

Definitions of Consequences

Descriptor	Operations/Services	Environmental	Financial	OH&S	Reputation	Content Quality	Legal Statutory	Stakeholders
Insignificant	Negligible impact on core business	No effect on the Collection or the Building	Negligible effect on costs. A net negative impact of less than \$100,000	No Medical treatment required and No First aid treatment required.	No external or media scrutiny. Negligible impact on reputation	Negligible impact on quality of service or business operations	No legal implications or action	Negligible impact on Gallery stakeholders and clients
Minor	Some impact on non-essential services and operations	Negligible environmental damage to the Collection or the Building	A net negative impact of less than \$250k	First Aid treatment No medical treatment required.	Possible external scrutiny. Possible minor impact on credibility	Minor impact on service delivery and/or quality of service. Minor disruption to operations	Litigation to \$100K. Delay in statutory requirements	Minor disruption to stakeholders but resolvable at Project level. Does not require senior staff intervention
Moderate	Medium impact on operations and services. Some delays and disruptions to be expected	Medium environmental damage impacting the Collection and Building	Significant financial impact on project or section budget (between \$250k and \$500k)	External medical treatment and lost time injury	Scrutiny required by external committees or auditors. Some impact on credibility can be handled at project level	Quality and content of services less than optimum	Litigation to \$0.5M. Moderate delays to statutory requirements	Medium disruptions to stakeholders. Medium delays to service completion. Increased project costs.
Major	Long-term delays in service delivery. Significant disruption to core business operations and functions	Substantial environmental damage impacting the Collection or Building	Major financial impact on project or section budget (between \$500k and \$1M)	External medical treatment & rehabilitation leading to recovery	High level scrutiny by external committees and media. High impact on credibility and public image. Senior Executive involvement required.	Quality and content of services is significantly deficient	Litigation to \$1M. Major delays to statutory requirements	Loss of credibility to stakeholders due to service delays and disruptions. Increased costs of 25-40%. Significant slippage in deliverables
Extreme	Core business functions halted indefinitely. Unacceptable extensive service delays. Unable to conduct whole of Gallery business operations	Long term environmental damage impacting the Collection or the Building	Extreme financial impact on project or section budget (more than \$1M)	One or more fatalities or Irreversible disability to one or more persons	Intense public, political and media scrutiny. May embarrass relevant Minister	Whole of gallery business functions cannot be achieved. Services facing indefinite delays	Litigation over \$1M. Unable to meet statutory requirements	Loss of service delivery to stakeholders and clients. Potential political embarrassment. Significant increase in costs >40%

		RISK SCORE				
LIKELIHOOD		CONSEQUENCES				
		(1)Insignificant	(2)Minor	(3)Moderate	(4)Major	(5)Extreme
A	Almost certain	S	M	M	H	H
B	Likely	MO	S	M	M	H
C	Possible	L	MO	S	M	M
D	Unlikely	L	MO	MO	S	M
E	Rare	L	L	L	MO	S

Definitions of Likelihood	
Rare	May occur only in exceptional circumstances
Unlikely	Could occur at some time
Possible	Might occur at some time
Likely	Will probably occur in most instances
Almost certain	Is expected to occur in most circumstances

Action Legend	
H = High Risk	Immediate action required by Director
M = Major Risk	Immediate action required Involve Assistant Directors - I&E and Portfolio
S = Significant	Implemented action ASAP - involve Head of I&E and Head of Portfolio
MO = Moderate	Employee responsibility must be specified
L = Low	Manage by routine procedures

Risk Assessment

Location	Art Gallery of New South Wales – North and South Buildings
Audience	Schools and teachers
Event	Learning programs and self-guided visits
Updated	February 2023



Risk type	The Risk <i>What Can Happen?</i>	Source <i>How can this happen</i>	Impact <i>from event happening</i>	Current controls and their effectiveness (I) Ineffective (M) Moderate (A) Adequate	Current Risk Score			Acceptability A/U
					Likelihood	Consequence	Current Risk Level	
RISKS								
Environmental	Damage to artworks	Teachers and/or students inadvertently touching works due to overcrowding Teachers and/or students touching and climbing artworks as messaging confusing	Damage to artworks. Visitor injury.	Adequate Gallery security officers, visitor experience staff and volunteers, are rostered daily to help with protection of works and crowd control. No touch / no climb signage in place. Works which can't be touched / climbed to be clearly communicated by visitor experience staff.	C	2	L	A
OH&S	Traffic management issues	Multiple buses of schools arriving with large groups at the same time	Pedestrian/student injury. Bus accident.	Adequate There is an allocated bus drop off zone located at the front of the South Building. Schools must organise with bus drivers where to park; the Art Gallery has no specific park areas for buses or cars. Educator hosts will be stationed on Art Gallery Road to support large groups entering the buildings.	C	1	L	A

