

RISK MANAGEMENT PLAN

Correct as at 1 July 2015



TRAVEL

Activity / Location	Risk	Action / Elimination / Control	Who	When
Car / bus / coach to and from venue	Faulty vehicle Vehicle accident Struck by vehicle during boarding	Ensure vehicle operators hold appropriate licences and insurance. Ensure participants stay seated throughout travel. Ensure seat belts are worn where fitted. Enforce rules and monitor behaviour. Brief occupants on emergency procedures. Venue has designated Bus Loading Zone. Ensure occupants enter and exit bus / coach in a safe manner.	Group leader Vehicle operator	Prior to booking During transportation

VENUE

Activity / Location	Risk	Action / Elimination / Control	Who	When
General	Buildings unstable Venue uninsured Injury due to WHS issue	The Venue holds all licences required to operate. Venue maintains Public Liability Insurance – certificate of currency available upon request. Construction meets relevant building codes at the time of construction. Construction is undertaken by licensed / insured builders. Venue is committed to managing WHS issues.	Management	Ongoing
Emergencies	Fire / Flood Gas leak Personal injury Loss of property Missing person	Centre has emergency procedures in place. Standard operating hours are 9am to 5pm, 24 hour on call emergency assistance is available. Emergency procedures explained to group leader & provided in Leaders Handbook.	Management Customer Service Group leader	Ongoing

	Bomb threat	Contact details for local facilities (eg. doctors, chemist) available. Groups briefed on evacuation procedures.		
Transportation of participant in Venue vehicle	Child protection related incident Vehicle faulty Vehicle accidents	Only to occur in circumstances where there is no other feasible option. Permission obtained from parent, caregiver or group leader. Vehicle is insured & registered & employee licensed. Employee screened for Working with Children.	Management Customer Service Group leader	Throughout stay
Maintenance	Injury due to unsupervised access Tripping over tools or maintenance area Faulty equipment / structure Hazardous material incident	Maintenance sheds and locked when not in use. Tools are stored in maintenance sheds or in locked vehicles. During major construction, areas are fully fenced. During maintenance areas are identified by road barriers, witches, hats, safety tape or appropriate barricade. The Venue promotes a safe working environment. Venue has a designated chemical store & is inspected annually. A delivery procedure is in place. Safety Data Sheets are maintained.	Management Maintenance staff	Ongoing
Personal safety equipment	Failure of equipment Unsafe practices Inadequate equipment	Equipment complies with industry standards. Equipment is used for its express purpose, stored & retired in accordance with manufacturer guidelines. Participants briefed on correct fitting & usage of equipment for activity.	Management Staff	Ongoing
Pedestrian movement	Struck by vehicle Tripping / falling Stuck by falling tree / material	Speed limited to 10km per hour. Designated car parks. Enforce appropriate use of roads. Use of appropriate footwear. Tripping hazards clearly identified with yellow lines Pathways appropriately lit at night.	Management Staff Group leaders Guests	Ongoing

Meeting rooms	Struck by falling equipment Hot water burn Trips and falls	Chairs to be stacked no higher than six high. Tables to be stacked against walls. Zip heaters secured to wall to prevent toppling over. Zip heaters labelled 'hot water'.	Staff Group Leaders	Ongoing
Free play	Fall off equipment Faulty equipment causes injury	Fixed equipment meets building codes and council approval. Sports equipment is kept in good repair. Group leaders have access to sports equipment. Equipment is inspected annually. Free play supervised by group leaders. Program activities clearly labelled not for use unless supervised by trained staff.	Management Staff Group Leaders	Throughout stay

ACCOMMODATION

Activity / Location	Risk	Action / Elimination / Control	Who	When
Security	Intruder Loss of property Assault	Group leader given key to each bedroom & meeting rooms. Group to keep facilities locked at night & when not onsite. All staff easily identified by uniform shirts with logo. Staff & other groups asked to limit their access to their own areas.	Customer Service Group leader	Upon arrival Throughout stay
Accommodation	Injury due to inappropriate actions Scalding Inadequate supervision Unserviceable fittings Unforeseen emergency	Ensure adequate sleeping accommodation for each participant. When necessary, separate accommodation for males & females. Group leader accommodation is within easy access for participants if required. Procedures detailed in Leaders Handbook provided to group leader. Groups briefed on appropriate behaviour, rules & out	Management Customer Service Group leader	Prior to stay Upon arrival Throughout stay

