

# **SEA LIFE Kelly Tarlton's Auckland Risk Assessment Method Statement (RAMS)**

## **Class and Self-Directed Visits**

Kia ora

We aim to ensure that you, your students, and accompanying adults have a safe, enjoyable, and successful visit to SEA LIFE Kelly Tarlton's.

Please encourage students to recognise behaviours that could be unsafe or inappropriate for themselves, SEA LIFE staff, other visitors, the animals, or SEA LIFE property. Establish clear rules and codes of conduct beforehand. Your organisation may already have behavioural guidelines for educational trips, make sure your students are familiar with these expectations.

Below is a guide outlining potential risks identified at SEA LIFE Kelly Tarlton's. However, be aware that other, unlisted hazards may also exist. If you come across any hazards during your visit, please report them immediately to help us maintain a safe environment.

## **Risk Assessment Information**

We strongly recommend that teachers/staff visit the aquarium in advance to conduct their own risk assessment prior to bringing students. To arrange a pre-visit, please contact our Education Lead. If a pre-visit isn't possible, this document offers an overview of known risks.

Students must be supervised at all times during their visit.

If a student has special needs and requires 1:1 support, that carer will be admitted free of charge. (Please notify staff when booking.)

It is essential that students understand:

- The purpose and goals of the visit
- How to avoid dangers and the importance of following rules and instructions
- The reasons for safety measures and the expected standard of behaviour
- Who is responsible for their group
- What to do if approached by someone outside the group
- What steps to take if they become separated from the group

In the event of an emergency, please follow the directions of our staff immediately.

## SEA LIFE Kelly Tarlton's Auckland Risk Assessment Method Statement

### Class and Self-Directed Visits

What could go wrong?	What would cause this?	How to prevent this?	Significant hazard Y/N	Who is responsible?	When/where will preventative measures be taken?	Control method	Emergency plan
Personal accident or injury	<ul style="list-style-type: none"> <li>• Person not looking where they are going</li> <li>• Falls / slips / trips</li> <li>• Pushing / shoving</li> <li>• General carelessness</li> <li>• Climbing onto railings / rocks / structures</li> <li>• Falling from play equipment</li> <li>• Inappropriate or lack of footwear</li> <li>• Not following Aquarium rules</li> </ul>	<ul style="list-style-type: none"> <li>• Always ensure supervision and adherence to Aquarium rules</li> <li>• Provide clear and frequent instructions not to climb up on structures</li> <li>• Be aware of uneven/wet ground</li> <li>• No running, pushing or shoving</li> <li>• Be considerate of other Aquarium visitors</li> <li>• Allow time for eyes to adjust to different lighting</li> <li>• Pay attention to all safety notices</li> <li>• Wear appropriate footwear</li> </ul>	N	<ul style="list-style-type: none"> <li>• All supervisors of visiting groups</li> <li>• Students</li> </ul>	<ul style="list-style-type: none"> <li>• At pre-trip meeting with whole group before departure to the Aquarium</li> <li>• Reminders given while at the Aquarium</li> </ul>	Minimise	<ul style="list-style-type: none"> <li>• Supervisor notifies Aquarium staff of accident or injury This action MUST be taken even if supervisor is qualified first-aider and situation is under control</li> <li>• First Aid administered by qualified Aquarium or school first-aider</li> <li>• Aquarium medical emergency procedure followed if injury is moderate or serious</li> <li>• Incident report to be completed before supervisor leaves the Aquarium</li> </ul>

