



Group Excursion Management Plan

DFES Education & Heritage Centre

Updated July 2023



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1. Location and Contact Details

Organisation: Department of Fire and Emergency Services (DFES)
Location: DFES Education & Heritage Centre
Physical Address: 25 Murray Street, Perth, WA, 6164
Postal Address: GPO Box P1174, Perth, WA, 6844
Phone number: (08) 6381 1110
Email Address: educationandheritage@dfes.wa.gov.au
Website: <http://dfes.wa.gov.au/educationandheritage>

2. Purpose of the Excursion

The Department Fire & Emergency Services (DFES) Education & Heritage Centre excursions incorporate some or all static and interactive exhibits for structural fire and natural hazards: bushfire, severe storm, cyclone, tsunami and earthquake: historical displays; vintage fire trucks; as well as opportunities for young children to dress up as firefighters and other emergency services volunteers.

2.1 School Groups

The *Emergency Helpers* and *Home Fire Safety* school excursions are no longer available at the DFES Education & Heritage Centre.

Self-guided excursions are still available. Resources to assist your excursion will be available on the website from Term 3.

Education Support Units/Centres please email the Centre to discuss your excursion options.

2.2 Non-school Groups

The Centre also welcomes excursions from a variety of groups including early childhood (e.g. playgroups or preschools); home-school; vacation care; youth (e.g. Scouts or cadets) and community (e.g. seniors).

All non-school group bookings with children/students are self-guided.

Non-school groups can partake in any activities that may be scheduled by volunteers on the day.

Adult groups may request a volunteer led tour when booking.



3. Entry Fee

Entry to the Centre is free, unless otherwise specified at the time of booking. Bookings are essential for all organised groups.

4. Environment

The Centre is in Perth's historic East End on the corner of Murray & Irwin Streets. It is neighbours with Hibernian Place and is close to Royal Perth Hospital.

The Centre is housed within the old Perth Central Fire Station. Construction commenced on the building in 1899, with the station opening officially on 1st January 1901. It was the first purpose-built fire station in Western Australia and the largest in the southern hemisphere, remaining operational until 1979. The building stands as a permanent and majestic reminder of Perth's rich social and architectural history.

Now refurbished and heritage-listed, the Centre characterises both past and present emergency services' through displays dedicated to the history of Western Australia's fire services and the natural hazards that occur throughout our vast state.

Entry to the Centre is through large green engine bay doors on Murray Street into Reception.

Please be prepared for the prevailing weather conditions of the day as there is no undercover area for shade or shelter.