		<p>of bounds areas.</p> <p>Group to advise any maintenance required during stay.</p> <p>Leader to advise any maintenance on Feedback Form.</p> <p>Evacuation procedures signage in each room.</p> <p>Fly screens are installed in all rooms.</p>		
Housekeeping	<p>Slip in wet area</p> <p>Child protection related incident</p> <p>Trip hazard</p> <p>Ingestion of or burn / reaction due to cleaning chemical</p>	<p>Chemicals are stored appropriately for their use.</p> <p>All cleaning materials (eg. buckets, mops) stored when not in use.</p> <p>All electrical cords are wound up when not in use.</p> <p>“Cleaning in Progress” signs utilised.</p> <p>Bathroom floors are mopped after group has vacated.</p> <p>Where appropriate, bedroom doors are locked after cleaning.</p> <p>Staff are not to be alone with a participant, ie. when room cleaning staff knock, call out and only enter if room is unlocked & vacant.</p> <p>Mattresses & bedding are checked and replaced (if required) after every camp.</p>	Housekeeping	Ongoing
Kitchen	<p>Food poisoning</p> <p>Injury due to unsupervised access</p>	<p>Centre proactively manages all aspects of food safety & hygiene.</p> <p>Cooks are qualified / skilled and have the relevant knowledge regarding food safety and safe food handling practices.</p> <p>Staff are trained on both the knowledge & skills required for their area of responsibility.</p> <p>Dietary requirements are taken into account (see detailed info below).</p> <p>Guests are not permitted to access the kitchen unless supervised by staff.</p>	<p>Management</p> <p>Cook</p>	Ongoing
Special diets	<p>Religious or ethical</p> <p>Anaphylaxis</p> <p>Allergic reaction to</p>	<p>Information obtained identifying food allergies & special dietary needs & other health related issues.</p> <p>Centre advises defined dietary categories.</p>	<p>Bookings</p> <p>Cook</p>	<p>Prior to stay</p> <p>Prior to first meal</p> <p>Throughout stay</p>

	known trigger Reaction due to medical requirement	Centre advises where participant will need to supply own food. Summary of dietary requirements supplied to Group Leader for verification. Participants with dietary requirements collect individual meals from front of house.		
Servery and dining room	Incident due to incorrect food handling & storage Burning / scalding Slip on wet floor Injury due to unsupervised access Cuts Trip / fall	Procedures detailed in Leaders Handbook provided to group leader. Groups briefed on appropriate behaviour & expectations. Food service operates for 45mins after which food is removed to meet food, safety & hygiene laws. Hats & gloves to be worn when serving. Footwear must be worn in the dining area. Appropriate warning signs used where necessary. Immediate area of broken glass / crockery is cleared, guests verbally alerted to danger, sign put out if required, breakage cleared. All power cords to hot servery run through floor. "Do not Enter" & "Cleaning in Progress" signs limit access as required. Fluid spills immediately cleaned.	Customer Service Group leader	Prior to stay Prior to first meal Throughout stay

PEOPLE

Activity / Location	Risk	Action / Elimination / Control	Who	When
Child protection	Child protection related incident Identification of child at risk	Venue has a Child Protection Policy in place & an appointed Child Protection Officer. Employees have completed an Employment Screening Check and have been screened. Procedure in place for management of allegation. Staff easily identified by uniform shirts with logo.	Management Staff	Ongoing

