

APPENDIX B: DETAILS OF EXTERNAL PROVIDER

INFORMATION FOR COMPLETION OF SECTION B

FACILITY DETAILS

NAME:

AQWA - The Aquarium
of Western Australia

ABN:

45 053 283 382

ADDRESS:

91 Southside Drive,
Hillarys 6025

TELEPHONE:

(08) 9447 7500

CONTACT PERSON:

Sasha Thompson
sasha@aqwa.com.au

YOUR BOOKING

I have noted the details attached for your schools proposed excursion to AQWA and have authority to provide the following information:

- AQWA is able to accept the proposed booking as attached and can accommodate the number and age of the students listed.
 YES No
- The duty manager at the time of the excursion will be: AQWA's Duty Manager or General Manager:
 - Duty Manager: a Duty Manager is on duty at all times at AQWA. Please see one of our OceanGuides or our front reception staff should you require assistance from the Duty Manager.
- Have other bookings been taken for this same period?
 YES No
- Other bookings will be taken for this same period. AQWA is unable to confirm in advance total numbers of visitors on any given day.

FIRST AID

Who will be responsible for the provision of first aid services?

Facility / Venue SCHOOL

- While all our Visitor Service staff have first aid training, it is the responsibility of the school to provide basic first aid to the students.
- Our staff will assist if possible.
- AQWA has comprehensive first aid kits, Oxy-viva equipment and a defibrillator, and will make every effort to be of assistance during an incident.

STAFFING

How many centre/venue staff will be on duty during the period of our excursion:

- The number of staff on duty during the period of the excursion is not fixed as staff work flexible shifts according to AQWA requirements.
- There will be an Ocean Guide located on the main floor at all times. AQWA's Ocean Guides are part of the education team and are trained in marine biology & in presenting information. Ocean Guides are your go-to staff members for any enquires or assistance during your excursion to AQWA.

I HAVE ATTACHED COPIES OF THE CENTRES GUIDELINES AND POLICIES RELEVANT TO YOUR EXCURSION

I HAVE BEEN MADE AWARE OF THE STANDARDS OF THE SCHOOL, AND THE DEPARTMENT OF EDUCATIONS POLICY, PROCEDURES AND GUIDELINES AND CONFIRM THAT I UNDERSTAND AND WILL COMPLY WITH THEM.

Signed: Sasha Thompson
Position: AQWA Education Manager
Date: 01/2023

FACILITY EMERGENCY ACTION PLAN

INCLUDING CENTRE AND SCHOOL ROLES AND RESPONSIBILITIES

EMERGENCY RESPONSE

- AQWA has an emergency response plan. AQWA staff are trained to respond to an emergency and are familiar with AQWA's evacuation procedures.
- In the event of an emergency, teachers and students will be required to listen to PA system announcements and respond to directions from AQWA staff.
- AQWA staff will be wearing AQWA uniforms. It is the teachers' responsibility to act on the instructions of AQWA staff and to mobilise/evacuate their group from the premises as safely and efficiently as possible.
- The muster/assembly point for all emergency exits is the large grassed area at the front of AQWA.
- Teachers are required to do a roll call and must immediately notify AQWA staff and any on-site emergency personnel if any students are missing.

KEEP CLEAR AT ALL TIMES

- The passageways through our exhibits, entry foyer and exit foyer are emergency routes and must be kept clear at all times.
- Please do not sit your groups in these areas.
- Suitable places for groups to gather are at the undercover Touch Pool or Marina Bay amphitheatre.

IDENTIFICATION OF STUDENTS

- Schools are responsible for choosing a suitable method of identifying students and school staff.
- We suggest all students wear their school uniform and that primary school students are given name badges or coloured vests that also identify their group.
- It is suggested that group leaders have a list of names of participating students, contact telephone numbers, student medical and relevant health information.

FACILITY MAP WITH EVACUATION POINTS

- A facility map with emergency evacuation points is included in this information booklet.
- It also highlights First Aid stations, defibrillator location, fire extinguishers and the emergency assembly point.
- We recommend each teacher and group leader is provided with a copy of this map.

IN AN EMERGENCY,
LISTEN TO THE
PA SYSTEM
ANNOUNCEMENTS
AND RESPOND TO
DIRECTIONS FROM
AQWA STAFF.

IT IS THE
RESPONSIBILITY OF
TEACHERS & PARENT
HELPERS TO
MOBILISE AND
EVACUATE THEIR
GROUP FROM THE
PREMISES AS SAFELY
AND EFFICIENTLY AS
POSSIBLE.

