



Risk Assessment Template

This risk assessment template can be applied to assess risk assessment categories including systems of work, use of plant or equipment, events and performances. It is a generic template using Arts Centre Melbourne risk analysis and evaluation criteria.

1. Details

Date of Assessment	15/02/19	Venue / Area	Theatres Building & Hamer Hall
Version Number	3	Name of person(s) who conducted this event risk assessment	
Review Date	March 2015 / March 2018 / February 2019	Draft. Vineta Koleska. Update M.Thomson Manager Health, Safety, Env. (March 2015) Vineta Rickovska / Heather McKenzie (March 2018) Vineta Rickovska / Heather McKenzie (February 2019)	
Specific to Events / Performances			
Generic Risk for Visitors to ACM.			

2. Attachments (subject to the category of risk assessment and risk identified)

Assembly Areas

3. Risk Assessment Tools

Risk assessment tools have been developed to assist with identifying generic risks applicable to the use of plant or equipment and events and performances.

4. Risk Assessment

No.	Risk Type	Hazard	Risk Rating			Treatment/Controls	Residual Risk			Person or role responsible for treatment/controls	
			L	C	R		L	C	R	Name/role	Done
1	Fire	<p>Injury to public and staff</p> <p>Property damage</p> <p>Crowd panic</p> <p>Adverse publicity</p>	L	Ma	H	<p>Building Emergency Management Plan cover the action to be taken if a fire is reported for wardens and all staff.</p> <p>Building Emergency Control Organisation functioning.</p> <p>Emergency Control Organisation attends regular training on their responsibilities.</p> <p>Safety and Security officers (SSOs) are the designated first aid officers for the Theatres building and Hamer Hall.</p> <p>EWIS (Emergency Warning Intercom System) is available for the building – warning tones; Alert & Evacuation of theatre and or buildings.</p> <p>Fire fighting equipment is available on site as per the building code requirements.</p> <p>Exit paths remain clear at all times.</p> <p>Illuminated exit signs indicate path of travel in an emergency.</p> <p>Arts Centre crisis management procedures. Crisis management team will be notified where required.</p> <p>Building occupancy numbers are observed and applied.</p>	U	M	M	<p>Safety & Security Officers</p> <p>Arts Centre Melbourne Staff and Visitors</p> <p>ACM Emergency Control Organisation (ECO)</p>	

No.	Risk Type	Hazard	Risk Rating			Treatment/Controls	Residual Risk			Person or role responsible for treatment/controls	
			L	C	R		L	C	R	Name/role	Done
2	Medical Emergency	<p>Delay in emergency response</p> <p>Adequate first aid officers in attendance</p> <p>Adequate first aid equipment</p>	P	M	H	<p>Safety and Security Officers are the designated first aid for the Theatres building. SSO officers have been trained in Level 3 – First Aid.</p> <p>First aid room available on level 5.</p> <p>Contents of first aid kits regularly inspected and replenished as required.</p> <p>Emergency number 8222 available to staff for direct access to security.</p> <p>Radio communication available for access to security.</p> <p>No medication provided by First Aiders e.g. EpiPen, Ventolin. Ambulance called if required</p>	R	M	L	Safety & Security Officers	

No.	Risk Type	Hazard	Risk Rating			Treatment/Controls	Residual Risk			Person or role responsible for treatment/controls	
			L	C	R		L	C	R	Name/role	Done
3	Injury to public and staff Property damage Crowd panic Adverse publicity	Emergencies such as power outage, bomb threat, water leak, gas leak etc. as covered by the Emergency Management Plan.	P	M	H	<p>Building Emergency Management Plan cover the action to be taken if a bomb threat is reported.</p> <p>Bomb threat checklist exists.</p> <p>Building Emergency Control Organisation functioning.</p> <p>Emergency Control Organisation attends regular training on their responsibilities.</p> <p>Safety and Security officers (SSOs) are the designated first aid officers for the Theatres building and Hamer Hall.</p> <p>EWIS (Emergency Warning Intercom System) is available for the building – warning tones; Alert & Evacuation of theatre and or buildings including Shelter in Place.</p> <p>Exit paths remain clear at all times.</p> <p>Illuminated exit signs indicate path of travel in an emergency.</p> <p>Arts Centre crisis management procedures. Crisis management team will be notified where required.</p> <p>Building occupancy numbers are observed and applied.</p>	R	M	M	Arts Centre Melbourne Staff	