What could go wrong?	What would cause this?	How to prevent this?	Significant hazard Y/N	Who is responsible?	When/where will preventative measures be taken?	Control method	Emergency plan
Lost unaccompanied person	<ul style="list-style-type: none"> <li>• Inadequate supervision</li> <li>• Inadequate supervisor student ratio</li> <li>• Lack of awareness of risk</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure students are always aware of requirement to remain close to supervisor</li> <li>• Plan for and enforce supervisor ratio in accordance with SLKTA terms and conditions of entry: Students in Years 0–13 must be actively supervised at all times</li> <li>• Students to be accompanied to the toilet</li> </ul>	Y	<ul style="list-style-type: none"> <li>• All supervisors of visiting groups</li> <li>• Students</li> </ul>	<ul style="list-style-type: none"> <li>• At pre-trip meeting with whole group before departure to the Aquarium</li> <li>• Reminders given while at the Aquarium</li> <li>• Active supervision requirements reiterated in communication with Aquarium during booking process</li> </ul>	Minimise	<ul style="list-style-type: none"> <li>• Contact Aquarium staff</li> <li>• Description of missing person is radioed throughout Aquarium by the Duty Manager</li> <li>• Aquarium staff will assist in search</li> <li>• When located, DM to co-ordinate the return of the missing person to the group</li> </ul>
Toileting incident	<ul style="list-style-type: none"> <li>• Excitement</li> <li>• Waiting till the last minute</li> <li>• Not knowing toilet locations</li> <li>• Not taking toilet breaks when offered</li> <li>• Bladder / bowel problems</li> </ul>	<ul style="list-style-type: none"> <li>• Supervisors to familiarise themselves with location of toilet facilities around the Aquarium</li> <li>• On arrival use toilets at the entrance</li> <li>• Point out toilet facilities while moving around the Aquarium</li> </ul>	N	<ul style="list-style-type: none"> <li>• All supervisors of visiting groups</li> <li>• Students</li> </ul>	<ul style="list-style-type: none"> <li>• At pre-trip meeting with whole group before departure to the Aquarium</li> <li>• Reminders given while at the Aquarium</li> </ul>	Minimise	<ul style="list-style-type: none"> <li>• Supervisor notifies Aquarium staff if additional cleaning is required</li> <li>• Supervisors are responsible, be prepared for and take action if soiling event occurs</li> </ul>

What could go wrong?	What would cause this?	How to prevent this?	Significant hazard Y/N	Who is responsible?	When/where will preventative measures be taken?	Control method	Emergency plan
Person falling ill	<ul style="list-style-type: none"> <li>• Pre-existing condition</li> <li>• Lack of medication</li> <li>• Sudden onset of unknown condition</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure all required medication (for asthma, allergies, etc.) are readily to hand</li> <li>• Pre-existing conditions should be notified, and provision made for these</li> </ul>	N	<ul style="list-style-type: none"> <li>• All supervisors of visiting groups</li> </ul>	<ul style="list-style-type: none"> <li>• Students' and supervisors' medical details are confirmed before coming on site</li> <li>• On arrival of qualified first aid personnel</li> </ul>	Minimise	<ul style="list-style-type: none"> <li>• Supervisor notifies Aquarium staff of incident. This action MUST be taken even if supervisor is qualified first-aider and situation is under control</li> <li>• First Aid administered by qualified Aquarium or school first-aider</li> <li>• Aquarium medical emergency procedure followed if injury is moderate or serious</li> </ul> <p>Incident report to be completed before supervisor leaves the Aquarium</p>
Dropping food, clothing or litter into habitats	<ul style="list-style-type: none"> <li>• To attract animal</li> <li>• Accidental release</li> <li>• To feed animals</li> </ul>	<ul style="list-style-type: none"> <li>• Use rubbish bins</li> <li>• Inform visitors of the need to respect the animals' feeding requirements</li> <li>• Inform visitors of the danger rubbish can pose to animals when playing or ingesting it</li> <li>• Inform visitors of animals' special diets</li> </ul>	N	<ul style="list-style-type: none"> <li>• All supervisors of visiting groups</li> <li>• Students</li> </ul>	<ul style="list-style-type: none"> <li>• At pre-trip meeting with whole group before departure to the Aquarium</li> <li>• Reminders given while at the Aquarium</li> </ul>	Minimise	<ul style="list-style-type: none"> <li>• Do not attempt to retrieve any item from an animal habitat</li> <li>• Supervisor notifies Aquarium staff of the incident</li> <li>• Notification passed to relevant team leader for appropriate action</li> </ul>