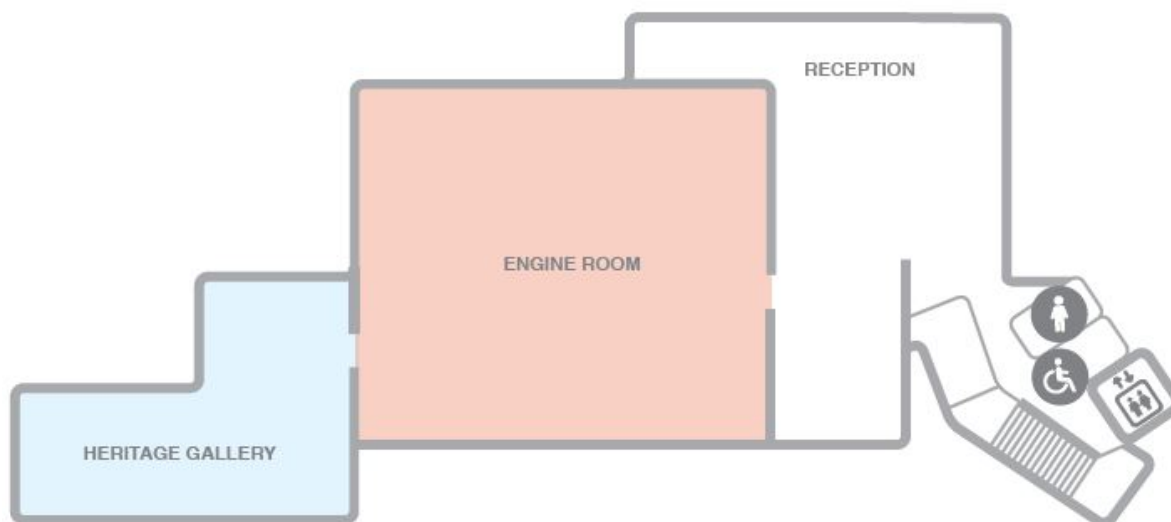


Diagram 1: Centre Ground Floor Map

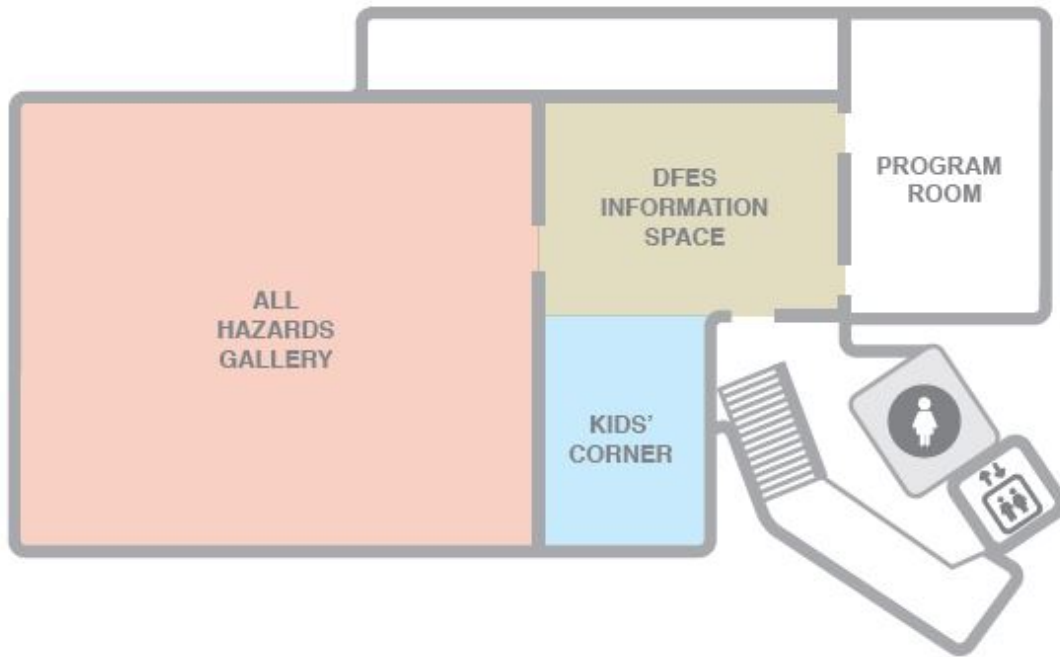


Diagram 2: Second Floor Map

5. Booking Availability

Bookings are essential for all organised groups.

Unbooked groups may be refused entry if the Centre is already at capacity.

Bookings can be made directly [online via this link](#).

Self-guided session times for groups are generally 60 minutes.

School Term Bookings:

- Tuesday, Wednesday and Thursday
- Between 10:00am-2:00pm.
- The Centre closes at 3:00pm.

School Holiday Bookings:

- Tuesday, Wednesday and Thursday
- Between noon and 2:00pm
- The Centre closes at 3:00pm.

1st & 3rd Saturday of the month:

- Between 10:00am and 1:00pm.
- The Centre Closes at 2:00pm.

Available time slots can be found [online](#).



6. Capacity

For groups containing children (eg schools and vacation care) we accommodate up to 32 children per session. If you have greater than 32 students please book 2 adjoining sessions.

For adult groups requesting a tour we recommend no more than 12 people per volunteer guide and is subject to availability.

7. Supervision

It is the booking organisation's responsibility to develop a supervisory team that meets their specific requirements as well as the Centre's minimum adult numbers, in line with the expectations for supervision outlined below.

