



SITE RISK MANAGEMENT PLAN

RISK MANAGEMENT PLAN

TRAVEL *(Consider transport to the venue)*

Activity/ Location	Hazard Identification	Risk Assessment	Elimination or Control Measures	Who	When
Coach transportation to Centre	<ul style="list-style-type: none"> ▪ Vehicle faulty ▪ Vehicle accidents ▪ Struck by vehicle during boarding 	6	<ul style="list-style-type: none"> ▪ Book vehicle appropriate for group. ▪ Ensure vehicle operators hold appropriate licences & insurance. ▪ Ensure participants stay seated throughout travel ▪ Ensure seat belts are worn where fitted. ▪ Enforce rules & monitor behaviour. ▪ Brief participants on emergency procedures. ▪ Centre has designated Bus Loading Zones with signage. ▪ Ensure participants enter & exit vehicle in a safe manner. 	Activities Dept Vehicle Operator Group Leaders	Prior to booking
		5		Maintenance Group Leaders	During transportation
		6			Ongoing site management On arrival

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

Activity/ Location	Hazard Identification	Risk Assessment	Elimination or Control Measures	Who	When
General	<ul style="list-style-type: none"> ▪ Buildings unstable ▪ Site uninsured ▪ Injury due to OH&S issue 	6	<ul style="list-style-type: none"> ▪ The Centre holds all licences required to operate. ▪ Centre maintains Public Liability insurance. Certificate of Currency provided on request. ▪ Construction meets relevant building codes. ▪ Construction is undertaken by licensed, insured builders. ▪ Centre has a commitment to managing OH&S issues. 	Operations	Ongoing site management
		6		Maintenance	Ongoing site management
		6			
Participants walking / crossing roads	<ul style="list-style-type: none"> ▪ Struck by vehicle whilst crossing road 	6	<ul style="list-style-type: none"> ▪ Signage identifies “children at play” & a speed limit of 30k. ▪ Speed humps on main roads. ▪ Signage encourages vehicles to be parked in designated areas. ▪ Provide group with rules & monitor. ▪ Walk on roads only when absolutely necessary. 	Maintenance All Group Leaders / Instructor All	Ongoing site management During stay
Meeting rooms	<ul style="list-style-type: none"> ▪ Struck by falling equipment ▪ Hot water burn 	6	<ul style="list-style-type: none"> ▪ Signage states that chairs are to be stacked to a max of six. ▪ Signage states that tables are stacked against wall. ▪ Miniboils are over sinks at a height to discourage access & with warning signage. 	Group Leader	Throughout stay
		5		Front of house	Ongoing site management
Swimming pool	<ul style="list-style-type: none"> ▪ Slip on wet tiles or pool edge ▪ Unsupervised access ▪ Drowning 	5	<ul style="list-style-type: none"> ▪ Pool is fenced, signage showing depth is in place & edging tiles are slip resistant. ▪ CPR signage & flotation rescue device are in place. ▪ Group Organiser given key to open pool gate. ▪ Rules for pool operation included in the Induction Book. ▪ There must be two people in the pool area. ▪ One responsible adult leader must be present who can perform CPR. ▪ The last Leader to leave must lock the gate. 	Maintenance	Ongoing site maintenance
		4		Guest Liaison	On arrival
		3		Group Leader	Throughout stay

Sporting Equipment & Areas (including swings & volley ball & tennis courts)	<ul style="list-style-type: none"> ▪ Faulty equipment causes injury ▪ Fall off equipment 	5	<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 ▪ Group leaders have access to sports equipment. ▪ The Centre encourages adult supervision of all recreational activities. 	Maintenance	Ongoing site management
		5		Guest Liaison Group Leader	On arrival Throughout stay
Maintenance	<ul style="list-style-type: none"> ▪ Injury due to unsupervised access ▪ Tripping over tools or maintenance area ▪ Faulty equipment ▪ Hazardous material incident 	5	<ul style="list-style-type: none"> ▪ The area has signage advising "Staff Entry Only". ▪ 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 holds a Hazardous Good License, has a designated chemical store & is inspected annually. ▪ A Heavy Vehicle Procedure is in place. ▪ A Delivery Procedure is in place. ▪ Material Safety Data Sheets are maintained. 	Maintenance	Ongoing site maintenance
		6			
		6			
		5			
Site Hazards (incl cliff edges, trip hazards, environment.	<ul style="list-style-type: none"> ▪ Tripping on paths/tracks ▪ Uneven ground ▪ Fallen trees ▪ Cliff edges 	6	<ul style="list-style-type: none"> ▪ At night external pathways are illuminated. ▪ Trees are cut back, tracks cleared & general maintenance conducted to reduce risks. ▪ Designated guest activity locations display appropriate warning signs. ▪ Lookouts have safety railing installed. 	Maintenance	Ongoing site management
		6			
		5			
		4			