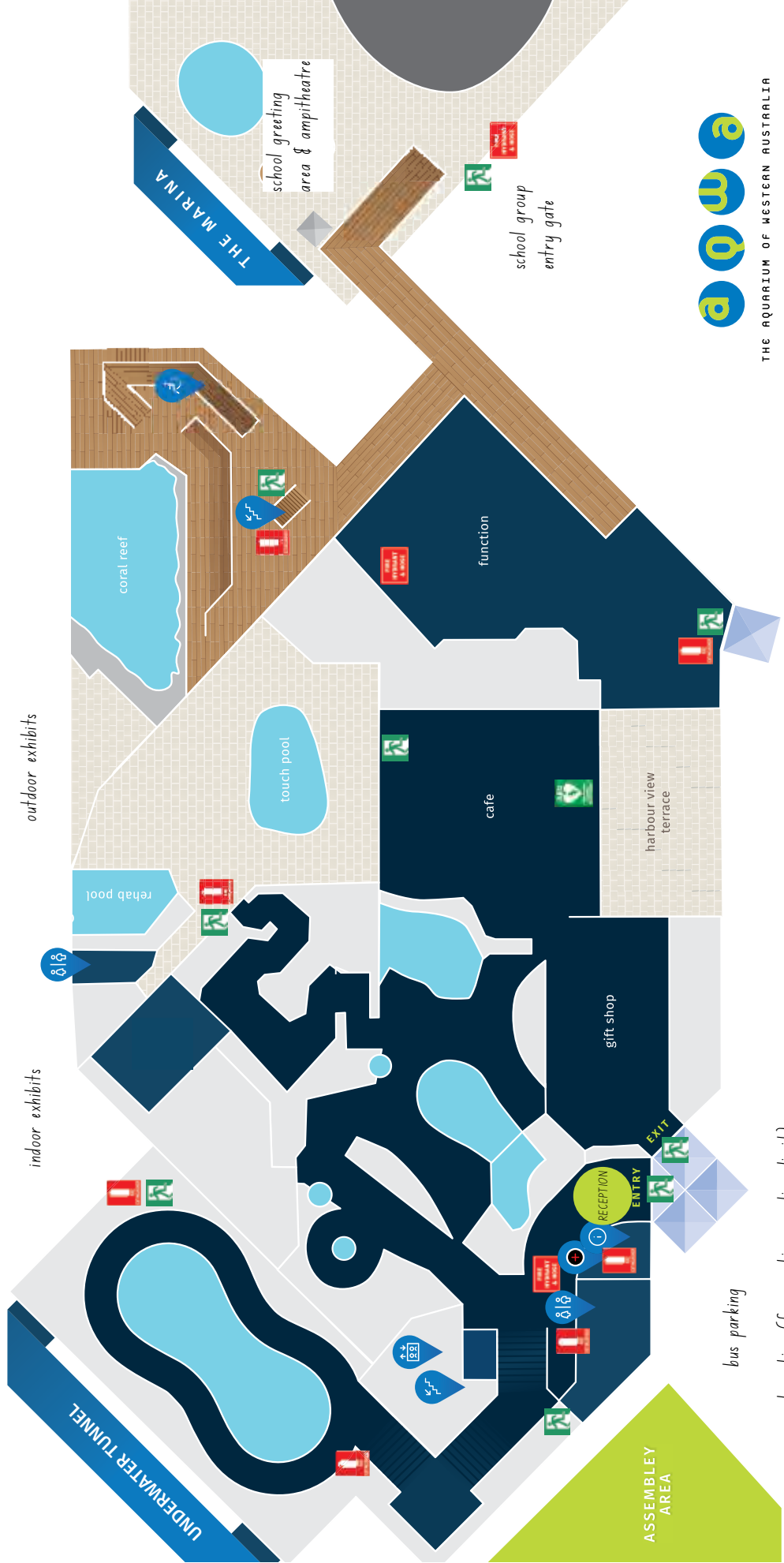
MAP WITH EVACUATION POINTS



IT IS THE RESPONSIBILITY OF TEACHERS, PARENT HELPERS AND STUDENTS TO ACT ON THE INSTRUCTIONS OF AQWA STAFF AND TO MOBILISE/EVACUATE THEIR GROUP FROM THE PREMISES AS SAFELY AND EFFECTIVELY AS POSSIBLE.

- In the event of an emergency, teachers and students will be required to listen to PA system announcements and respond to directions from AQWA staff.
- The muster/assembly point for all emergency exits is the large grassed area at the front of AQWA.
- Teachers are required to do a roll call and must immediately notify AQWA staff if any students are missing.

