

Iutanda

RISK MANAGEMENT PLAN 2017

RISK MANAGEMENT PLAN

VENUE (Consider potential hazards such as location, crowds, slippery floors)

Location	Hazard Identification	Control Measures	Level of Risk (control measures in place)	Who	When
General	▪ Buildings unstable	<ul style="list-style-type: none"> ▪ The Centre holds all licences required to operate. ▪ Construction meets relevant building codes. 	Low	Operations manager Maintenance Manager	Ongoing site management
	▪ Site uninsured	<ul style="list-style-type: none"> ▪ Centre maintains Public Liability insurance. Certificate of Currency provided on request. 	Low	Operations manager	Ongoing site management
	▪ Injury due to OH&S issue	<ul style="list-style-type: none"> ▪ Construction is undertaken by licensed, insured builders. ▪ Centre has a commitment to managing OH&S issues. 	Low	Operations Manager Ongoing site management All Staff	Ongoing site management
Participants walking / crossing roads	<ul style="list-style-type: none"> ▪ Struck by vehicle whilst crossing road 	<ul style="list-style-type: none"> ▪ Speed limit of 15km for all traffic on site. ▪ Signage encourages vehicles to park in designated areas. ▪ Vehicle access limited to road and parking area on boundary of site (so vehicles are not in areas of pedestrian activity) 	Low	Facilities manager All	Ongoing site management During stay
Meeting rooms	<ul style="list-style-type: none"> ▪ Struck by falling equipment 	<ul style="list-style-type: none"> ▪ Chairs are stacked no more than 8 high ▪ Tables are stacked out of the way 	Low	Operations Support Group Leader	Throughout stay
	<ul style="list-style-type: none"> ▪ Hot water burn 	<ul style="list-style-type: none"> ▪ Miniboils are at a height to discourage access from children & with warning signage. ▪ Safety buttons installed on New miniboil systems ▪ Parents/teachers to supervise children in dining room 	Low	Facilities manager	Ongoing site management
Sporting Equipment & Areas (including swings & volley ball & tennis courts)	<ul style="list-style-type: none"> ▪ Faulty equipment causes injury 	<ul style="list-style-type: none"> ▪ Fixed equipment meets building codes & council requirements. ▪ Equipment is inspected annually. ▪ Soft fall areas are in place & maintained. ▪ Sporting equipment is kept in good repair. ▪ Detailed information is outlined in the Induction Book ▪ Participants under 18 years must be supervised by group leaders. 	Low	Activities maintenance and development / guest service coordinator	Ongoing site management On arrival Throughout stay
	<ul style="list-style-type: none"> ▪ Fall off equipment 	<ul style="list-style-type: none"> ▪ The Centre encourages adult supervision of all recreational activities. 	Low		
Maintenance	<ul style="list-style-type: none"> ▪ Injury due to unsupervised access ▪ Tripping over tools or equipment ▪ Faulty equipment ▪ Hazardous material incident 	<ul style="list-style-type: none"> ▪ 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 Centre promotes a safe working environment. ▪ Centre has a designated chemical store. ▪ A Heavy Vehicle Procedure is in place. ▪ A Delivery Procedure is in place. ▪ Material Safety Data Sheets are maintained. 	Low	Facilities manager	Ongoing site maintenance
Site Hazards (incl trip hazards, environment.	<ul style="list-style-type: none"> ▪ Tripping on paths /tracks 	<ul style="list-style-type: none"> ▪ Paths and tracks are kept well maintained by grounds staff 	Low	Facilities manager	Ongoing site management
	<ul style="list-style-type: none"> ▪ Fallen trees 	<ul style="list-style-type: none"> ▪ Trees are cut back, tracks cleared & general maintenance conducted 	Low		

		to reduce risks			
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ACTIVITIES (Activities planned on the program)