Privacy of information	Unauthorised disclosure of info Inadequate process	Information obtained is used only for express purpose. Access & storage of information meets Privacy Act requirements. Info retained as required under the Freedom of Information Act.	Management Staff Group leader	Prior to stay Throughout stay
Medical	Aggravation of existing medical condition or injury Access to First Aid & equipment Inappropriate medical attention	Information obtained identifying allergies, special needs & other health related issues. Ensure that participants have medication. First aid boxes are available at each site. Venue has policy of not administering anything ingestible or injectable. Vehicle access to all activities onsite. All Instructors hold current First Aid qualifications. Instructors carry a First Aid kit onsite to all activities.	Management Staff Activity staff Group leader	Prior to stay Throughout stay Ongoing
Special needs	Incident due to inadequate special needs considerations	Signage identifies wheelchair access throughout site. Wheel chair access to majority of onsite areas & ramps are wheel chair compliant. Safety bars in disabled bathrooms. Ability to participate in specific activities decided after discussion with group leader & participant.	Maintenance staff	Ongoing Prior to stay
Client behaviour	Injury due to other participant Injury to self through inappropriate actions Ingestion of non prescription drugs or alcohol.	The Venue promotes a smoke free environment. Smoking is not permitted in any building or designated work area. The Venue has a drug free & alcohol policy. Information is detailed in the Leaders Handbook & welcome brief. Action will be taken for infringements of these policies.	Management Customer Service Officer Group leader	Ongoing Upon arrival Throughout stay

ENVIRONMENT

Activity / Location	Risk	Action / Elimination / Control	Who	When
Extreme weather conditions	Change in weather conditions Exposure Sunburn Lightning Dehydration Strong winds	Checklist provided to group organiser outlining clothing requirements. Bureau of Meteorology site checked for weather updates. Participants briefed to wear hats, apply sunscreen & carry water. Water is readily accessible. Activities facilitators in mobile phone contact with the office throughout activity. Monitor group throughout activity & administer First Aid if required. Activity stopped if conditions considered unsafe. Alternate activities arranged after discussion with group leader.	Management Activity staff Group leader	Prior to stay Upon arrival Throughout stay
Fire (including bush fire)	Personal injury Participant separated from group Loss of property	Venue meets Australian Standards in relation to number of hydrants, hoses and extinguishers, illuminated exit signs, Emergency Procedure signs & equipment maintenance (six month check by licensed provider). Venue has a pro-active process to manage associated risks. Smoke alarms are installed in every room. Fire blankets available in every kitchen with cooking facilities. Fire hydrants are installed. Signage identifies assembly areas & fire extinguishers. Assembly areas clearly identified. Staff completed annual bush fire training. Emergency procedures & fire alarms explained to group leader and provided in Induction Book.	Management Maintenance staff Group leader	Prior to stay Upon arrival Throughout stay

		Groups briefed on evacuation procedures. Groups to move to evacuation points if required. Check group against participant list.		
Native flora / fauna	Reaction due to known triggers Mild reaction due to natural environment Injury due to bite or sting (eg snake or spider) Trips / falls	Ensure medical info obtained from participants & summary produced. Advise instructor of any potential allergic risks, triggers & severity (see under Medical). Participant to carry any personal medication. Participants to wear closed in shoes for all activities. First Aid kit carried at all times. Instructors in mobile phone contact with office.		

ACTIVITIES

Activity / Location	Risk	Action / Elimination / Control	Who	When
Structures and hardware	Failure of structure or equipment Injury due to unsupervised access	Construction complies with current Australian standards or relevant building codes and annual checks & maintenance conducted. Equipment is used, stored & retired in accordance with manufacturer guidelines. Logs are maintained to track equipment usage Activities are de-rigged at the end of each day Access to activities is restricted between scheduled activity sessions (ie. ladders locked, harnesses stored or instructor remains at site).	Management Activity facilitators	Ongoing
Activity specific	Unsafe practices Injured whilst on activity Injured by other participant Inadequate supervision	Venue has developed Standard Operating Procedures that meet or exceed industry standards to manage known & potential risks and ensure safe operation of activities. Instructor to participant ratios will vary depending on activity & group. Instructors undertake work that is in line with their	Management Activity facilitators	Ongoing Upon arrival Throughout the stay

		<p>level of training or experience on each activity. Ensure one Leader allocated to each group Activity areas are inspected to identify any hazards. Groups given instructions on boundaries & behaviour. Supervision of group during activity session. Participants must attend briefing to undertake activity. Vehicle access to all activities onsite. Incident Report Form completed for any incidents.</p>		
Facilitation staff	<p>Unsafe practices Insufficient knowledge & skills</p>	<p>Instructors have appropriate skills and / or qualifications in outdoor education and / or have been specifically trained on individual activities by the Venue. Instructors have current First Aid qualifications. Instructors are required to follow Standard Operating Procedures.</p>	Management	<p>Ongoing Throughout the stay</p>