What could go wrong?	What would cause this?	How to prevent this?	Significant hazard Y/N	Who is responsible?	When/where will preventative measures be taken?	Control method	Emergency plan
Person bitten, scratched or stung	<ul style="list-style-type: none"> <li>• Person ignores written and / or verbal instructions</li> <li>• Lack of adequate supervision</li> <li>• Curiosity</li> <li>• Wild animals / insects e.g. bees, wasps</li> </ul>	<ul style="list-style-type: none"> <li>• Provide clear and frequent instructions not to attempt to touch any animals or offer them food unless as part of a session led by a member of the Aquarium's staff</li> <li>• Beware of bees and other insects</li> </ul>	N	<ul style="list-style-type: none"> <li>• All supervisors of visiting groups</li> <li>• Students</li> </ul>	<ul style="list-style-type: none"> <li>• At pre-trip meeting with whole group before departure to the Aquarium</li> <li>• Reminders given while at the Aquarium</li> </ul>	Minimise	<ul style="list-style-type: none"> <li>• Supervisor notifies Aquarium staff of accident or injury. This action MUST be taken even if supervisor is qualified first-aider and situation is under control</li> <li>• First Aid administered by qualified Aquarium or school first-aider</li> <li>• Aquarium medical emergency procedure followed if injury is moderate or serious</li> <li>• Incident report to be completed before supervisor leaves the Aquarium</li> </ul>
Fire	<ul style="list-style-type: none"> <li>• Deliberate, accidental, careless activity</li> </ul>	<ul style="list-style-type: none"> <li>• Reporting suspicious behaviour</li> </ul>	N	<ul style="list-style-type: none"> <li>• All supervisors of visiting groups</li> <li>• Students</li> </ul>	<ul style="list-style-type: none"> <li>• As and when suspicious behaviour is observed</li> </ul>	Minimise	<ul style="list-style-type: none"> <li>• Aquarium staff will implement Fire Emergency procedures</li> <li>• All visitors must follow all directions of Aquarium staff</li> </ul>

What could go wrong?	What would cause this?	How to prevent this?	Significant hazard Y/N	Who is responsible?	When/where will preventative measures be taken?	Control method	Emergency plan
Natural disasters	<ul style="list-style-type: none"> <li>• Earthquake</li> <li>• Tsunami</li> <li>• Flooding</li> <li>• Volcanic eruption</li> <li>• Other natural process</li> </ul>	<ul style="list-style-type: none"> <li>• Unpreventable</li> </ul>	N	<ul style="list-style-type: none"> <li>• All supervisors of visiting groups</li> </ul>	<ul style="list-style-type: none"> <li>• Follow Aquarium procedures as appropriate</li> </ul>	Minimise	<ul style="list-style-type: none"> <li>• Aquarium staff will implement Emergency procedures</li> <li>• All visitors must follow all directions of Aquarium staff</li> <li>• Site emergency response plans are reviewed regularly</li> </ul>
Special education needs	<ul style="list-style-type: none"> <li>• Individual needs of visitors e.g. intellectual, mobility, medical, behavioural not acknowledged or understood</li> <li>• Lack of awareness of these needs</li> </ul>	<ul style="list-style-type: none"> <li>• Supervisors to be informed of any students in their care that have special requirements</li> <li>• Supervisors able to meet the needs of the students in their care</li> <li>• Supervisor - student ratio needs to be appropriate for the needs of the students</li> <li>• 1:1 carer for students with additional needs are not charged admission</li> </ul>	N	<ul style="list-style-type: none"> <li>• All supervisors of visiting groups</li> </ul>	<ul style="list-style-type: none"> <li>• Before visiting, follow school's EOTC policy and procedure to ensure appropriate provision is made to include all learners</li> <li>• Ensure supervisors have appropriate resources and equipment and are trained to meet individual needs</li> </ul>	Minimise	<ul style="list-style-type: none"> <li>• As per the needs of the individual student</li> </ul>