Staff and volunteers at this Centre will assist visitors and groups but will not undertake any role(s) in a supervisory context. The organisation's supervisory team must accompany the group throughout the visit to actively monitor behaviour and intervene as necessary.

Disrespectful behaviour to our staff, equipment, building or other visitors may result in termination of the group's booking.

Children **MUST** be supervised in the Engine Room at all times as there are fragile objects on display and unsupervised exploration may result in breakage or damage to displays and/or injury to children. It is essential that children be closely supervised when climbing in and out of and whilst in the fire truck that is available for visitors to explore.

The Reception area provides a meeting point where the group can gather together at the start and at the end of a visit.

Please note that DFES is not responsible for the theft or loss of any personal property whilst visiting the Centre.



8. Supervision Ratios for groups with children

The Centre requires the following supervision ratios, with a mandatory minimum of 2 supervisors for each school/vacation care supervisory team, regardless of the number of students. (We recommend a maximum of 8 attending adults, teachers and parents inclusive)

- Years K-2, minimum 1 adult to 6 students
- Years 3-10, minimum 1 adult to 10 students
- Years 11-12, minimum 2 supervisors with the group.

Students in Kindergarten - Year 10 must be supervised by an adult for the duration of their visit to the Centre, including when booked in a program led by an education staff member.

9. Identification of Excursion Participants

It is the responsibility of the group to provide identification of excursion participants. It is expected that all children wear name tags on the day. Where this is not possible, please provide some form of easily identifiable item.

10. Briefing Participants and Supervisors

Group supervisory teams are asked to use the information in this document to brief participants about standards of conduct, supervision strategies, and emergency response plans prior to their visit to the Centre.

It is particularly important that participants DO NOT climb on the fire trucks except for the one that is clearly marked as being accessible to visitors.

Please remind participants that they will be sharing the Centre with other groups and/or members of the public and appropriate behaviour is expected at all times to ensure an enjoyable experience for all.



11. Communication Strategies

All communications between the group participants and the supervisory team are the responsibility of the organiser. Please ensure everyone recognises the communication strategies prior to your visit.

The lead supervisor must provide a mobile phone number with their booking and / or to reception on arrival at the Centre.

Volunteers and staff are located throughout the galleries of the Centre and are in contact with each other and reception via two-way radios.

If your organisation needs to contact you during an excursion, they can contact the Centre on (08) 6381 1110.

12. Access

When making your booking please advise us if you have any members in your group with special needs.

The Centre has wheelchair access and the first floor is accessible via a lift.

Social Stories are available on the website.

13. Bags, Food and Drink

The Centre has limited space available for storage of lunches and school bags. Please leave bags at home, school or on the bus if possible.

Food and Drink (excluding water bottles) are not permitted to be consumed whilst inside the Centre. Hibernian Place courtyard has grassed areas for groups to consume lunch, morning/afternoon tea.

There is no café facility on site.

14. Toilets

There is an accessible toilet which contains baby change facilities.

Due to limited toileting facilities, we recommend that toilets are used before leaving your organisation.



15. Transport & Parking

Transport to and from the Centre is the responsibility of the organising group.

15.1 Public Transport

Catching public transport is encouraged. The Centre is a 10-15 minute walk from the Perth, Underground and Mclver Train Stations and accessible from the City Busports.

The [Red CAT route](#) runs directly past the Centre in an eastward direction, and returns via Hay Street in a westerly direction. Hop off at the Royal Perth Hospital stop and walk back towards the Centre.

[Transperth's Get On Board website](#) can assist Schools and vacation care groups plan their public transport journey including one integrated Transperth Group Ticket.

Other groups can use the [Transperth Journey Planner](#).

