



Hello

Risk Assessment Matrix

Self Directed Visits
and Education Sessions

SEA  LIFE

RAMs: Day Visit Information



- ★ To aid you in the planning process, here is a partially completed RAMS matrix.
- ★ By applying your specific information to this model you should save yourself planning time.
- ★ The booking confirmation sheet included in this mail out allows one staff member a free visit to Kelly Tarlton's prior to your booked date.
- ★ Please contact us if you have any further questions or comments: Phone 09 531-5065 or e-mail learn@kellytarltons.co.nz

A Trip to Kelly Tarlton's SEA LIFE Aquarium

Background information for teachers / caregivers making Risk Assessments

Access to the aquarium

Access to the aquarium for education groups can be made in a couple of ways:

- ★ For schools who are accessing the classroom sessions please enter through the EXIT doors at the Mission Bay end of the attraction
- ★ For schools who have a self-directed visit, please enter through the main entrance, city end of Tamaki Drive.
- ★ If you are travelling by bus for your visit please disembark at the 19 Tamaki Drive bus stop, located in between Kelly Tarlton's main entrance and True Food & Yoga (old Hammerheads Restaurant).
An additional bus stop is located outside Okahu Function center.
- ★ Please have your Payment sheet completed with all details on arrival – this makes for quicker processing of your group

Fire exits and Evacuation

- ★ The Aquarium has clearly marked Fire exits in all public areas and complies with Fire Control regulations.
- ★ All Duty Managers have been formally trained in emergency evacuation procedures

First Aid

- ★ First aid kits are located throughout the attraction and all duty managers hold a current first aid certificate
- ★ A defibrillator machine is also located on site – with pads for children too
- ★ Please contact any staff member for first aid assistance

A Trip to Kelly Tarlton's SEA LIFE Aquarium

Background information for teachers / caregivers making Risk Assessments

The attractions facilities include the following display areas

- ★ Scotts Hut – a copy of the original hut
- ★ Penguin enclosure
- ★ Scott Base
- ★ Southern Oceans
- ★ Amazing Creations
- ★ Rock pools – manned by our Guest Experience staff
- ★ Turtle Bay
- ★ The Cafe
- ★ The shark and fish tunnel tanks
- ★ Fish Gallery
- ★ Seahorse Kingdom
- ★ The gift shop
- ★ The classroom [for education sessions]

- ★ Kelly Tarlton's SEA LIFE Aquarium is a major tourist attraction in Auckland and a wide variety of animals are exhibited in enclosed and open tanks/spaces
- ★ At any one time we can have a mixture of general public, early childhood, primary, secondary and tertiary students in the Aquarium. Visitors are requested, as much as possible, to move through in a one way direction to assist with crowd control and traffic flow.
- ★ When students are at the Rock Pool area they must be guided by the Guest Experience staff in attendance re the creatures. Please do not attempt to put hands to any open tanks without an aquarium staff member present.
- ★ Our Cafe, located in the Turtle Bay area is for all visitors, however we do ask that when school groups visit they do not sit at the tables unless they are purchasing food from the cafe. There is space for the school groups to sit on the floor out of the main flow of foot traffic and eat their morning tea and lunch while in the Aquarium (Kelly's Alcove).
- ★ Toilets are located in the Admissions area, Turtle Bay and in the Gift Shop.
- ★ The Aquarium is fully wheelchair accessible, with ramps at the entry, a lift at the mid point to get up to the Fish Gallery and also a lift at the exit to take customers to the car park. Please feel free to ask a staff member if you are having trouble with the lifts.

People Factors

★ Identified Risk

- KT staff need to be informed of any students who require special needs assistance both on the day of booking and on arrival at the attraction
- Leaders of the group need to have name lists of the children and adults attached to the group
- The group needs to manage any students needing medication

★ Follow up / emergency

- KT staff trained in first aid are on site.
- Education staff ready and willing to assist
- Contact numbers used should a child be lost / left behind at KT's
- Emergency services contacted if an emergency arises in consultation with school staff

★ Management

- Any assistance for children with special needs provided either by the group eg. Teacher Aid or specific adult support / wheelchair [to be provided by school] KT does have a wheelchair available for customer use
- Students in wheelchairs and pushchairs who are coming initially to the classroom need to enter KT's though the exit doors at the Mission Bay end of the car park
- Lifts are provided within the attraction and at the exit for wheelchair use

★ Leaders to manage group lists

- School and cell phone numbers provided by school
- School to ensure all students are with them at various points throughout the visit

★ Students with medication

- Medication to be carried and managed by group leaders

Environmental Factors

★ Identified Risk

- General weather conditions
- KT's based on a very busy main road – Tamaki Drive – dangerous to cross with students
- Pedestrian Crossings are available on Tamaki drive out side Kelly Tarlton's SEA LIFE Aquarium
- Entry and Exit to and from KT's

Follow up / emergency

- Students bring any required clothing as directed by their school
- Should an accident occur the appropriate emergency services will be called by those on the scene in consultation with the school staff
- KT staff are available to assist
- KT staff trained in first aid are on site.