What could go wrong?	What would cause this?	How to prevent this?	Significant hazard Y/N	Who is responsible?	When/where will preventative measures be taken?	Control method	Emergency plan
Traffic hazards at the car park outside the Aquarium	<ul style="list-style-type: none"> <li>• Inadequate supervision</li> <li>• Inadequate supervisor-student ratio</li> <li>• Lack of awareness of risk</li> <li>• Bus not parking where expected</li> </ul>	<ul style="list-style-type: none"> <li>• Bus drop off and pick up bay is located at 21 Tamaki Drive</li> <li>• Ensure students walk in actively supervised small groups</li> <li>• Ensure bus company know where park and drop off locations are</li> </ul>	N	<ul style="list-style-type: none"> <li>• All supervisors of visiting groups</li> <li>• Students</li> </ul>	<ul style="list-style-type: none"> <li>• Part of trip planning</li> <li>• At pre-trip meeting with whole group before departure to the Aquarium</li> </ul>	Minimise	<ul style="list-style-type: none"> <li>• Supervisor notifies Aquarium staff of accident or injury. This action MUST be taken even if supervisor is qualified first-aider and situation is under control</li> <li>• First Aid administered by qualified Aquarium or school first-aider</li> <li>• Aquarium medical emergency procedure followed if injury is moderate or serious</li> <li>• Incident report to be completed before supervisor leaves the Aquarium</li> </ul>
Harm caused to animals / specimens	<ul style="list-style-type: none"> <li>• Inappropriate handling of items</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure close supervision of groups</li> <li>• Always follow Aquarium staff instructions</li> </ul>	N		<ul style="list-style-type: none"> <li>• Handle only as directed by Aquarium staff</li> <li>• Close supervision to be maintained</li> </ul>	Minimise	<ul style="list-style-type: none"> <li>• Aquarium staff will notify management</li> </ul>

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Burns	<ul style="list-style-type: none"> <li>Accidental spillage of hot drinks and / or food</li> </ul>	<ul style="list-style-type: none"> <li>Students to be supervised when in café areas</li> <li>Be aware of food / drink temperature</li> </ul>	N	<ul style="list-style-type: none"> <li>All supervisors of visiting groups</li> <li>Students</li> </ul>	<ul style="list-style-type: none"> <li>Supervisors will be instructed by coordinating teacher of their responsibilities</li> </ul>	Minimise	<ul style="list-style-type: none"> <li>Supervisor notifies Aquarium staff of accident or injury</li> <li>This action MUST be taken even if supervisor is qualified first-aider and situation is under control</li> <li>First Aid administered by qualified Aquarium or school first-aider</li> <li>Aquarium medical emergency procedure followed if injury is moderate or serious</li> <li>Incident report to be completed before supervisor leaves the Aquarium</li> </ul>
Inability to communicate between Aquarium staff and visitors	<ul style="list-style-type: none"> <li>Lack of radio or mobile phone contact between parties in different areas of the Aquarium and with Aquarium staff</li> </ul>	<ul style="list-style-type: none"> <li>Visitors to the Aquarium should bring mobile phones to the Aquarium (1 per group is recommended), fully charged and switched on</li> <li>Ensure all contact numbers are circulated as appropriate</li> </ul>	N	<ul style="list-style-type: none"> <li>All supervisors of visiting groups</li> </ul>	<ul style="list-style-type: none"> <li>Part of trip planning</li> <li>At pre-trip meeting with whole group before departure to the Aquarium</li> <li>Reminders given while at the Aquarium</li> </ul>	Minimise	<ul style="list-style-type: none"> <li>Supervisors must notify Aquarium staff if they encounter an emergency</li> <li>Aquarium staff will immediately notify visitors if an emergency occurs</li> </ul>

