cancelled or delayed. Increase in negative feedback for Gallery. Reputational impacts (public, sponsors and government). Financial impacts. Inability to attract audiences post risk realisation Injury to staff or visitors Poor visitor experience	Adequate staffing and security to facilitate management of program. Emergency Response Plan (ERP) outlines roles and responsibilities of Gallery staff and Security contractors in the event of an emergency. SWP for managing non-compliance with Conditions of Entry. Communication systems in place to provide program participants/ visitors with information relating to cancellation of the program, including pre-prepared emails, and staff to greet groups. Artist Educators to speak with Teachers to understand Access Needs of students - if any student requires additional support the whole group will enter via foyer. Visual Story accessible to Teachers and Assisting Adults in information pack. Booking Officer to check access needs in Book Canberra Excursions platform and report in Daily Stand up at 9:30am to all Artist Educators on tours. Artist Educators completed Autism Awareness training Teachers notified prior to arrival of revolving door entrance for accessibility - any group with access needs with enter via front foyer.	Learning Team	Effective	Unlikely	Moderate	Medium	Treat	
	Operational	Students, Teacher and Staff Safety due to Emergency/Protest/Disruption	Disruption due to protest activity - protestors attempting to enter via Schools Entry	Reputational impacts (public, sponsors and government). Financial impacts. Inability to attract audiences post risk realisation Injury to staff or visitors Poor visitor experience	Pending Advice from Security and Capital Works	Learning Team Security Team	Effective	Unlikely	Minor	Low	Accept	
5	Compliance	Non-compliance with Child saftey procedures	Non-compliance of Child Saftey Procedures	Reputational impacts (public, sponsors and government). Financial impacts. Inability to attract audiences post risk realisation Injury to staff or visitors Poor visitor experience	Mandatory training for all Learning Staff -including Child Safety Scenario training that is specific to school tours 'Daily Activites' Sheet and any school infomation will be kept in areas only accessible by staff and never left unattended in an area where it could be accessed by members of the public. 1 Learning Staff member to 15 student ratio Schools entry to only be used by ages primary and up Artist Educators to call for support/help if needed. All Gallery staff to follow NGA Child Safety Guidelines and Child Safety Policy Children participating in facilitated programs must be supervised by a staff member who holds a WWVP at all times	Learning Team Security Team	Effective	Likely	Major	High	Treat	
5	WHS	Gallery staff unable to appropriately prepare for and supervise event/ program	Poor planning and or lack of support and resources leads to failure of staff to prepare for event. Lack or failure of staff to deliver programmed events due to worker fatigue or illness.	Reputational impacts (public, institutional colleagues, sponsors and government). Financial impacts Loss of faith in Management to provide support and resources.	Effective program planning ensures accurate staffing, budgets, project and resource planning and allocation support programs delivered. Staff working after hours to take time off. Supervising (Gallery) staff are aware of their responsibilities as outlined in the Gallery's: •Workplace Health and Safety Policy; •Fatigue Management Policy; •Contingency for production staff.	Department Head Learning Team	Marginal	Likely	Moderate	Medium	Accept	
8	Collection/WoA	Damage to Works of Art (WoA) or Gallery property	Excessive number of patrons impedes safe movement around works of art. Equipment or props placed within 1 metre of WoA or where they could fall over onto the art if bumped Disruptive/non-compliant visitors present Misuse of Gallery property (stools, microphone, art making materials) resulting in damage to work of art or damage to Gallery property Vandalism	Reputational impacts (public, sponsors and government). Artwork taken off display for repair– not accessible to public for a period of time – days weeks or months Depending on severity, damage may not be able to be repaired without visual change and loss of value. Financial impacts. Inability to secure the loan of works from private or public lenders. Inability to attract audiences post risk realisation	Adequate staff numbers to facilitate management of event/ program. Gallery security providers are present to assist with visitor Learning Team works with stakeholders – Conservation, Security, Visitor services, Facilities, et al - to identify risks to work of art and property and implement mitigating strategies Agreeing on placement of equipment and seating to allow safe distance from works of art access and egress Bottled water if required is consumed at least 2 metres from works of art.	Learning Team Security Manager and Security Team Facilities Management Preventive Conservator	Marginal	Likely	Moderate	Medium	Accept	
10	Compliance	Gallery staff unable to complete program due to emergency alarm	Alarm sounding in the building	School program can not start or finish due to evacuation of building	If an alarm sounds School groups on a National Gallery Educator-led program follow the instructions of Gallery staff and Gallery Security If self-guide program, follow the instructions of Security located in every room of the Gallery and Gallery staff The Gallery has a nominated evauation point for staff and visitors - once students and teachers have been accounted for they may leave the premises							