15.2 Buses & Cars

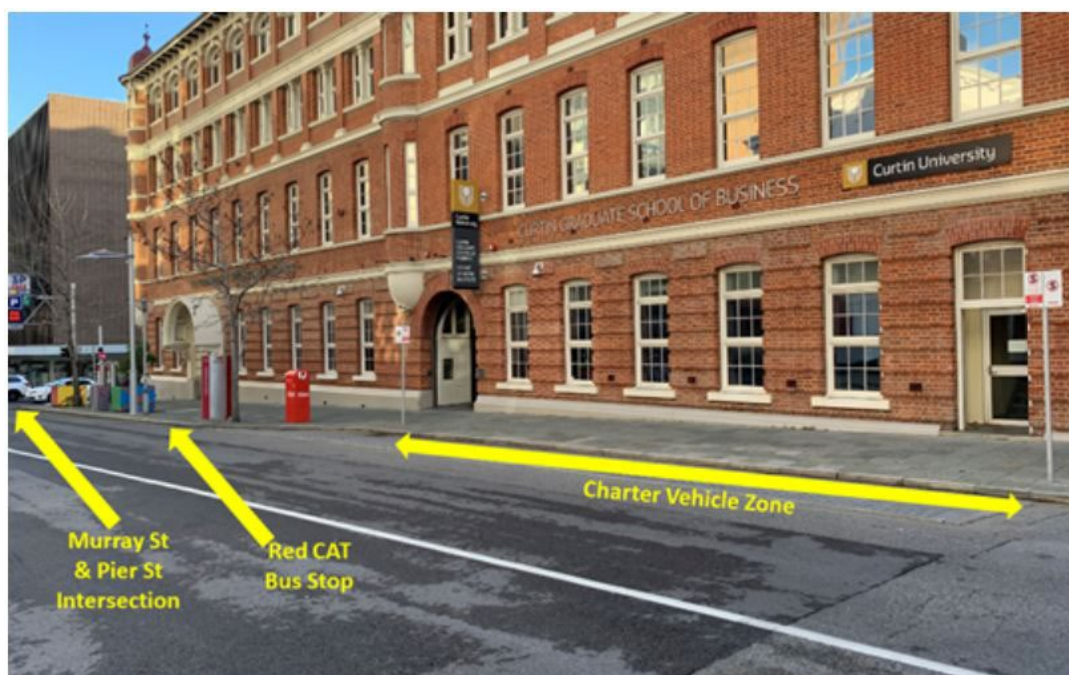
Stopping of buses directly in front of the Centre is **not permitted** by the City of Perth.

Your bus will need to drop your group off in the 'charter vehicle bay' located in front of Curtin University's CBD campus (78 Murray Street) located 130m west of the Centre.

This means you will have to walk the group east along the footpath and cross Murray Street in front of the Centre building.



Diagram 3: Bus drop off location – map view



Car parking is available at the City of Perth [Fire Station](#) or [Pier Street](#) car parks. Small coaster bus parking may be available in the [Terrace Road carpark](#).

For further information about parking in the city, please contact the City of Perth on (08) 9461 3800 or visit their online [Parking FAQ](#).

We encourage you to allow additional travel time for your journey to the Centre in case you encounter traffic congestion or parking shortages.

16. External Provider Information

16. 1 Clearances

Centre staff & volunteers hold current *Working with Children Checks*.

16.2 Current Accreditations and Qualifications

Centre staff & volunteers are professional educators with varying levels of experience and qualifications. Staff members include primary specialists with teaching experience.

16.3 Public Liability Insurance

Insurer: RiskCover

Amount: \$800,000,000

The Certificate of Currency can be found on the next page or downloaded [here](#).



CERTIFICATE OF CURRENCY

RiskCover

This Certificate is issued for information purposes only and does not confer any rights upon the Certificate holder and does not amend, extend or alter the coverage provided by the Cover detailed below.

Public Authority: Department of Fire and Emergency Services

Cover Number: R/206980

Cover: General Liability (including Products Liability).

Situation of Risk: Worldwide

Covering: The legal liability of the Public Authority in respect of claims for compensation resulting from an occurrence.

Limit of Liability: \$800 million any one occurrence.

Excess: Nil

Expiry Date: 30 June 2024

Conditions: Subject to the RiskCover Certificate of Cover, Cover Document and Fund Guidelines.