What could go wrong?	What would cause this?	How to prevent this?	Significant hazard Y/N	Who is responsible?	When/where will preventative measures be taken?	Control method	Emergency plan
Swallowing, choking, poisoning	<ul style="list-style-type: none"> <li>Placing small objects in mouth / nose</li> <li>Ingesting foreign objects</li> <li>Playing while eating</li> </ul>	<ul style="list-style-type: none"> <li>Active supervision of students at all times</li> <li>Aquarium staff to ensure teaching spaces are fit for purpose</li> </ul>	N	<ul style="list-style-type: none"> <li>All supervisors of visiting groups</li> </ul>	<ul style="list-style-type: none"> <li>Supervisors will be instructed by coordinating teacher of their responsibilities</li> <li>Aquarium staff to teach with appropriate objects</li> <li>Aquarium staff to ensure teaching spaces are free from foreign object</li> </ul>	Minimise	<ul style="list-style-type: none"> <li>Supervisor notifies Aquarium staff of accident or injury. This action MUST be taken even if supervisor is qualified first-aider and situation is under control</li> <li>First Aid administered by qualified Aquarium or school first-aider</li> <li>Aquarium medical emergency procedure followed if injury is moderate or serious</li> <li>Incident report to be completed before supervisor leaves the Aquarium</li> </ul>

What could go wrong?	What would cause this?	How to prevent this?	Significant hazard Y/N	Who is responsible?	When/where will preventative measures be taken?	Control method	Emergency plan
Lockdown	<ul style="list-style-type: none"> <li>Security threat within or near the aquarium</li> <li>Emergency situation requiring containment (e.g., intruder, violent incident)</li> <li>External risk such as police activity in surrounding area</li> </ul>	<ul style="list-style-type: none"> <li>Not possible</li> </ul>	N	<ul style="list-style-type: none"> <li>All supervisors of visiting groups</li> </ul>	<ul style="list-style-type: none"> <li>Before visit: Brief group on lockdown protocol</li> <li>On arrival: Confirm emergency exits and safe zones with aquarium staff</li> <li>During visit: Maintain supervision and communication</li> </ul>	Minimise	<ul style="list-style-type: none"> <li>Move group to secure location as directed by aquarium staff</li> <li>Account for all students and staff</li> <li>Contact emergency services if required</li> <li>Communicate with school and parents once safe</li> <li>Complete incident report after event</li> </ul>

What could go wrong?	What would cause this?	How to prevent this?	Significant hazard Y/N	Who is responsible?	When/where will preventative measures be taken?	Control method	Emergency plan
Unwanted attention from another guest	<ul style="list-style-type: none"> <li>• Overcrowding in certain areas</li> <li>• Lack of supervision or staff presence</li> <li>• Guests not following aquarium's code of conduct</li> <li>• Inappropriate behaviour from other visitors</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure adequate adult supervision for the group at all times</li> <li>• Brief students on expected behaviour and what to do if they feel uncomfortable</li> <li>• Stay in designated group areas and avoid isolated spaces</li> <li>• Make sure staff contact details and emergency numbers are known</li> <li>• Report any inappropriate behaviour immediately to aquarium staff</li> </ul>	N	<ul style="list-style-type: none"> <li>• Group leader /teacher for supervision</li> <li>• Aquarium staff for enforcing visitor conduct</li> </ul>	<ul style="list-style-type: none"> <li>• Before visit: Safety briefing for students</li> <li>• During visit: Continuous supervision and staying in groups</li> <li>• At entry: Confirm emergency contact procedures with aquarium staff</li> </ul>	Minimise	<ul style="list-style-type: none"> <li>• Remove the affected person from the situation</li> <li>• Notify aquarium security or staff immediately</li> <li>• Contact group leader and follow safeguarding procedures</li> <li>• Document the incident and inform parents/caregivers if necessary</li> </ul>