

Group Visit Safety Guidelines

We look forward to your group's visit to Hui Te Ananui a Tangaroa, the New Zealand Maritime Museum.

We want you, your students and accompanying adults to have a safe, successful and enjoyable visit. The following are guidelines and information to help organisations to ensure their visit meets all health and safety standards required by their school/institution policies and New Zealand Maritime Museum.

This guide is to make you aware of the risks that have been identified at NZ Maritime Museum; however, other unidentified hazards could be present.

If you do identify any hazards, please report it as soon as possible to help us manage them at the NZ Maritime Museum. A risk assessment is included at the end of this document that can be used to assist you in preparing your own risk assessment.

The New Zealand Maritime Museum has an excellent safety record with solid Health and Safety policies and procedure in place. With correct adult supervision and quality pre-planning, the museum is a safe place to visit and offers many memorable learning opportunities for all, both on and off the water.

We have a culture of child protection and comply with the Children's Act 2014.

The Museum's vessels all comply with Maritime Transport Act 1994.

The Museum reserves the right to deny entry to any person or groups where their behaviour can be deemed to be unsafe or contrary to the enjoyment of the Museum by others. All visitors must comply with the museum Terms and Conditions.

| What | Description |
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| <p>Pre-visits</p> | <p>Pre-visits will be of value to the teacher/group organiser when completing safety statements. It is strongly recommended where possible that all teachers/group organisers make a pre-visit to the NZ Maritime Museum site to familiarise themselves with the museum and carry out their own risk assessment before undertaking an outing with children. We encourage you to bring any teachers/lead supervisors who will support your visit.</p> <p>Pre-visits are free of charge. The Learning Team welcomes these visits to help with prior planning - booking is essential. Please contact our Bookings team on 09 373 0807 or email bookings@maritimemuseum.co.nz</p> <p>If a pre-visit is not possible, this document provides a general outline of risks. It is essential that students be supervised throughout their visit to NZ Maritime Museum: in accordance with the museum's Terms and Conditions regarding child to adult ratios. Adult supervisors are given free entry to the museum.</p> <p>It is essential that the students understand:</p> <ul style="list-style-type: none"> • the aims and objectives of the visit how to avoid specific hazards and why they should follow all rules and instructions • why safety precautions are in place and what standard of behaviour is expected • who is responsible for the group • what to do if approached by anyone from outside the group • what to do if separated from the group |
| <p>Supervising Adults/Whanau</p> <p>Adult/Child Ratios</p> | <p>Children/students must be supervised at all times</p> <ul style="list-style-type: none"> • Supervising adults are responsible for keeping students safe, happy, well-behaved, and focussed on learning at all times. • Supervising adults/whānau must be 18 years of age or older. • Prior to the visit, teachers should ensure that supervising adults are safe supervisors of children and of good character. • Prior to your visit all supervising adults/whanau will have been fully briefed on their supervisory responsibilities, learning intentions and all behaviour standards as per your school policy and the Museum Group Visit Safety Guidelines <p>For safe supervision the Museum requires that students be accompanied by capable supervising adults with the following ratios:</p> <ul style="list-style-type: none"> • Yrs 1-8 On water and land- 1 adult supervisor: 5 students • Yrs 9-13 On water and land- 1 adult supervisor: 10 students • ECE on land- 1 adult supervisor: 2 children under 5 years of age • ECE on water- 1 adult supervisor: 1 child under 5 years of age |

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| | <ul style="list-style-type: none"> • Special needs on land- 1 adult supervisor: 2 special needs child/student* • Special needs on water- 1 adult supervisor: 1 special needs child/student * <p><i>*special needs requirements will be assessed on a case by case basis.</i></p> <p>We recommend group supervisors and their groups work together in group pairs to support each other All supervising adults, should have suitable means for communicating in an emergency e.g. a mobile phone</p> |
| <p>Museum Rules for Students/Children</p> | <p>Our museum is visited by many different people from Auckland, NZ and other countries. Students/children should be advised of the appropriate behaviour prior to their museum visit:</p> <p>Take care of the taonga in the Museum – Be a good kaitiaki. Protect the museum taonga for others. Do not touch museum objects unless signage indicates you may.</p> <p>Take care of yourself - Have fun and keep yourself safe. Stay with your group at all times and follow the directions of your supervising adults and museum team members. Be sensible. Walk do not run. Do not lean over rails.</p> <p>Take care of classmates, whanau and other visitors-</p> <ul style="list-style-type: none"> ✓ Be respectful of others ✓ Follow the directions of museum team members ✓ Talk with an inside voice and demonstrate courtesy and good manners ✓ Keep your hands to yourself and respect each other’s personal space |
| <p>Bus drop off point</p> | <p>NZ Maritime Museum will inform you where the best location is for your bus drop off point.</p> |
| <p>On site at the Museum</p> | <ul style="list-style-type: none"> • Hand Sanitiser is readily available throughout the Museum and in the Learning Centre • Please ask all adults to register their visit with the COVID tracer app. • Bag storage is available for pre-booked groups. Bags are to be stored in accordance with museum team member instructions • No food, drink, or bags are allowed in the galleries • Marina and pontoons are out of bounds unless directed by museum team members. • First aid kits are held in the Learning Centre, at the Museum ticketing desk, the security office and on the heritage vessels. The museum has qualified current first-aiders and also AED defibrillators onsite. • In the event of an emergency, alarms will sound. Emergency signals are by alarms, and intercom. • Emergency exit doors are clearly sign posted. Make your way outside of the building and gather opposite the Museum Entry on the pathway opposite the Museum entrance. • Museum team members are fully trained in emergency procedures. • Security patrol the museum. They are equipped with radios and are trained to deal with |