Activity/ Location	Hazard Identification	Control Measures	Level of Risk (control measures in place)	Who	When
Activity Structures & Hardware	<ul style="list-style-type: none"> ▪ Failure of structure or equipment 	<ul style="list-style-type: none"> ▪ All equipment is in accordance with Australian Standards or relevant building codes and annual checks & maintenance are conducted. ▪ Equipment is used, stored & retired in accordance with manufacturer guidelines. ▪ Equipment found to be damaged or faulty is not to be used. 	Low	<p>Activities maintenance and development</p> <p>Guest services</p>	<p>Ongoing</p> <p>After activity Before activity</p>
Activity specific	<ul style="list-style-type: none"> ▪ Unsafe practices ▪ Injured whilst on activity ▪ Injured by other participant ▪ Inadequate supervision 	<ul style="list-style-type: none"> ▪ Centre has developed Standard Operating Procedures that meet or exceed industry standards to manage known & potential risks and ensure safe operation of activities. ▪ The Centre is a member of the National Accommodation, Recreation & Tourism Accreditation (NARTA). ▪ Instructor to participant ratios will vary depending on activity & group. ▪ Instructors undertake work that is in line with their level of training or experience on each activity. ▪ Activity areas are inspected to identify any hazards. ▪ Groups given instructions on boundaries & behaviour. ▪ Supervision of group during activity session required. ▪ Participants must attend induction to undertake activity. ▪ Emergency vehicle access to all activities onsite. ▪ Accident Report Form completed for any incidents. 	Low	<p>Activities maintenance and development</p> <p>Operations manager</p> <p>Group Leader Guest services</p>	Ongoing management
Off Site Activities	<ul style="list-style-type: none"> ▪ Group getting lost ▪ Individual getting lost ▪ Injury requiring Medivac ▪ Undesirable objects, persons or behaviour in toilets and similar structures 	<ul style="list-style-type: none"> ▪ Lead instructors have been specifically trained in the activity and the route. ▪ Briefing as to the route and conditions are given to all participants before proceeding off site. ▪ Large off site first and kits carried ▪ Radios and mobile phone carried ▪ Suspect areas are checked by instructors before participants enter. 	Low	Guest services	<p>Prior to activity</p> <p>During activity</p>
Staff	<ul style="list-style-type: none"> ▪ Unsafe practices 	<ul style="list-style-type: none"> ▪ Instructors are only to run activities they are trained and competent in running. 	Low	Guest services coordinator	Ongoing
	<ul style="list-style-type: none"> ▪ Insufficient knowledge & skills 	<ul style="list-style-type: none"> ▪ Instructors have current First Aid qualifications. ▪ Instructors are required to follow Standard Operating Procedures. 	Low	Guest services coordinator	Ongoing
Access to activity	<ul style="list-style-type: none"> ▪ Injury due to unsupervised access 	<ul style="list-style-type: none"> ▪ Activities are packed up at the end of each day ▪ Access to activities is restricted between scheduled activity sessions (ie. arrows locked away, canoe paddles locked in car or instructor remains at site). ▪ Group Leaders supervise during non activity times. 	Low	Guest services	Throughout stay

Missing person	<ul style="list-style-type: none"> Participant separated from group during activity 	<ul style="list-style-type: none"> Participants briefed on meeting place & times. Instructor will confirm group numbers with Leaders & conduct regular head count. Group will only walk as fast as the slowest person. Leader to be tail & group remain in visual range 	Low	Guest services Group Leaders	Prior to activity During activity
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EQUIPMENT (Resources that impact on the activity such as appropriate & sufficient clothing, shoes, protection from environment, activity specific equipment)

Activity/ Location	Hazard Identification	Control Measures	Level of Risk (control measures in place)	Who	When
Personal Safety Equipment	<ul style="list-style-type: none"> Failure of equipment Unsafe practices Inadequate equipment 	<ul style="list-style-type: none"> 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. Regular maintenance is carried out. 	Low	Activities maintenance and development / Guest services	Ongoing
Appropriate Clothing / Footwear	<ul style="list-style-type: none"> Tripping or foot injury Harness chaffing Sunburn 	<ul style="list-style-type: none"> Checklist provided outlining clothing requirements. Long pants are required on some activities, enclosed foot wear required on all activities Group Leaders brief participants prior to activities. Participants advised to wear sun safe clothing 	Low	Guest services Group leaders	Prior to stay Prior to activity

ENVIRONMENT (Environmental hazards such as weather, natural hazards, terrain, plants & animals)

