

Risk Assessment – Statement of Safety Measures

The Board, Management and Staff of Greenhills Centre endeavour to ensure all reasonable efforts are made to consistently maintain the physical, emotional and spiritual safety of Guests.

This includes:

Staff

- All Staff have the relevant valid and accredited Working with Children/Vulnerable People Registration
- All Staff sign a Code of Conduct upon commencement of employment
- All Staff attend in-house training as part of their employment at Greenhills Centre. This covers but is not limited to, appropriate behaviour strategies when working with Guests, particularly Children, Youth and other Vulnerable People
- Staff have been trained in Emergency Procedures including Evacuation Training and will summon the support of Emergency Services – Police, Ambulance, Fire – if deemed necessary
- All Staff attend training sessions for the Management of Emergency situations. This training is conducted by an independent training provider and adapted to our Site.
- Various Staff have current First Aid Qualifications
- An Incident Report Register is maintained at Reception by Staff. Any Incident/Accident/Near-Miss that occurs at Greenhills Centre or during a Program conducted by Greenhills Centre Staff, will be recorded in this Register. Consideration of strategies to avoid this circumstance where reasonable and possible in the future, is then considered by Management and Staff.
- Greenhills Centre has a Staff Member present 24 hours a day, when Guests are on site.

Facilities

- Property and equipment is inspected monthly to ensure optimum safety to Guests and Staff
- Fire equipment is inspected 6 monthly by an external qualified Contractor
- All reports of damage to property or of faulty equipment are attended to promptly by our Facilities Manager – prioritised for repair/replacement in an appropriate and timely manner
- Greenhills Centre has appropriate signage around the property to alert Guests of potential dangers and provide instructional guidelines
- Safe Food Handling guidelines are adhered to by Catering Staff. A Food Safety Supervisor has been appointed as per the relevant ACT Legislation.
- The Greenhills Centre Commercial is subject to random checks by Health Inspectors – and to date all inspections have successfully met requirements.
- Greenhills Centre has contracted Cleaners, who along with Staff, manage the safe hygiene standards of facilities



Guest Welcome, Information and Programs

- All Groups attending Greenhills Centre are provided with a 5 minute Welcome including a Safety Information Brief by a Guest Host.
- Individuals and Families are provided with an Information Booklet that includes Safety Information for Guests at Greenhills Centre
- Any Programs/Activities conducted by Greenhills Centre Staff carry a separate individual Risk Assessment that will be made available to Guests involved.
- Any Program/Activities conducted by Guests of Greenhills Centre should carry their own Risk Assessment and be made available to Greenhills Centre Staff upon request.

Insurance

- Greenhills Centre has the required/appropriate Insurance Policies in place. A copy of the Public Liability Insurance Policy is attached.

Guest Feedback and Surveys

- Guest Feedback and Group Surveys are highly valued – We welcome comments and seriously attempt to address and resolve all reasonable concerns raised.