ACTIVITIES *(Consider activities planned on the program)*

Activity/ Location	Hazard Identification	Risk Assessment	Elimination or Control Measures	Who	When
Activity Structures & Hardware	<ul style="list-style-type: none"> ▪ Failure of structure or equipment 	5	<ul style="list-style-type: none"> ▪ Construction complies with current Aust 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 Dept	Ongoing site management
				Instructor	After activity
Activity specific	<ul style="list-style-type: none"> ▪ Unsafe practices ▪ Injured whilst on activity ▪ Injured by other participant ▪ Inadequate supervision 	5	<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 Outdoor Recreation Industry Council of NSW (ORIC). ▪ Leader supplies completed participant Acceptance of Risk forms. ▪ Instructor to participant ratios will vary depending on activity & group. ▪ Instructors undertake work that is in line with their level of training or 	Activities Dept	Ongoing management
		4			
		6			
		5		Group Leader Activities Dept	On arrival Prior or activity

Activity specific (cont)			<p>experience on each activity.</p> <ul style="list-style-type: none"> ▪ 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. ▪ Accident Report Form completed for any incidents. 	Group Organiser Instructors	Prior to activity During activity
Staff	<ul style="list-style-type: none"> ▪ Unsafe practices ▪ Insufficient knowledge & skills 	4 4	<ul style="list-style-type: none"> ▪ Instructors have Certificate III or IV qualifications in outdoor recreation and / or have been specifically trained on individual activities by the Centre. ▪ Instructors have current First Aid qualifications. ▪ Instructors are required to follow Standard Operating Procedures. 	Activities Dept All	Ongoing management
Access to activity	<ul style="list-style-type: none"> ▪ Injury due to unsupervised access 	4	<ul style="list-style-type: none"> ▪ 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). 	Activities Dept Instructors	Throughout stay
Missing person	<ul style="list-style-type: none"> ▪ Participant separated from group during activity 	5	<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. ▪ Second instructor / Leader to be "tail end Charlie" & group remain in visual range 	Group Leaders Instructor / Group Leaders	Prior to activity During activity

EQUIPMENT (Consider resources that impact on the activity such as appropriate & sufficient clothing, shoes, protection from environment, activity specific equipment)

Activity/ Location	Hazard Identification	Risk Assessment	Elimination or Control Measures	Who	When
Personal Safety Equipment	<ul style="list-style-type: none"> ▪ Failure of equipment ▪ Unsafe practices ▪ Inadequate equipment 	4	<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. ▪ Log sheets are maintained to track equipment usage. 	Activities Dept	Ongoing site management
		4		Instructor	During activity
		5			After activity
Appropriate Clothing / Footwear	<ul style="list-style-type: none"> ▪ Tripping or foot injury ▪ Harness chaffing ▪ Sunburn ▪ Exposure 	6	<ul style="list-style-type: none"> ▪ Checklist provided outlining clothing requirements. ▪ Group Leaders brief participants prior to activities. ▪ Participants asked to change clothing ▪ Bureau of Meteorology site checked for weather updates & Leaders advised changing weather conditions. 	Activities Dept / Organiser	Prior to Stay
		6		Group Leaders	Prior to activity
		5		Instructors	Prior to activity
		4		Activities Dept	Prior to activity

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

Activity/ Location	Hazard Identification	Risk Assessment	Elimination or Control Measures	Who	When
Extreme weather conditions	<ul style="list-style-type: none"> ▪ Change in weather conditions ▪ Exposure ▪ Sunburn ▪ Lightning ▪ Dehydration 	<p style="text-align: center;">5</p> <p style="text-align: center;">4</p> <p style="text-align: center;">5</p> <p style="text-align: center;">4</p> <p style="text-align: center;">4</p>	<ul style="list-style-type: none"> ▪ Checklist provided to group organiser outlining clothing requirements. ▪ Bureau of Meteorology 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. ▪ Activities Instructors in radio contact with Activities Dept 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. 	<p>Activities Dept</p> <p>Group Leaders</p> <p>Instructor</p>	<p>Prior to stay</p> <p>On arrival</p> <p>Throughout stay</p> <p>Prior to activity</p> <p>During activity</p>
Fire (including bush fire)	<ul style="list-style-type: none"> ▪ Personal injury ▪ Participant separated from group ▪ Loss of property 	<p style="text-align: center;">4</p> <p style="text-align: center;">5</p> <p style="text-align: center;">6</p>	<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). ▪ Centre 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 zones are maintained & fire hydrant protection for all sites. ▪ Signage identifies marshalling areas & fire extinguishers. ▪ Marshalling areas clearly identified. ▪ A number of onsite staff completed training by Community Fire Unit. ▪ Access onsite to two Community Fire Units. ▪ Emergency procedures & fire alarms explained to Group Leader and provided in Induction Book. ▪ Groups briefed on evacuation procedures. ▪ Groups to move to evacuation points if required. ▪ Check group against participant list. 	<p>Maintenance</p> <p>Guest Liaison</p> <p>All Group Leader</p>	<p>Ongoing site management</p> <p>On arrival</p> <p>During emergency</p>
Native flora & fauna	<ul style="list-style-type: none"> ▪ Reaction due to known triggers ▪ Mild reaction due to natural environment 	<p style="text-align: center;">4</p> <p style="text-align: center;">5</p>	<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. ▪ Instructors in radio contact with Activities Dept. 	<p>Group Organiser Group Leader</p> <p>Group Leader / Instructor Instructor</p>	<p>Prior to stay</p> <p>Prior to activity</p> <p>Throughout stay</p> <p>During activity</p>
Native flora & fauna	<ul style="list-style-type: none"> ▪ Injury due to bite or sting (eg snake or spider) 	<p style="text-align: center;">4</p>	<ul style="list-style-type: none"> ▪ Group briefed on level of risk & emergency response if requested. ▪ Participants to wear closed in shoes for all activities. ▪ Instructor to walk at head of group. ▪ First Aid kit carried at all times. ▪ Instructors in radio contact with Activities Dept. 	<p>Guest Liaison Leader / Instructor Instructor</p>	<p>On arrival</p> <p>During activity</p>