Activity/ Location	Hazard Identification	Elimination or Control Measures	Level of Risk (control measures in place)	Who	When
Extreme weather conditions	<ul style="list-style-type: none"> Change in weather conditions Sunburn Lightning / hail Dehydration 	<ul style="list-style-type: none"> Checklist provided to group organiser outlining clothing requirements. Weather zone site checked for weather updates & leaders briefed on arrival & advised changing weather conditions during stay. Participants briefed to wear hats, apply sunscreen & carry water. Water is readily accessible. Monitor group throughout activity & administer First Aid if required. Activity stopped if conditions considered unsafe. Alternate activities arranged after discussion with Group Leader. 	Low	Guest services Group leader	Prior to stay On arrival Throughout stay Prior to activity During activity
Fire (including bush fire)	<ul style="list-style-type: none"> Personal injury Participant separated from group Loss of property 	<ul style="list-style-type: none"> Centre 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). Smoke alarms are installed in every room. Fire blankets available in every kitchen with cooking facilities. Fire zones are maintained & fire hydrant protection. Evacuation signs are posted through out the site. Groups briefed on evacuation procedures. 	Low	Facilities manager	Ongoing site management On arrival

		<ul style="list-style-type: none"> Groups to move to evacuation points if required. Check group against participant list. 			During emergency
Native flora & fauna	<ul style="list-style-type: none"> Reactions due to natural environment 	<ul style="list-style-type: none"> 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 when off site. 	Low	Group Organiser Group Leader Group Leader / Instructor Instructor	Prior to stay Prior to activity Throughout stay During activity
Native flora & fauna	<ul style="list-style-type: none"> Injury due to bite or sting (eg snake or spider) 	<ul style="list-style-type: none"> Group not to wonder off into the log grass / bush. Participants to wear closed in shoes for all activities. Instructor to walk at head of group. First Aid kit carried at all times. 	Low	Guest services Leader / Instructor Instructor	On arrival During activity
Swimming Pool	<ul style="list-style-type: none"> Drowning Injury from diving Slips, trips & falls on wet surface Infection 	<ul style="list-style-type: none"> Pool fence and gates meet Australian Standards Pool maintained and water tested to meet council regulations Gates locked when pool not in use Children/students are to be supervised by a responsible adult when using pool 	Low	Facilities Manager Group Leader	Ongoing site management Throughout stay During activity

PEOPLE (Nature of participants such as maturity, skill, behaviour, child protection issues, ratios, fitness, medical conditions & disabilities)

Activity/ Location	Hazard Identification	Elimination or Control Measures	Level of Risk (control measures in place)	Who	When
Child Protection	<ul style="list-style-type: none"> Child Protection related incident Identification of child at risk 	<ul style="list-style-type: none"> The Centre is registered with Department of Sport & Recreation for the purpose of conducting Working with Children checks on all employees. Centre has a Child Protection Policy in place & an appointed Child Protection Officer. Employees have completed a Working With Children Check, issued a number and have been screened. Procedure in place for management of allegation. Staff easily identified by uniform shirts with logo. 	Low	Operations All	Ongoing site management Ongoing management
Privacy of Information	<ul style="list-style-type: none"> Unauthorised disclosure of info Inadequate process 	<ul style="list-style-type: none"> 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. 	Low	All	Throughout stay Ongoing site management
Medical	<ul style="list-style-type: none"> Aggravation of existing medical condition or injury Inappropriate medical attention 	<ul style="list-style-type: none"> Information obtained identifying allergies, special needs & other health related issues. Ensure a group medical summary is available. Ensure that participants have medication. First Aid kits are available on site. Centre has policy of not administering anything ingestible, injectable or topical. Vehicle access to all activities onsite. All Instructors hold current First Aid qualifications. 	Low	Group Organiser Group Leader Operations Manager All Activities Dept	Prior to stay On arrival Throughout stay Ongoing site management Throughout stay