This Cover has been effected with RiskCover (managed by the Insurance Commission of Western Australia).

Date Issued: 26 May 2023



Insurance Commission
of Western Australia

Diagram 5: Certificate of Currency



17. Emergency response procedures

The Centre has four core emergency response procedures that may be activated in the event of an emergency dependent upon the type of situation:

- Evacuation
- Lock-down of facility
- Lock-out
- Shelter in place

17.1 Evacuation

Evacuation to the designated Assembly Area may be necessary if it is unsafe for staff and visitors to remain inside the Centre. This procedure may be required in the event of a bomb threat, fire, smoke, gas or other hazards posing a threat to occupants.

The designated Assembly Area of the Facility is directly across the road at Ainslie House (48 Murray Street, Perth) using the grassed area as the assembly point.



Diagram 6: Map with directions to onsite assembly area

17.2 Lock-down of Facility

A lock-down of the Centre may be required when an external threat impacts occupants. This procedure may be activated in the event of hazardous smoke emission from a nearby structure fire, a severe weather event or civil disturbance such as rioting.



17.3 Lock-out of Facility

A lock-out may be used when an internal threat has been identified and it is determined that it is safer to exclude employees, contractors and visitors from entering the Centre. This may be used in circumstances such as a gas leak or armed intruder.

17.4 Shelter in place

Shelter in place strategies may be used in response to external threats, where authorities deem it to be the best course of action to protect the building's occupants. The procedure may be activated in the event of a nearby hazardous materials incident, heavy smoke from a nearby bushfire or a severe weather event.

18. Emergency Response Plan

18.1 Pre-Emergency

1. All Centre staff and volunteers are aware of the site's emergency response procedures and in particular, the nearest exit point and assembly area.
2. Upon arrival, you will be asked how many children and adults you have in your group.
3. Groups should have their own Emergency Response Plan pertaining to the particular needs of their participants.
4. The group supervisory team should have access to a list of names of participants, contact telephone numbers, participant medical and relevant health information available to all supervisors at all times during the visit.

18.2 During an Emergency

1. In the event of an emergency or serious incident, instructions will be issued to groups from Centre staff.
2. Group supervisory teams are responsible for managing the movement of participants under the direction of Centre staff.
3. Once re-assembled the lead supervisor is to take a roll call of the group participants and notify Centre staff immediately if any are missing.
4. Group supervisory team is responsible for keeping the group together and managing their behaviour.