No.	Risk Type	Hazard	Risk Rating			Treatment/Controls	Residual Risk			Person or role responsible for treatment/controls	
			L	C	R		L	C	R	Name/role	Done
4	Medical emergency Personal injury to public visitors or staff Property and equipment damage	Inclemental weather i.e. high winds, lightning, thunderstorms, extreme heat	L	M	VH	<p>Security Officers monitor Bureau of Meteorology website for weather warnings and communicate with the relevant stakeholders.</p> <p>Access to UBIMET available for more specific weather forecast.</p> <p>Key stakeholders are notified of any severe weather warnings to activate the emergency plans and secure loose furniture and equipment.</p> <p>Food and Beverage staff monitor conditions on ground and based on observations close umbrellas and remove any loose furniture and equipment as required.</p> <p>Front doors are closed in extreme weather. In case of extreme weather shelter in place is activated.</p>	P	M	M	Security Officers Arts Centre Melbourne staff	
5	Medical emergency Personal Injury Property Damage Hazard	Incident Reporting & Management	P	Mi	M	<p>All injuries, accidents, damages & hazards must be reported immediately to Arts Centre Melbourne representative.</p> <p>All hazards must be reported and isolated or rectified.</p> <p>SSO are designated first aiders and submit incident report or hazards in Risk Wizard (Incident Reporting Software) or by any Arts Centre Melbourne representative.</p> <p>Hard copy incident report forms are available at Security Control / Stage Door.</p>	U	Mi	L	Arts Centre Melbourne staff and Visitors	

No.	Risk Type	Hazard	Risk Rating			Treatment/Controls	Residual Risk			Person or role responsible for treatment/controls	
			L	C	R		L	C	R	Name/role	Done
6	Injury to person(s) Reputational risks	Lost student or student unaccounted Welfare of children	U	M	M	Arts Centre Melbourne staff will notify Security Control immediately if a student is reported to be missing, who will in order activate Emergency Management Procedures. Tour guides to take an attendance count at start and end of tour. CCTV operates throughout Arts Centre Melbourne precinct. Children must be accompanied and supervised at all times by their supervisor / carer / parent and guardian. Arts Centre Melbourne staff are not responsible for the direct supervision of children.	U	Mi	L	Arts Centre Melbourne staff	

No.	Risk Type	Hazard	Risk Rating			Treatment/Controls	Residual Risk			Person or role responsible for treatment/controls	
			L	C	R		L	C	R	Name/role	Done
7	Medical emergency Injury to public visitors or staff	Slip, Trip, Fall Inability to identify emergency exits paths. Trip Hazards, floor coverings, spills	P	M	M	<p>Arts Centre Melbourne lighting and house lighting is operational in the foyers and Theatres. Emergency lighting is illuminated for safe ingress and egress of Theatres.</p> <p>Arts Centre Melbourne staff have torches available as an additional control, although this is not solely relied upon.</p> <p>Trip hazards reported to facilities / Risk Wizard are repaired as appropriate.</p> <p>Stair lighting is operational in the auditorium.</p> <p>Floor surface i.e. carpet, tiles, pavers etc. are maintained by facilities.</p> <p>Potential tripping hazards are isolated until addressed.</p> <p>Staff clean spills as soon as identified.</p> <p>Umbrella bagging stations provided in appropriate locations.</p> <p>Arts Centre Melbourne staff perform white level inspections at the start of their shift to identify any hazards that could cause slips/trips.</p> <p>Ticketing seating plans identify stairs in the venue for those patrons not able to use stairs.</p>	R	M	L	Arts Centre Melbourne staff	

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8	Medical emergency Personal injury to public visitors and staff	<p>Incorrect use of escalators – prams and wheelchairs</p> <p>Incorrect use of escalators – unsafe travel, unsafe behaviour and travelling up/down escalator in the wrong direction.</p>	L	M	VH	<p>Signage is posted at the entry points to the escalator to indicate that prams are not permitted on escalators.</p> <p>Safety signage posted on escalators.</p> <p>Escalator barriers installed when not in use.</p> <p>Lifts are available for patrons with prams, wheelchairs or mobility aids.</p> <p>Ushers actively instruct persons with prams or wheelchairs to the lift.</p> <p>Escalators are supervised during performance times and staff are available in the venue for support at all other times.</p> <p>Alternative access routes may be used depending on the size and dynamic of the group.</p>	U	M	M	Arts Centre Melbourne staff Public Visitors	