		<ul style="list-style-type: none"> Instructors carry a First Aid kit onsite to all activities. 		Instructors	Ongoing Throughout activity
Special Needs	<ul style="list-style-type: none"> Incident due to inadequate special needs considerations 	<ul style="list-style-type: none"> Signage identifies wheelchair access throughout site. Wheel chair access to onsite areas & ramps are wheel chair compliant. Safety bars in disabled rooms. Ability to participate in specific activities decided after discussion with Group Leader & participant. 	Low	Maintenance Activities Dept	Ongoing site management Prior to activity
Client Behaviour	<ul style="list-style-type: none"> Injury due to other participant Injury to self through inappropriate actions Ingestion of non-prescription drugs or alcohol. 	<ul style="list-style-type: none"> Centre promotes a smoke free environment. Smoking is not permitted in any building or designated work area. The Centre has a drug free & alcohol policy. Information is detailed in the Induction Book & Group Leader should brief group. Signage in each room set out Centre rules. Action will be taken for infringements of these policies. 	Low	Operations Manager Group Leader All Operations Manager	Ongoing site management On arrival Throughout stay Throughout stay

ACCOMMODATION *(Standards of accommodation & amenities, security, supervision, food allergies)*

Activity/ Location	Hazard Identification	Elimination or Control Measures	Level of Risk (control measures in place)	Who	When
Security	<ul style="list-style-type: none"> Intruder Loss of property Assault 	<ul style="list-style-type: none"> Group Leader given key to cabins & site meeting rooms. Access to a safe is provided on site. Group to keep facilities locked at night & when not onsite (eg. at activities) All staff easily identified by uniform shirts with logo. 	Low	Guest Liaison Leaders All Staff	On arrival Throughout stay Throughout stay
Accommodation	<ul style="list-style-type: none"> Injury due to inappropriate actions Scalding Inadequate supervision Unserviceable fittings Unforeseen emergency 	<ul style="list-style-type: none"> Ensure adequate sleeping accommodation for each participant. Ensure separate accommodation for males & females. Ensure Group Leader accommodation is within easy access for participants if required. Procedures detailed in Induction Book provided to Group Leader. Groups briefed on appropriate behaviour, rules & out of bounds areas. Group to advise any maintenance required during stay Leader to advise any maintenance on Evaluation Form. Phasing in restricted water temperatures in all accommodation. Evacuation Procedures signage in each room. Fly screens are installed in all rooms. 	Low	Administration Guest Liaison Group Leader Maintenance	Prior to stay On arrival On arrival Throughout stay Ongoing site management
Housekeeping	<ul style="list-style-type: none"> Slip in wet area Child Protection related incident Trip hazard Ingestion of cleaning chemical 	<ul style="list-style-type: none"> Chemicals are stored appropriately for their use. All cleaning materials (eg. buckets, mops) stored when not in use. All electrical cords are wound up when not in use. "Cleaning in Progress" signs utilised. Bathroom floors are mopped after group has vacated. 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. 	Low	Housekeeping	Ongoing site management

		<ul style="list-style-type: none"> ▪ Mattresses & bedding are checked and replaced (if required) after every camp. ▪ Toilets in meeting rooms & dining area are cleaned during minimum or unlikely use times to minimise guest contact with wet floors. 			
Kitchen	<ul style="list-style-type: none"> ▪ Food poisoning ▪ Injury due to unsupervised access 	<ul style="list-style-type: none"> ▪ Centre proactively manages all aspects of food safety & hygiene. ▪ Chefs are qualified and have the relevant knowledge regarding food safety and safe food handling practices. ▪ Staff are trained on both the knowledge & skills required for their area of responsibility. ▪ No Entry/staff only signs on doors ▪ Dietary requirements are taken into account (see detailed info below). 	Low	Kitchen	Ongoing site management
Dietary Requirements	<ul style="list-style-type: none"> ▪ Religious or ethical ▪ Anaphylaxis ▪ Allergic reaction to known trigger ▪ Reaction due to medical requirement 	<ul style="list-style-type: none"> ▪ Information obtained identifying food allergies & special dietary needs and other health related issues. ▪ Centre advises defined dietary categories. ▪ 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. 	Low	<p>Group Organiser</p> <p>Admin / Kitchen</p> <p>Group Leader</p> <p>Group Leader/ Participant</p>	<p>Prior to stay</p> <p>Prior to stay</p> <p>Prior to stay</p> <p>Prior to first meal</p> <p>Throughout stay</p>
Servery & Dining Area	<ul style="list-style-type: none"> ▪ Incident due to incorrect food handling & storage ▪ Burning / scalding (bain-marie) ▪ Slip on wet floor ▪ Injury due to unsupervised access ▪ Cuts ▪ Burning / scalding (miniboils) 	<ul style="list-style-type: none"> ▪ Procedures detailed in Induction Book provided to Group Leader. ▪ Groups briefed on appropriate behaviour & expectations. ▪ Food service runs for 45mins after which food is removed to meet food, safety & hygiene laws. ▪ Hats & gloves to be worn when serving (front of house staff, leaders or participants). ▪ Participants verbally alerted to heat / danger / space. ▪ All meals to be consumed in the dining room. ▪ 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. ▪ Unloading of used crockery / cutlery is supervised. ▪ All power cords to hot servery run to ceiling. ▪ "Do not Enter" & "Cleaning in Progress" signs limit access as required. ▪ Fluid spills immediately cleaned. ▪ Miniboils are at a height to discourage access & with warning signage. ▪ Parents/teachers to supervise children in dining room 	Low	<p>Guest Liaison</p> <p>Group Leader</p> <p>Front of House</p> <p>Front of House</p>	<p>On arrival</p> <p>Ongoing site management</p> <p>Ongoing site management</p>

