



SCHOOL EXCURSIONS

Background information for Teachers making Risk Assessments

The following information provides background information for teachers planning a school excursion to Sydney Tower Eye. This information will assist teachers to prepare a risk assessment plan for their excursion. For more information contact Sydney Tower Eye on **8251 7800**.

SYDNEY TOWER EYE INFO

Arrival and Departure

Schools should plan to arrive at least 15 minutes before the allocated entry period. This will allow time to organise tickets, and divide into groups if required.

Group entry to The Sydney Tower Eye is staggered to avoid congestion in the 4D show and lift areas and to satisfy capacity regulations.

Access to The Sydney Tower Eye

Entry to the Sydney Tower Eye and 4D show is located on Level 5 of the Westfield Shopping Centre. This level can be accessed by the lifts on Market Street or by the internal shopping centre escalators.

Students are advised to walk, and not run, throughout the shopping centre and attraction at all times.

SYDNEY TOWER FACILITIES

Observation Deck

Sydney Tower is a major tourist attraction with over 600,000 visitors per year. The Observation Deck is 250 metres above street level. The observation deck is accessed by three lifts, each with a capacity of 8 to 10 persons.

The lifts operate at three speeds, full speed, half speed and quarter speed. These are varied according to external wind conditions. At full speed it takes 45 seconds to travel from the Podium level to the Observation Deck.

The lifts are attended by staff members as you enter the lifts and at the Observation level. A staff member does not travel in the lift with the group.

The lifts are monitored 24 hours a day by Westfield security using closed circuit television cameras.

4D Show

The 4D show lasts 4 minutes and takes our guests on a bird's eye view of the city and the surrounding areas, finishing up on the Sydney Tower Eye. The show has a number of special effects such as bubbles, wind, water, and vibrating floors and is quite loud during some sections. For children who do not wish to see the show they can wait outside with an adult.

Toilets	Toilets are located on Level 5 of the Westfield Shopping Centre next to the Sydney Tower Eye Entrance and Guest Relations desk. These are public toilets serviced by Westfield. There are also toilets on the Observation deck. However we advise that you use the ones on Level 5 as they are bigger.
Disabled Access	The Sydney Tower Eye – Observation deck and 4D Show is fully wheelchair accessible. Please let us know when booking if you have any children who are in a wheelchair.
SKYWALK	Is a 45 minute outdoor guided experience at the top of the tower. This is not including in normal school bookings as there is an additional fee. There is also an age restrictions of 8 years or older. Depending on age of child will depend on the amount of adults needed per child. For more details enquire at time of booking.

OCCUPATIONAL HEALTH & SAFETY ISSUES

Fire Exits and Evacuation	The Sydney Tower Eye has clearly marked Fire Exits in all public areas and complies with Fire Control regulations. The Sydney Tower Eye Management have been formally trained in emergency evacuation procedures.
First Aid	A First Aid Kit is located at the Sydney Tower Eye and between 9am and 5pm there are formally trained First Aid officers on site. A de-fib machines is located at Westfield shopping centre and Westfield security are trained in handling this machine For First Aid assistance please contact the floor supervisor.

CHILD PROTECTION ACT AND WORKING WITH CHILDREN CHECKS

Supervision Levels	Supervision of students at the Sydney Tower Eye is wholly the responsibility of the teachers/carers. Supervisors are allowed free entry on the following ratios: 1:3 for pre-school students, 1:6 for K-2 students, 1:8 for Yr 3-12 students, 1:1 for disabled students It should be remembered that The Sydney Tower Eye is a busy public building and students need direct supervision at all times, including in the toilets.
Working with Children Checks	The Sydney Tower Eye staff are responsible for the following duties: Admission procedures, meet and greet procedures, leading Tours, loading and unloading lifts, and overall management of the Observation Deck. At all times, teachers/carers are the direct supervisors of students at Sydney Tower Eye. The Child Protection Act legislation does not consider Sydney Tower Eye as a provider of specific services to children and it is therefore not necessary for Sydney Tower staff to have Working with Children checks. This information has been verified by the NSW Department of Education

and Training.

Government school teachers who have questions about excursion policy should contact the Operational Co-ordinator, Schools at DET on (02) 9561 8514.

PUBLIC LIABILITY INSURANCE

Insurance cover The Sydney Tower Eye has the appropriate Public liability Insurance in place to cover injury and damage. A Certificate of Currency of insurance can be supplied on request. Please call **8251 7800**.

PERSONAL BELONGINGS

4D show and Observation Level 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 the Sydney Tower Eye does not have lockers or storage for backpacks.

The Sydney Tower Eye takes no responsibility for lost items.

Lost property Any items found in the 4D shows are placed in Lost Property, located at the Ticket Desk. Any items found on the observation deck are given to Westfield security located on level 5. Schools lose many items so students should be encouraged to be responsible for their own belongings.

PAYMENT PROCEDURES

Payment options Payment is required prior to your excursion to secure all school bookings made.

The Sydney Tower Eye will issue a tax invoice prior to the excursion if requested. **Phone 8251 7800** with final student numbers at least 10 days prior to the day of visit and it will be issued. Remember a receipt can be obtained once payment is finalised which will act as a tax invoice.

STUDENT CODE OF CONDUCT

Student behaviour Students should be aware that there will be both other schools and general public on both the observation deck and 4D show during their visit. Therefore we ask that teachers outline the following Code of Conduct and monitor student behaviour on the day.

Students should:

- behave in a courteous and responsible manner at all times
- behave safely and walk, not run inside Sydney Tower
- place all rubbish in the bins provided
- Follow the instructions of the Sydney Tower Eye and Westfield staff.

Sydney Tower Eye reserves the right to remove any students from either 4D or the Observation Deck, if their behaviour is disruptive or dangerous. A teacher will be required to supervise such students outside the building.

We expect teachers to ensure that this Code of Conduct is adhered to.

This document was developed in consultation with the NSW Department of Education and Training school excursion policy. Teachers making **RISK ASSESSMENTS** as part of School Excursion Planning should note that the Sydney Tower Eye **cannot make the assessment for you**. Teachers must make their own risk assessment based on the information provided.

Please contact Sydney Tower Eye Education office on **02 8251 7800** if you have any questions.