No.	Risk Type	Hazard	Risk Rating			Treatment/Controls	Residual Risk			Person or role responsible for treatment/controls	
			L	C	R		L	C	R	Name/role	Done
9	Medical emergency Personal injury to public visitors or staff	Trips and slips on escalators Clothing entanglement Contact with moving parts Unexpected breakdown of escalators. Congestion on the escalators	M	L	VH	<p>Lifts and escalator procedure in operation for emergency scenarios.</p> <p>State Theatre and Hamer Hall escalators are supervised during performance mode and staff are available in the venue for support at all other times.</p> <p>Arts Centre Melbourne staff monitor pedestrian traffic on the escalators and intervene when required.</p> <p>Concierge staff are located in close proximity to Smorgon Family Plaza escalators and during performance mode additional staff are posted near the escalators.</p> <p>An emergency stop button is available should the need arise to immediately stop the escalator. Arts Centre Melbourne staff hitting the emergency stop are to communicate with persons already on the escalator to avoid jolting.</p> <p>Visitor Experience staff are trained on the location of emergency stop buttons.</p> <p>Warning signage is posted on escalators on the safe use of escalators.</p> <p>All safety features operational and in good order.</p> <p>Arts Centre Melbourne staff report any faults or damages immediately and take appropriate action to isolate escalator where required.</p> <p>Escalator technicians are on call for emergencies and breakdowns.</p> <p>Alternative access routes may be used depending on the size and dynamic of the group.</p>	U	M	M	Security Officers Arts Centre Melbourne staff Facilities and Services	

No.	Risk Type	Hazard	Risk Rating			Treatment/Controls	Residual Risk			Person or role responsible for treatment/controls	
			L	C	R		L	C	R	Name/role	Done
10	Medical emergency Personal injury to public visitors or staff	Incorrect escalator start up or shut off procedures	P	M	H	<p>Procedure for removing barriers from State Theatre Escalators is documented in the Lifts and Escalator Procedure.</p> <p>Escalator must not be used while stationary. Usher will check escalator is clear of persons before start up.</p> <p>Visitor Experience staff receive appropriate training on start-up and shut off procedures.</p>	M	R	L	<p>Visitor Experience Manager</p> <p>Visitor Experience Training Manager</p>	
11	Patron panic Medical emergency Personal injury to public visitors or staff	Lift entrapment Unexpected breakdown Contact with moving parts	P	M	H	<p>Lifts and escalator procedure in operation for emergency scenarios.</p> <p>Lifts are designed to meet Australian Standards and are registered Plant.</p> <p>All incidents involving lifts are investigated and where required lift technician called to respond.</p> <p>Emergency intercom and surveillance cameras are located in lifts.</p>	U	M	M	<p>Security Officers</p> <p>Facilities and Services</p>	
12	Facilities and Amenities	Injury due to inadequate Facilities & Amenities	P	M	M	<p>Bathroom and toilet facilities are provided for visitors convenience</p> <p>Baby change rooms available</p> <p>Free water available at retail outlets throughout Venue. Food and drink available for purchase at outlets.</p> <p>Smoking is not permitted in Arts Centre Melbourne buildings.</p> <p>Facilities maintained to Australian Standards</p>	I	M	L	<p>Arts Centre Melbourne staff</p> <p>Facilities & Maintenance</p>	

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			L	C	R		L	C	R	Name/role	Done
13	Security	Injury or disturbance to public and staff Property damage Crowd panic Unthorised access to backstage areas	P	M	M	Personal valuables should not be left unattended. Report security concerns to Arts Centre Melbourne staff will notify security SSO in attendance around the building CCTV operates throughout Arts Centre Melbourne precinct Security control in operation for restricted areas.	U	I	L	Arts Centre Melbourne staff Safety & Security Officers (SSO)	

No.	Risk Type	Hazard	Risk Rating			Treatment/Controls	Residual Risk			Person or role responsible for treatment/controls	
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14	Child Safety	Injury to person Welfare Reputational risks	P	M	H	<p>ACM is strongly committed to the safety and wellbeing of all children visiting and working with us and to creating and maintaining a child safe environment.</p> <p>The welfare of children entrusted to our care is a top priority and we have zero tolerance for child abuse.</p> <p>All children working with, engaged by or visiting ACM have a right to feel and be safe, respected, valued and protected from harm. Children should be made aware of and feel confident in their rights and responsibilities.</p> <p>ACM will take all necessary steps to prevent and protect children from physical, sexual, emotional, psychological, and cultural abuse and neglect.</p> <p>The Child Safety Code of Conduct and Child Safety Policy must be followed by all ACM team members, Presenters, Contractors and Volunteers – these are available publicly on Arts Centre Melbourne’s website. https://www.artscentremelbourne.com.au/about-us/how-we-work/our-policies</p> <p>Any of the following incidents must be reported to Frontline Child Safety Officer (Duty Manager) or the ACM Child Safety Officer (Director, Strategic Planning & Governance):</p> <ul style="list-style-type: none"> • Alleged, suspected or observed incidents of abuse or harm, including any disclosure made to you by a child; • Breach of the ACM Child Safety Policy, Child Safety Code of Conduct or any other Child Safety policies and procedures; • Health and safety issues for child employees or volunteers (e.g. unsafe production sets, children working in extreme weather conditions). 	R	M	M	All persons	