OTHER (Other hazards specific to related Stay)

Activity/ Location	Hazard Identification	Elimination or Control Measures	Level of Risk (control measures in place)	Who	When
Emergencies	<ul style="list-style-type: none"> ▪ Personal injury 	<ul style="list-style-type: none"> ▪ Groups briefed on evacuation procedures. ▪ Centre has Emergency procedures in place. ▪ 24 hour emergency assistance is available by on-site manager. ▪ Emergency procedures explained to Group Organiser and provided in Induction Book. ▪ Contact details for local facilities (eg. doctors, chemist) available 	Low	Operations Support Group Leader Ongoing site management	On arrival On arrival
	<ul style="list-style-type: none"> ▪ Loss of property 	<ul style="list-style-type: none"> ▪ Keys available for all cabins. ▪ Safe provided on site for group use. 	Low	Operations Support Group Leaders	Ongoing Throughout stay
Transportation of participant in Centre vehicle	<ul style="list-style-type: none"> ▪ Child Protection related incident 	<ul style="list-style-type: none"> ▪ Only to occur in circumstances where there is no other feasible option. ▪ Permission obtained from parent, caregiver or Group Leader. ▪ Employee screened for Working with Children. 	Low	Group Leader	Throughout stay
	<ul style="list-style-type: none"> ▪ Vehicle faulty 	<ul style="list-style-type: none"> ▪ Vehicle is insured & registered & employee licensed and regularly maintained. 	Low	Operations	Ongoing site management
	<ul style="list-style-type: none"> ▪ Vehicle accidents 	<ul style="list-style-type: none"> ▪ Vehicle is insured & registered & employee licensed and regularly maintained. 	Low	Operations Driver	Ongoing site management

Risk Quantification

Any risks identified are quantified in terms of likelihood and possible consequences.

Qualitative measures of likelihood

Level	Descriptor	Example detail description
1	Rare	May occur only in exceptional circumstances
2	Unlikely	Could occur at some time
3	Possible	Might occur at some time
4	Likely	Will probably occur in most circumstances
5	Almost certain	Is expected to occur in most circumstances

Qualitative measures of consequence/ impact

Level	Descriptor	Example detail description
1	Insignificant	No injuries; low financial loss
2	Minor	First aid treatment; on-site release immediately contained; medium financial loss
3	Moderate	Medical treatment required; on-site release contained with outside assistance; high financial loss
4	Major	Extensive injuries; loss of production capability; off-site release with no detrimental effects; major financial loss
5	Catastrophic	Death; toxic release off-site with detrimental effect; huge financial loss

Qualitative risk analysis matrix – level of risk without control measures in place

Likelihood	Consequences				
	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic
1 (Rare)	Low	Low	Medium	High	High
2 (Unlikely)	Low	Low	Medium	High	Extreme
3 (Possible)	Low	Medium	High	Extreme	Extreme
4 (Likely)	Medium	High	High	Extreme	Extreme
5 (Almost certain)	High	High	Extreme	Extreme	Extreme