emergencies

- **Video surveillance** operates throughout the museum
- **Telephones are available for emergency use**, in the museum shop and security room.
- **Emergency phones** for urgent assistance in the galleries are located in the bottom of the second stairwell and on the second floor in the Blue Water Black Magic exhibition by the windows overlooking the harbour or phone 0800 373 0803
- **Ramps and a lift** are available for accessibility.
- **Toilets** can be found under stairwells- please supervise students in the toilets!
- Accessible toilets and baby changing facilities are available.
- **Consumption of alcohol or cigarettes including electronic vaping devices** are not permitted at any time.
- A **drinking fountain** can be found at the end of the concourse at the entrance to the Blue Water Black Magic Gallery.
- An **orientation talk** will be given by the museum upon a group's arrival onsite. Adult supervisors will be given information and maps to support the visit at that time. Adult supervisors may be required to wear lanyards or vests to assist in identifying them in an emergency.

**Out on
the
water/ on
the
pontoon.**

The Museum's heritage vessels are surveyed vessels and as such comply with the Maritime Transport Act 1994. All skippers and crew are covered by the current Maritime Rules (<http://www.msa.govt.nz>) which dictate the appropriate qualifications required. The aforementioned supervisor ratios apply. In the case of on-water activities your capable adult supervisors must be able to assist with donning lifejackets if necessary

- **ALL students must wear lifejackets provided by the Museum.**
- **Additional life jackets are on board for all passengers.** Supporting adults will be encouraged by the Educators to wear lifejackets. In an emergency, the crew will direct passengers when to wear them
- **Wet weather coats** are available for sailings
- ALL those sailing will be given a **safety briefing** by the vessel crew.
- Before sailing, adult supervisors are reminded that they are responsible for the safe supervision of their group of students/children

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| | <ul style="list-style-type: none"> • The supervising teacher and, where possible all supervising adults, should ensure they have suitable means for communicating in an emergency e.g. a mobile phone • All supervising adults should be fully briefed on their supervisory responsibilities, learning intentions, and behaviour standards as per your school policy <p>Before heritage vessel trip students and adult supervisors/whanau should be reminded:</p> <ul style="list-style-type: none"> • No running on the vessel or at any time on the marina and pontoons • Both feet should remain on the deck of the vessel at all times • The instructions of the vessel Master and his crew must be followed at all times and are final • Wear appropriate shoes and clothing that offer warmth and protection against rain, wind and spray • Long hair should be tied back • Wear sunscreen and well-fitting sun-hats and sunglasses • Mobile devices are permitted for capturing the on-water experience. Due to the need for good supervision they are not permitted for any other purpose. Mobile devices must be turned off if directed by crew • Be aware of pontoon and vessel movement |
| <p>Offsite experiences</p> | <ul style="list-style-type: none"> • The museum sits in an exciting waterfront location that provides many learning opportunities outside the museum walls. We also provide outreach programmes in other locations. • The key to safe and enjoyable offsite experiences is prior planning and effective supervision • Where an offsite experience is the home location of the school/group booking, the school/group supervisor will provide the museum with any information appropriate to a safe and enjoyable experience at least 2 days prior to the visit |
| <p>Contact details and learning resources</p> | <ul style="list-style-type: none"> • For information about group bookings phone 09 373 0807 or email bookings@maritimemuseum.co.nz • For general enquiries phone 09 373 0800 • Museum location: Corner Quay and Hobson Streets, Viaduct Harbour, Auckland, • For more information about learning programmes https://www.maritimemuseum.co.nz/learn |