- Information Desk
- Disabled Ramp
- Toilets
- Stairs
- Elevator
- First Aid
- Defibrillator
- Emergency Exit
- Fire Hydrant
- Fire Extinguisher



THE AQUARIUM OF WESTERN AUSTRALIA

SUPERVISION AND BEHAVIOUR GUIDELINES

STANDARD AQWA EXCURSION

SUPERVISION

- Schools must provide a supervisory team for excursions to AQWA.
- The supervisory team must accompany students throughout the excursion, actively monitor behaviour and intervene as necessary.
- AQWA staff move throughout our exhibit areas and while they will not undertake any role in a supervisory context, they will intervene where behaviour or activities put animals, displays and/or visitors at any risk.
- AQWA provides the following free of charge ratio's and recommends that you divide into the smallest groups possible to ensure you get the most out of your visit.

Kindy - Year 3: 1 Adult FOC per 5 students
Year4 - Year 12: Adult FOC per 10 students

EXPECTATIONS

- AQWA expects schools to divide into smaller groups and to stay in those small groups as they explore AQWA.
- We aim to generate wonder and excitement but do ask that school groups remain orderly and that they are aware of, and show courtesy towards, all of our other visitors.
- We ask all schools to make their parent helpers and students aware of the importance of keeping our touch pool animals underwater and touching them gently. The perfect way to touch them is to stroke softly using fingertips - NO squeezing, grabbing, pulling or poking.

STUDENT BEHAVIOUR - PLEASE DISCUSS WITH STUDENTS

- Fish have ears! They don't stick out like ours but they have them none the less. Fish can hear three times louder than us so please talk quietly and don't yell so that you don't scare the fish.
- Lateral lines: fish and sharks have a line of sensory cells along their body called a lateral-line. These cells sense vibrations. When at AQWA, please don't tap the glass as our fish and shark will feel the vibration – they may think you're a predator and hide out of view!
- Touch Pool: you are able to touch everything inside — but you must be gentle and keep them underwater. All the animals are SEA creatures so they must be left in the seawater to survive.
- No running or climbing — it is very exciting inside but we don't want you to hurt yourself or another visitor!
- All students must remain with their group leaders at all times

FREE OF CHARGE ADULTS

- Kindy - Year 3:
1 FOC Adult : 5 students
- Year 4 - Year 12:
1 FOC Adult : 10 students

**TOUCH POOL:
FOR THE HEALTH
AND SAFETY OF
OUR ANIMALS,
PLEASE INSTRUCT
YOUR GROUPS TO:**

- 1. KEEP OUR ANIMALS UNDERWATER**
- 2. TOUCH GENTLY, USING SOFT FINGERTIPS: NO GRABBING OR PULLING.**

RESOURCES

- Check out our website for student worksheets and more:
www.aqwa.com.au/education/
- You can download a map of AQWA for group leaders here:
<https://tinyurl.com/aquariumWA>
- Provide this link to your group leaders to use on their phone as they explore. It will help them discover more about the sea creatures in each exhibit area:
<https://tinyurl.com/3r67pd7h>

LOGISTICS, FACILITIES & ACCESSIBILITY

ADDITIONAL INFORMATION FOR YOUR EXCURSION PLANNING

LOGISTICS - ARRIVAL

On arrival please keep your group at the base of our main entrance, while the designated teacher checks in at reception. An Ocean Guide will then lead your school to the group entrance and welcome them to AQWA.

Schools gain special entry through our Marina Bay group entry gate This enables you to be greeted in a shaded amphitheatre looking upon schools fish or in air-conditioned comfort overlooking the ocean! Your school can enjoy recess away from the crowds and access our popular outdoor exhibit areas first.

In the case of inclement weather, you will enter in small groups at the Main Entrance. Students should remain on the bus and our Ocean Guide can greet them aboard, before leading smaller groups up to the main entry.

LOGISTICS - RECESS/LUNCH

AQWA provides shaded, ocean view tables/spaces throughout our outdoor exhibits for groups to eat! These areas are located at Marina Bay amphitheatre, Coral Reef viewing deck and the Touch Pool terrace . Groups can also make use of the grassed area adjacent to AQWA before entering for recess. In inclement weather, shared use of our function centre can be arranged (subject to availability) and AQWA can provide an allocated space for recess/lunch storage.

Please note the indoor AQWA Cafe is reserved only for Cafe guests. Schools can pre-purchase student lunches from the Cafe if they wish to make use of this facility.

LOGISTICS - EXPLORE EXHIBITS & EXIT

Please break into small groups and follow directional cues.

