

Back Information for teachers making Risk Assessment Plans



Melbourne Skydeck		
Area	Potential Hazard	Background Information
Arrival and Departure	<p>Accident and injury</p> <p>Lost students</p> <p>Cars/Crossing roads</p> <p>Over-crowded public spaces</p>	<p>The school bus drop off point is a high traffic area located on City Road. Students should be accompanied by adults at all times.</p> <p>Alternately many schools walk to the Skydeck via Southbank. Please ensure adequate supervision when crossing roads and in busy areas. Pedestrian crossings are located at the end and middle of Riverside Quay. Care needs to be taken in these areas.</p> <p>Group entry to the Melbourne Skydeck is staggered to avoid congestion at the lift area; we recommend a maximum group size of 60pax at one time with an appropriate teacher to student ratio for your year level.</p> <p>Groups exit the Skydeck through the gift shop and assemble outside. In the interest of public safety, groups are not permitted to gather at the doors before the gift shop/foyer.</p>
Facilities		
Lifts	Lift Breakdown	<p>There are 2 lifts to access level 88 which operate at speeds of 9 metres per second and it will take 38 seconds for your group to reach level 88. Teachers must accompany groups of students in the lifts to ensure excess movement does not interfere with the elevators.</p> <p>There are staff members stationed outside of the lifts on both level 1 and 88. A staff member does not travel in the lift with the group. All lifts have built in two way communication systems which directly contact our lift manufacturer who are trained to facilitate speedy and safe release in the event of any elevator malfunction.</p>

Walking around the Skydeck	Slips, Trips & Falls Interactions with the general public	Melbourne Skydeck is a major tourist attraction therefore a mixture of the general public, primary and secondary students will be on the Skydeck at most times. We request that primary school students wear labels with their name and school clearly displayed for easy identification. Students are advised to walk at all times, not to block corridors and not to sit on the floor. It should be remembered that Melbourne Skydeck can become very busy and that students need direct supervision at all times, including in the toilets. It is recommended that teachers conduct a headcount before leaving level 88. All areas of Melbourne Skydeck are accessible by wheelchair.
Outdoor terrace	Throwing objects outside of fencing	We ask that students be accompanied by a teacher/adult at all times when on the outdoor terrace. Phones and cameras need to stay behind the fencing at all times and at no time should a student put their digital device outside of the fence to take photos. Any person seen throwing objects through the fencing will be asked to leave immediately.
VR Theatre	Motion Sickness Photosensitive epilepsy	The VR Theatre is an optional experience which students can take part in at their own risk. This is not included in normal school bookings and there is an additional fee. The VR Theatre experience runs for approximately 11 minutes and includes chair movement and includes sounds and scents throughout. If guests are concerned, they can remove the headset at anytime during the experience if they feel any discomfort and raise their hand for a team member to stop the content. A minor under the age of 10 must be accompanied by a guardian/teacher.
The Edge	Claustrophobia Vertigo Edge breakdown	The Edge is an optional experience which students can take part in at their own risk. This is not included in normal school bookings and there is an additional fee. Once the Edge is fully outside of the building the glass will flash and sound effects will mimic the sound of cracking and shattering glass, you will then be standing in a glass box with the ability to look down to the ground below. This may scare some students, if at any time this becomes too much for students they can let a staff member know and they will open a door for them to come inside Students 7 years or under must have parent/guardian permission. The Edge is regularly serviced to ensure that it reaches stringent safety requirements at all times.
Claustrophobia/Vertigo	Students fall ill Refuse to go to level 88	All Melbourne Skydeck management have been trained to recognise and assist guests in distress. If students do feel dizzy/sick it is recommended that they stand away from the windows and take a seat until they adjust to the height. If a student refuses to go up to level 88 as they are too scared they can stay on level 1 with a teacher.
Toilets	Interaction with general public	Toilets are located on level 1 past the security checkpoint and up on level 88. However the toilets on level 88 are bigger. Students should be accompanied to the toilets by a teacher or support staff member.

		Accessible toilets are located on both level 1 and level 88.
Personal belongings	Trip hazards Lost/stolen property	<p>During your visit it is strongly advised for teachers and students to keep their belongings with them or leave them on the bus. For security reasons Eureka Skydeck does not have lockers or storage for backpacks.</p> <p>At no point are bags to be left unattended in excess on the Skydeck. We are a public space and students need to be mindful of their belongings at all times.</p> <p>Melbourne Skydeck takes no responsibility for lost items.</p> <p>Any items found on the observation deck will be located on our Lost Property on level 1. Please contact our office for any lost property enquires <u>03 9693 8888</u>.</p>
Occupational Health and Safety		
First Aid	<p>There are trained first aid staff stationed around the Eureka Skydeck and fully-stocked First Aid Boxes located on both level 1 and 88 which can be accessed via a Eureka Skydeck staff member, along with a defibrillator located on level 88.</p> <p>In case of emergency or sever medical issue the Eureka Skydeck staff will contact the Ambulance for assessment and assistance where appropriate.</p> <p>Where students have special medical needs such as severe allergies, teachers or school support staff should carry with them the required medication for appropriate medical response. This includes food allergies.</p>	
Emergencies	<p>Eureka Skydeck 88 has a comprehensive emergency response plan to ensure the safety of all guests and staff in case of fire or other emergencies. Emergency alert and evacuation tone systems are in place through the tower and all Eureka Skydeck staff are fully trained to assist guests in emergency situations. Please follow their directions at all times.</p> <p>Stairwells may be used for evacuation in emergency situations.</p>	
Public Liability Insurance		
Certificate of Insurance	Please contact our Education Coordinator for more information on: <u>03 9693 8810</u> or schools@melbourneskydeck.com.au	
Student Code of Conduct		
Student behaviour	<p>Students should be aware that there will be both other schools and the general public at the Eureka Skydeck during their visit. Teachers should advise students of the appropriate behaviour that is expected from them and go through their schools individual code of conduct before their visit</p> <p>Eureka Skydeck reserves the right to remove any students from the Skydeck if their behaviour is disruptive or dangerous. A teacher will be required to supervise such students outside the building.</p>	