NZ Maritime Museum Risk Assessment

| What could go wrong? | What would cause this? | How to prevent this from happening | Whose responsibility is this? | When/where preventative measures are taken. | Control Method | Emergency plan |
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| Personal accident or injury | <ul style="list-style-type: none"> • Person not looking where they are going especially near the water (boarding vessels and walking on pontoons) • Person falls over/slips/trips • Person pushing or shoving another <ul style="list-style-type: none"> • General carelessness • Not following NZMM rules • Climbing onto railings or taonga collection items • Inappropriate footwear • Loose clothing/ personal jewellery. | <ul style="list-style-type: none"> • Ensure supervision and adherence to NZMM rules at all times • Provide clear and frequent instructions not to climb • Being aware of uneven ground or sections of pathways <ul style="list-style-type: none"> • No running in NZMM • Being considerate of other public visitors • Reading safety notices where relevant • Students to wear appropriate footwear | All supervisors of visiting group Students | <ul style="list-style-type: none"> • Prior to departing school, discuss expected behaviour and to look for hazards. • Reminders given while at the NZMM • If on the pontoons for a specific programme, safety briefing will be given by NZMM educator. | Minimise | <ul style="list-style-type: none"> • Supervisor notifies NZMM staff of accident or injury. This action MUST be taken even if supervisor is a qualified first-aider and situation is under control. • First Aid administered by qualified NZMM staff or school first-aider • NZMM medical emergency procedure followed if injury is moderate or serious. • Incident report to be completed before supervisor leaves the NZMM. |

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| Person is lost, unaccompanied or person conflict at the NZMM | <ul style="list-style-type: none"> • Inadequate supervision • Inadequate supervisor/ student ratio • Person's lack of awareness of risk in such a situation | <ul style="list-style-type: none"> • Ensure students are made aware of the requirement to remain close to supervisor at all times • Children to be supervised at all times. • As a supervisor follow the ratios stated in the NZMM's terms and conditions | All supervisors of visiting group Students | <ul style="list-style-type: none"> • At the museum briefing at the start of the day with entire group • Reminders given while at the NZMM | Minimise | <ul style="list-style-type: none"> • Contact NZMM staff • NZMM staff will follow lost child procedure |
| Fire | <ul style="list-style-type: none"> • Deliberate, accidental or careless activity | Reporting any suspicious behaviour, smoke or flames | All supervisors of visiting groups All NZMM staff and contractors | Report to NZMM staff as soon as noticed. | Minimise | <ul style="list-style-type: none"> • NZMM staff will implement 'Emergency' procedure • All visitors to follow directions of NZMM staff • Site emergency response plans are formulated and reviewed regularly |
| Natural Disasters | <ul style="list-style-type: none"> • Natural Process • Earthquake • Tsunami • Flooding • Volcano | <ul style="list-style-type: none"> • Unpreventable | All supervisors of visiting groups All NZMM staff and visiting contractors | <ul style="list-style-type: none"> • Following NZMM protocols | Minimise | <ul style="list-style-type: none"> • NZMM staff will implement 'Emergency' procedure • All visitors to follow directions of NZMM staff • Site emergency response plans are formulated and reviewed regularly |

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| <p>Pontoons - When boarding and disembarking from vessel or taking part in a lesson on the pontoons</p> | <ul style="list-style-type: none"> • Person not looking where they are going especially near the water (boarding vessels and walking on pontoons) • Person falls over/slips/trips • Person pushing or shoving another <ul style="list-style-type: none"> • General carelessness • Not following NZMM rules Not walking in the centre of the pontoon Sea swell causing pontoons to move abruptly | <ul style="list-style-type: none"> • Ensure supervision and adherence to NZMM rules at all times • Provide clear and frequent instructions not to stay in centre of pontoon while walking. • Being aware of uneven ground or sections of pathways <ul style="list-style-type: none"> • No running on pontoons | <ul style="list-style-type: none"> • All supervisors of visiting groups • Ted Ashby crew • NZMM Education staff (lesson on the pontoons) | <ul style="list-style-type: none"> • Prior to entering the marina, Education team or Sailing crew to discuss expected behaviour and to highlight hazards. • If on the pontoons for a specific programme, safety briefing will be given by NZMM educator which will include man overboard procedures. | <p>Minimise</p> | <ul style="list-style-type: none"> • If a person falls into the water -While sailing, Ted Ashby crew will follow 'person overboard' procedure. -While on pontoons, one adult to keep eyes on the 'person in water'. Educator to call NZMM security for back up. NZMM staff will throw life buoy and use boat hook to guide them to the ladder to exit water. All other support adults to remove all other students back to the safety of museum. • Supervisor notifies NZMM staff of accident or injury. This action MUST be taken even if supervisor is a qualified first-aider and situation is under control. • First Aid administered by qualified NZMM staff or school first-aider • Incident report to be completed before supervisor leaves the NZMM. |

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| Offsite Waterfront walk | <ul style="list-style-type: none"> • Inadequate supervision • Inadequate supervisor-student ratio • Persons lack of awareness of risk in such a situation | <ul style="list-style-type: none"> • Close supervision by teachers and supervisors at all times • Awareness of the environment - public using scooters, bicycles and cars on footpaths, cycle lanes and roads | All supervisors of visiting group Students | <ul style="list-style-type: none"> • Incorporated into planning stage and the on the day museum brief • Discussed at pre visit contact with supervisors/educators • Discussed at school with entire group before departure to the NZMM | Minimise | Teacher in charge responsible. School to fill out and follow their own emergency plan. |

NZ MARITIME MUSEUM MAP