15	Sexual Harrassment	Injury to person Welfare Reputational risks	P	M	H	<p>Arts Centre Melbourne has zero tolerance for inappropriate workplace behaviour in our work spaces. Sexual harassment is never acceptable. Call it out.</p> <p>SEE. If you see something or hear something that makes you feel uncomfortable, don't ignore it.</p> <p>TALK. It takes courage to speak up. Talk with your boss, your colleagues or the person who's crossing the line.</p> <p>SUPPORT. Don't underestimate the power of support. It can help a colleague stand up and take action.</p> <p>Whether you're an employee, contractor, performer, visitor or patron, we encourage you to speak up.</p> <p>To make a report or to seek support, you can contact:</p> <ul style="list-style-type: none"> Your manager or key contact at your employing organisation The contact officer for your employing organisation or for the event you are working on here at Arts Centre Melbourne. Details of this person will be advised to you when you start work at Arts Centre Melbourne. <p>If you feel unable to make a report through these channels and the matter relates to your work here at Arts Centre Melbourne, you can also make a report or seek support via:</p> <p>Arts Centre Melbourne's independent and confidential reporting partner, Your Call. You may choose to remain anonymous or identify yourself only to Your Call, and may report online at any time via yourcall.com.au/report (organisation ID: ACM3004) or 9am – midnight on recognised business days by calling 1300 790 228</p> <p>an Arts Centre Melbourne human resources representative at hrassist@artscentremelbourne.com.au</p>	R	M	M	All persons
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Risk Assessment Criteria (Arts Centre Melbourne Risk Analysis and Evaluation Criteria F2012)

1. Consequence

Severity Level	Financial	Customer Service Interruption	Operational Effectiveness	Reputation/ Political	People & Safety	Legal & Compliance
Severe	Potential loss of > \$500k	Loss of a major service or venue for > 10 days. Cancellation of multiple seasons	Loss of a critical business service for > 10 days Benefits of significant projects or initiatives are not realised	Severe relationship difficulties with Government. Public enquiry & concentrated local or national media interest	Single death or injuries that include lifetime disabilities. Significant IR disruption and/or significant loss of key people	Significant breach with prosecution and/or significant fines. Serious litigation including class actions
Major	Potential loss of >\$300k	Loss of a major service or venue for > 5 days. Cancellation of an entire season	Loss of a critical business service for > 5 days Most benefits of significant projects or initiatives are not realised	Government embarrassment and/or internal Government inquiry Major story in national and/or local media	Injury involving long-term hospitalisation and significant rehabilitation. Very low staff morale, multiple IR disruptions and/or very high staff turnover	Major breach of regulation with significant penalties Major litigation
Moderate	Potential loss of > \$150k	Loss of a major service or venue for 1 day. Cancellation of several performances	Loss of a critical business service for > 1 days. Loss of a non-critical service for > 10 days. Some key benefits of significant projects or initiatives are not realised	Issue requiring involvement of Arts Minister or other Parliamentary member Significant item in local media	Injury involving hospitalisation and/or rehabilitation. Low staff morale, some IR disruption and/or high staff turnover	Serious breach of regulation with investigation or report to authority Potential for prosecution and/or moderate penalties
Minor	Potential loss of > \$75k	Loss on a minor service > 5 days. Cancellation of one performance	Loss of a critical business service for 0.5 – 1 day. Loss of a non-critical business service for > 5 days Some key benefits of significant projects or initiatives are deferred	Questions by Arts Victoria or other external parties. Low level mention and interest in local media	Injury involving medical treatment other than first aid and lost time from employment Some staff morale issues	Minor legal issues, non-compliance or breaches of regulation No reports and no penalties
Insignificant	Potential loss of <\$75k	Loss on a minor service > 1 day Interruption of a single performance.	Loss of a critical business service for < 0.5 days Loss of a non-critical business service for > 1 days Some key benefits of significant projects or initiatives are delayed	Issues resolved as part of normal internal management process No media interest	Incident, no injury or injury involving first aid and no time lost from employment	

2. Likelihood

Likelihood	
Almost Certain	> 90% probability of risk occurring in the time period assessed
Likely	50- 70% probability of risk occurring in the time period assessed
Possible	20 - 50% probability of risk occurring in the time period assessed
Unlikely	5 – 20% probability of risk occurring in the time period assessed
Rare	< 5% probability of risk occurring in the time period assessed

3. Risk Rating

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

4. Risk Evaluation and Treatment

Risk Rating	Evaluation	Treatment
Very High	Intolerable 1	Risk reduction methods MUST be implemented . If risk reduction cannot be implemented the activity should be considered for discontinuation
High	Intolerable 2	Risk reduction methods required subject to cost – benefit analysis but some risk reduction process MUST implemented
Medium	Tolerable	Risk reduction methods REQUIRED but risk may be accepted if risk reduction is impracticable or not cost effective
Low	Acceptable	No risk reduction methods required, risk can be accepted
Very Low	Inconsequential	No risk reduction methods required, current procedures should be reviewed for potential efficiencies