★ Management

- No immediate shelter from rain etc. on arrival moving from bus / transport until inside the building
- Map provided through documentation to identify best entry to take depending on how the clients are travelling to the attraction
- ★ Entry and exit to Kelly Tarlton's for education groups travelling by bus :
 - Through the Okahu Function Centre located on the water side of Tamaki Drive on the corner
 - There are pedestrian crossings that groups can use to cross Tamaki Drive to make their way to the exit [for a classroom session] or the entrance for a self guided tour
- Best option for buses – located on 21 Tamaki Drive on the same side of the road as the aquarium.
- There are steps to negotiate for the entry and exit
- Students need to walk in single file and hold railings when moving down/up the steps

Equipment Factors

★ Identified Risk

- Kelly Tarlton's facilities
- Moving on and off the Conveyor Belt
- Fire exits and evacuations

Follow-up / emergency:

- Student behaviour to be monitored by their teachers / leaders / supervisors at all times to ensure no distress is caused to our animals
- Possibility of tripping - resulting in an injury
- Our Duty Managers have been formally trained in emergency and evacuation procedures

★ Management

- Exhibits are on two levels and the a series of ramps and steps gives access to all viewing areas of the attraction
- Students are advised to walk at all times, to not block any corridors and to use the ramps and steps in a safe and responsible manner
- It is requested that while travelling on the conveyer belt through the tunnel that the students move in an orderly, quiet manner and be aware of the traffic flow
- The attraction has a wide range of animals on display in a variety of displays. Students are to follow the instructions re not banging the tanks, putting their hands in tanks etc and respecting our animals
- Students must watch how they move onto and off the travelator and step on one at a time
- Students must not sit or lie down on the travelator while it is moving, for safety reasons
- Kelly Tarlton's has clearly marked Fire Exits in all public areas and complies with Fire Control regulations.

General

In the event of an emergency:

- ★ Kelly Tarlton's staff will manage all major emergencies.
- ★ Leaders of the group will need to have identified who they are to a staff member on their arrival at the attraction
- ★ The leaders are required to keep their group together and ensure they stay together as a group in the car park after being evacuated from the building. The leader needs to do a roll check and then inform KT staff if there are any missing children/issues with their group

Supervision levels:

- ★ Supervision of students in Kelly Tarlton's is wholly the responsibility of the teachers / leaders / carers.
- ★ Supervision ratios allowed free entry are as follows:
 - Early childhood 1:3
 - School / Tertiary /Language ESOL groups 1:6
 - Disabled students 1:2

KT Staff duties:

- ★ KT Staff are responsible for admission / payment procedures, meet and greet, facilitating classroom sessions if booked, café and gift shop sales, presenting feeding schedule to all the public

Lost Property:

- ★ Any items found in the attraction are placed in lost property.
- ★ Schools lose many items so students should be encouraged to take responsibility for their own belongings

Inappropriate behaviour:

- ★ Kelly Tarlton's reserves the right to remove any student from the attraction if their behaviour is disruptive or dangerous. A teacher / supervisor will be required to supervise such students outside the building.

Public Liability Insurance:

- ★ Kelly Tarlton's SEA LIFE Aquarium has the appropriate Public Liability
- ★ Insurance in place to cover injury and damage.

General

- ★ Students should be aware that there will be both other schools and general public in the Attraction during their visit. Therefore we ask that the teachers outline the following Code of Conduct and monitor student behaviour on the day.
- ★ Students should:
 - Try to keep noise levels to a minimum and avoid running in the attraction
 - Respect our animals by refraining from tapping on our aquariums and only touching animals in specific touch tanks or when invited by a Kelly Tarlton's staff member.
 - Place any rubbish in bins provided
 - Refrain from throwing any items into open tanks
 - Behave in a courteous and responsible manner at all times
 - We expect teachers / leaders to ensure this code of conduct is adhered to.

Payment

- ★ Any education groups who make booking through the Reservation Team will receive, with all their booking documentation, a Payment Sheet which details all the information Kelly Tarlton's requires for your visit. Payment options are indicated on this sheet, which needs to be completed on the day of the visit detailing exact numbers of children and adults and handed to the Front desk or the Education team.
- ★ Please note: This document was developed to assist schools in their planning for a visit to Kelly Tarlton's SEA LIFE Aquarium.
- ★ Kelly Tarlton's cannot make the assessment for you. Teachers must make their own risk assessment based on the information provided.

★ A pre-visit is encouraged by the staff at Kelly Tarlton's.

★ Any queries please phone us on 09 531 5065 or via email learn@kellytarltons.co.nz

Thank you.



Thank you