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

Activity/ Location	Hazard Identification	Risk Assessment	Elimination or Control Measures	Who	When
Child Protection	<ul style="list-style-type: none"> ▪ Child Protection related incident ▪ Identification of child at risk 	4	<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 Prohibited Employment Declaration and have been screened. ▪ Procedure in place for management of allegation. ▪ Staff easily identified by uniform shirts with logo. 	Operations	Ongoing site management
		5		All	Ongoing management
Privacy of Information	<ul style="list-style-type: none"> ▪ Unauthorised disclosure of info ▪ Inadequate process 	5	<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. 	All	Throughout stay Ongoing site management
		5			
Medical	<ul style="list-style-type: none"> ▪ Aggravation of existing medical condition or injury ▪ Access to First Aid & equipment ▪ Inappropriate medical attention 	4	<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 boxes are available at each 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. ▪ Instructors carry a First Aid kit onsite to all activities. 	Group Organiser	Prior to stay
		5		Group Leader	On arrival Throughout stay
		5		Operations Manager	Ongoing site management
Special Needs	<ul style="list-style-type: none"> ▪ Incident due to inadequate special needs considerations 	5	<ul style="list-style-type: none"> ▪ Signage identifies wheelchair access throughout site. ▪ Wheel chair access to majority of onsite areas & ramps are wheel chair compliant. ▪ Safety bars in disabled rooms at all sites. ▪ Ability to participate in specific activities decided after discussion with Group Leader & participant. 	Maintenance	Ongoing site management
				Activities Dept	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. 	6	<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. 	Operations Manager	Ongoing site management
		5		Group Leader	On arrival
		5		All Operations Manager	Throughout stay Throughout stay

Dietary Requirements	▪ Religious or ethical	4	<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. Food which are a known trigger factor, eg. peanut butter are only available on request (in process of being phased out). Participants with dietary requirements collect individual meals from front of house. 	Group Organiser	Prior to stay
	▪ Anaphylaxis	2		Admin / Kitchen	Prior to stay
	▪ Allergic reaction to known trigger	3		Group Leader	Prior to stay Prior to first meal
	▪ Reaction due to medical requirement	3		Front of House Group Leader/ Participant	Throughout stay
Servery & Dining Area	▪ Incident due to incorrect food handling & storage	5	<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. Signage reinforces that 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. 	Guest Liaison Group Leader Front of House	On arrival
	▪ Burning / scalding	5			Ongoing management
	▪ Slip on wet floor	5			
	▪ Injury due to unsupervised access	5			
	▪ Cuts	5			

OTHER (Consider other hazards specific to related Stay)

Activity/ Location	Hazard Identification	Risk Assessment	Elimination or Control Measures	Who	When
Emergencies	▪ Personal injury	5	<ul style="list-style-type: none"> Centre has Emergency procedures in place. Standard operating hours are 8am to 6pm, 24 hour emergency assistance is available Emergency procedures explained to Group Organiser and provided in Induction Book. Contact details for local facilities (eg. doctors, chemist) available. Groups briefed on evacuation procedures. 	Operations	Ongoing site management
	▪ Loss of property	6		Guest Liaison	On arrival
	▪ Missing person	5		Group Leader	On arrival
Transportation of participant in Centre vehicle	▪ Child Protection related incident	4	<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. Vehicle is insured & registered & employee licensed. Employee screened for Working with Children. 	Group Leader Operations Manager	Throughout stay
	▪ Vehicle faulty	5			
	▪ Vehicle accidents	4			

RISK ASSESSMENT LEGEND

How serious could the injury be?	How likely is it to be that serious?			
	Very likely	Likely	Unlikely	Very unlikely
Death of permanent disability	1	1	2	3
Long term illness or serious injury	1	2	3	4
Medical attention and days off	2	3	4	5
First aid required	3	4	5	6

Severity: Is a measure of an injury, illness or disease occurring. When assessing severity, the most severe category that would be most reasonably expected to occur should be selected.
Likelihood: Is defined as the potential that an accident will happen that may cause injury or harm to a person. When making assessment of likelihood, you must establish which of the categories most closely describes the probability of the hazardous incident occurring.

Legend:
1 and 2: Extreme risk, consider elimination of the activity. Otherwise determine controls that are reasonably practicable to minimise the risk.
3 and 4: Moderate risk; determine controls that are reasonably practicable to minimise the risk.
5 and 6: Low risk; manage by routine procedures.