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OH&S	Weather	Extreme wet and/or hot weather.	Teachers and/or students may have slips, trips and falls. Overcrowding in the Welcome Plaza and/or Entrance Courts. Teacher and/or students overheating outside leading to heatstroke.	Adequate Education hosts will check for lunch options daily when weather is extreme (hot or wet) and will do their best to support schools with these options. Sunscreen and bubblers available in both North and South buildings. Art Gallery security officers are all trained with First Aid if needed.	C	1	L	A
OH&S	Air quality and ventilation issues inside at North Building	Workshop space or galleries become warm due to overcrowding.	Teacher and/or students overheated or become ill.	Adequate Gallery staff will promptly report any issues, e.g., poor air quality to Building Services by phone or radio and to ask for the air flow to be adjusted. Seating and water will also be available if needed.	C	2	L	A
OH&S	Inherent hazards	Teacher and/or students' trip, fall, pecked by bird etc.	Visitor injured or injure others.	Adequate Controls implemented as far as practicable, including increased signage on Viewing Terrace steps, Art Gallery security officers, visitor experience staff and volunteers briefed on promptly preventing behaviours. Art Gallery staff to warn guests of hazards as appropriate, such as fall hazards Viewing Terrace, no throwing rocks in riverbed, no playing on escalators, magpie defending nest in fig tree, etc.	D	2	Mo	A
OH&S	Poor mobile reception in some areas inside and outside of buildings	Help cannot be quickly summoned in an emergency.	Worse than necessary outcome.	Adequate In an emergency to speak to nearest Art Gallery security officers, visitor experience staff and/or volunteers who can radio for further support.	D	2-3	Mo	A

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OH&S	Covid-19 Outbreak	Attending the Art Gallery with Covid-19.	Teachers and/or students become unwell onsite.	<p>Adequate The Art Gallery's Covid-19 policy is in line with NSW Health and Government requirements.</p> <p>All staff and audiences are encouraged to stay home if unwell, wear mask particularly where they cannot socially distance or have special needs, e.g., compromised immunity – these comms included on the invite.</p> <p>Hand sanitiser available.</p>	C	2	MO	A
OH&S	Site clean-up and facilitates management (bathrooms/toilet paper/access to bins)	Excess litter onsite and use of bathrooms.	Unsanitary/cluttered site causing accidents.	<p>Adequate Cleaners are on call throughout the day to support additional cleaning needed. Art Gallery security officers and/or visitor experience staff are available to call cleaners via radio.</p>	C	2	MO	A
Reputation	Student behaviour	<p>Unclear responsibilities leading to conflict between schools.</p> <p>Teacher or general public interfering with other school students' behaviour.</p> <p>Unsafe behaviour in an art museum.</p>	<p>Damage to artworks.</p> <p>Student / other person injury, e.g., running, jumping, playing, climbing.</p> <p>School's risk assessment compromised.</p>	<p>Adequate Clear communications to teachers ahead of the day about duty of care, minimum of 15:1 teacher student ratio, teacher responsibilities and provide onsite AGNSW contact for escalation.</p> <p>Clear comms for students on representation of school and expectation of behaviour.</p> <p>Support teachers as much as possible to follow their risk assessment.</p>	D	2	MO	A

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Reputation	Students get lost / separated from their school	Navigating two buildings.	Teacher and/or students are upset and concerned.	<p>Adequate Teachers are required to stay with their groups or be always aware of their student's location. We encourage frequent head counts.</p> <p>Art Gallery security officers, visitor experience staff and volunteers have radios and will support students and teachers reconnecting.</p> <p>The meeting spot is the Information Desk and Welcome Hub in the respective buildings.</p>	C	2	MO	A
Reputation	Inadequate numbers of teachers are supplied by school for # of students	Teachers are unwell on day.	Inadequate supervision.	<p>Adequate Education Hosts will reiterate to teachers that they are responsible for student behaviour and navigation at the Art Gallery.</p> <p>Education Host to confirm contact details of supervising teacher on the day if any issues occur.</p>	C	2	Mo	A
OH&S	Students have allergic reactions/ill	Students have lunch/morning tea onsite during their visit.	<p>Choking.</p> <p>Allergies and anaphylaxis.</p> <p>Other illnesses, e.g., asthma.</p>	<p>Adequate Teachers have the duty of care for their students and need to have knowledge all students with known allergies / relevant medical conditions and ensure they bring their EpiPens / inhalers / medications etc.</p> <p>Art Gallery security officers and visitor experience staff carry radios and will contact further support in case of incident / emergency.</p>	C	4	M	A

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OH&S	Students being injured	Students are injured by tools and materials in workshop programs	Cuts, scrapes, splinters, etc.	<p>Adequate</p> <p>Art Gallery Educators are trained to assess the abilities, needs and skills of the students and therefore will provide suitable tools and assistance during programming.</p> <p>Teachers have duty of care of their students and should have their own First Aid kits.</p> <p>Art Gallery security are trained and can administer First Aid when needed.</p> <p>Educators can give band aids only to teachers when administering First Aid.</p>	D	2	Mo	A

Checked By	Date	Signature	Position
Paschal Daantos Berry	7/02/2023		Head of Learning and Participation
Approved By	Date	Signature	Position
Leeanne Carr	7/02/2023		Creative Learning Manager
Approved By	Date	Signature	Position
Sonja Falkiner	7/02/2023	SFalkiner	Risk and Safety Manager