Keep gaps between each group at all times to reduce crowding in front of exhibits - this is for the enjoyment and safety of students and visitors alike.

There is a flow to our exhibits - we recommended visiting all exhibits sequentially (rather than skipping and doubling back), then re-grouping everyone at the Touch Pool. Enjoy a second visit to this popular exhibit, before everyone exiting through the Marina Bay Gate, or in inclement weather, through the Giftshop Exit.

LOGISTICS - BAGS, BELONGINGS & STORAGE

We recommend that individual's backpacks are not brought to AQWA. If backpacks/drink bottles are brought, they must remain with students.

AQWA can accommodate the storage of small teacher's trolleys, eskis or baskets for essentials such as First-Aid kits, clipboards & recess/lunch.

If completing worksheets, we suggest students bring only a clipboard & pencil. Please no textas or pens.

NOTE: WEATHER

- The majority of AQWA's exhibit areas are indoor.
- All of our outdoor exhibits are under cover with sufficient shade.
- If raining when you arrive, keep students on the bus and we can greet your group aboard.

NOTE: BATHROOMS

- Male & Female (including disabled cubicles) are located on the left-hand side as you first enter AQWA.
- Large unisex ambulant toilet cubicles are located outside near the Touch Pool.

NOTE: DRINKING WATER

- A drink water fountain is located near the Touch Pool
- Additional water can be provided at the AQWA Cafe

PLEASE BREAK INTO SMALL GROUPS DURING YOUR VISIT. LEAVE GAPS BETWEEN GROUPS. AVOID DOUBLING BACK IF POSSIBLE.

Date of Issue: 25 November 2022

Coral World Australia Pty Ltd
PO Box 424
HILLARYS WA 6923 AUSTRALIA

Contact: Pauline Holbeck
Client Manager
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m: +61 414 194 663
e: Pauline.holbeck@aon.com

We hereby certify that the under mentioned insurance policy is current as at the date of this certificate, please refer to the important notices below.

| | | | | | | | | | | | |
|--|--|-------------------------|--|--------------------|---------------|---------------------------|--|-----------------------------|---------------|--|---------------|
| Policy Type | Public/Products Liability | | | | | | | | | | |
| Insured | Coral World Australia Pty Ltd &/or Coral World Australia Management Pty Ltd t/as AQWA &/or AQWA Adventures &/or AQWA Foundation Inc. | | | | | | | | | | |
| Insurer | LIBERTY SPECIALTY MARKETS | | | | | | | | | | |
| Policy Number(s) | PE-CAS-17-420016 | | | | | | | | | | |
| Period of Insurance | From: 4.00 pm 30 November 2022 Local Standard Time To: 4.00 pm 30 November 2023 Local Standard Time | | | | | | | | | | |
| Interest Insured | Insured's legal liability to pay damages or compensation in respect of: (a) Bodily injury (b) Damage to property happening during the period of insurance and caused by an occurrence and/or accident within the geographical limits in connection with the business and its products. | | | | | | | | | | |
| Limit of Liability | <table><tr><td>Public Liability</td><td></td></tr><tr><td>Any one occurrence</td><td>\$ 20,000,000</td></tr><tr><td>Products Liability</td><td></td></tr><tr><td>Any one period of insurance</td><td>\$ 20,000,000</td></tr><tr><td>In the aggregate any one period of Insurance</td><td>\$ 20,000,000</td></tr></table> | Public Liability | | Any one occurrence | \$ 20,000,000 | Products Liability | | Any one period of insurance | \$ 20,000,000 | In the aggregate any one period of Insurance | \$ 20,000,000 |
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| Any one occurrence | \$ 20,000,000 | | | | | | | | | | |
| Products Liability | | | | | | | | | | | |
| Any one period of insurance | \$ 20,000,000 | | | | | | | | | | |
| In the aggregate any one period of Insurance | \$ 20,000,000 | | | | | | | | | | |
| Geographical Limits | Anywhere in the World Except USA/Canada as Per Policy | | | | | | | | | | |

Further Information

Should you have any queries, please contact us on the details set out at the top of the page.

Important notes

- Aon does not guarantee that the insurance outlined in this Certificate will continue to remain in force for the period referred to as the Policy may be cancelled or altered by either party to the contract, at any time, in accordance with the terms of the Policy and the Insurance Contracts Act 1984 (Clth).
- Aon accepts no responsibility or liability to advise any party who may be relying on this Certificate of such alteration to or cancellation of the Policy.
- Subject to full payment of premium
- This certificate does not:
 - represent an insurance contract or confer rights to the recipient;
 - amend, extend or alter the Policy; or
 - contain the full policy terms and conditions