18.3 Post Emergency

1. Follow instructions from the Centre.
2. If safe to do so the visit to the Centre can recommence.

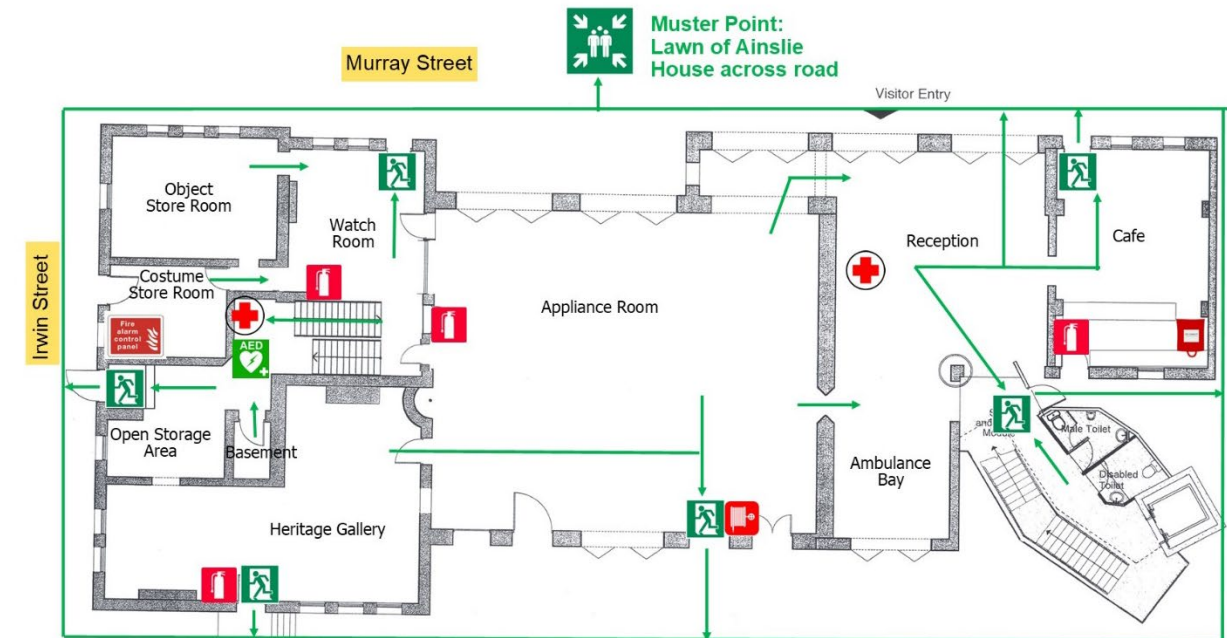


Diagram 7: Ground Floor evacuation plan

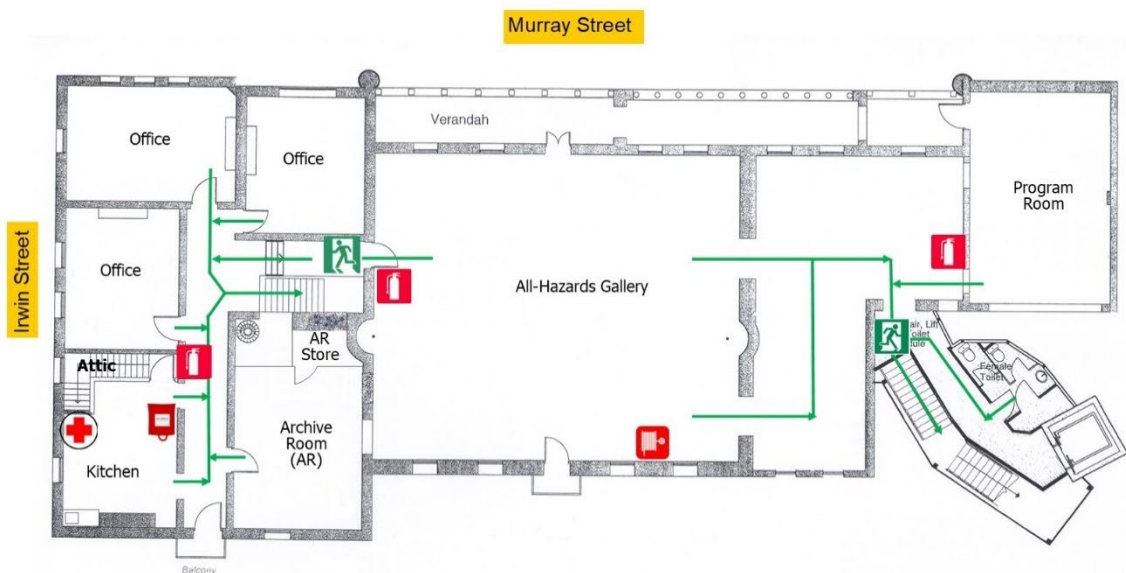


Diagram 8: First Floor evacuation plan



20. First Aid

It remains the responsibility of the group supervisory team to provide First Aid to their group participants. Permanent Education Officers and some volunteers hold current First Aid certificates and will assist if possible.

The Centre has a First Aid kit and a defibrillator, but groups may choose to bring their own if they wish. The group supervisory team is responsible for bringing and administering adrenaline, insulin and other special medications required by their group participants.

Should any of your group participants need medical attention, please ensure the remainder of your group is properly supervised.

21. COVID-19

The health and wellbeing of our visitors, staff and volunteers is our top priority.

We continue to be guided by WA Government health guidelines.

Please visit the COVID-19 section of the Centre website prior to your visit for up to date information.