

## RISK MANAGEMENT PLAN as at 1 January 2020

[to be reviewed annually]

**Reviewed by** John Bell, Executive Director  
 Ian McClure, Operations Manager

### TRAVEL

Activity/Location	Risks	Action / Elimination / Control	Who	When
Transport to and from venue	Faulty vehicle; Vehicle accident; Struck by vehicle during boarding	Tour companies responsible for qualified staff and maintained vehicles. Drivers responsible for Groups and Equipment in their care. Group Leaders responsible for adequate supervision during transport, boarding and disembarkation. Greenhills Staff supervise disembarkation and boarding.	Tour Companies  Drivers  Group Leaders  Greenhills Staff	During transportation

### VENUE

Activity/Location	Risks	Action / Elimination / Control	Who	When
General	Buildings unusable.  Venue uninsured. Injury due to WHS issue.	The Venue holds all licences required to operate. Venue maintains Public Liability Insurance – certificate of currency available on website. Construction meets relevant building codes at the time of construction. Construction is undertaken by licensed insured builders.	Management	Ongoing

		Venue is committed to managing WHS issues.		
Emergencies	Fire/Flood/Gas leak Personal injury Loss of property Missing person Bomb threat	Centre has emergency procedures in place. Standard operating hours are 9am to 5pm, 24-hour on call emergency assistance is available. Emergency procedures explained at group induction talks. Contact details available for local facilities (e.g. doctors, chemist).	Management Greenhills Staff Group Leaders	Ongoing
Transportation of participant in Venue vehicle	Child protection related incident Vehicle faulty Vehicle accidents	Only to occur as a last resort. Permission obtained from parent, caregiver or group leader. Vehicle is insured & registered. Greenhills Staff licensed and have WWVP registration.	Management Greenhills Staff	Throughout stay
Maintenance	Injury due to unsupervised access. Trip hazards Faulty equipment or structures Hazardous material incident	Maintenance sheds are 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 with barriers, wickets hats, or safety tape. Greenhills promotes a safe working environment. Greenhills 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.	Management Staff	Ongoing
Pedestrian movement	Struck by vehicle Tripping / falling Stuck by falling tree / material	20 kmph speed signs erected Speed humps installed. Designated car parks. Enforce appropriate use of roads. Use of appropriate footwear. Trip hazards regularly assessed and identified Pathways appropriately lit at night.	Management Staff Group Leaders Guests	Ongoing
Meeting rooms	Struck by falling equipment Hot water burns Trips and falls	Chairs to be stacked no higher than six high. Tables to be stacked against walls. Zip heaters secured to wall and signposted Trip hazards regularly assessed and identified	Staff Group Leaders	Ongoing
Free play	Fall off equipment Faulty equipment causing injury	Fixed equipment meets building codes and government 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
Camp fire	Burn Fire spread	Camp fire only to be used on permissible days. Appropriate fire pit to be used. 4 metre clearance of all flammable material. Adult supervision required. Only materials supplied to be used. Fire equipment to be on-hand and hose connected to tap. Completely extinguish fire.	Management Staff Group Leaders	Ongoing

## ACCOMMODATION

Activity/Location	Risks	Action / Elimination / Control	Who	When
Security	Intruder Loss of property Assault	Group Leader given key to each bedroom & meeting room. 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.	Staff Group Leader	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. Group Leaders appropriately inducted. Procedures detailed in information provided to Group Leader. Groups briefed on appropriate behaviour, rules & out of bounds areas. Group to advise any maintenance required during stay. Group Leader to advise any maintenance on Feedback Form. Evacuation procedures signage in each room. Fly screens are installed in all rooms.	Management Staff Group Leader	Prior to stay Upon arrival Throughout stay

Housekeeping	Slip in wet area Child protection related incident Trip hazard Ingestion of or burn from or reaction to cleaning chemical	Chemicals are stored appropriately for their use. All cleaning materials (e.g. buckets, mops) stored when not in use. All electrical cords stored appropriately when not in use. “Cleaning in Progress” signs utilised. Bathroom floors are mopped after group has vacated. Where appropriate, doors are locked after cleaning. Staff are not to be alone with a participant, i.e. when room cleaning staff knock, call out and only enter if room is unlocked & vacant. Mattresses & bedding are checked and replaced (if required) after every camp.	Staff	Ongoing
Kitchen	Food poisoning. Injury due to unsupervised access.	Centre proactively manages all aspects of food safety & hygiene. Cooks are qualified/skilled 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. Dietary requirements are taken into account (see further information below). Guests are not permitted to access the kitchen unless supervised by Staff.	Management Kitchen Staff	Ongoing
Special diets	Religious or ethical. Anaphylaxis. Allergic reactions. Reaction due to medical requirement	Information obtained identifying food allergies & special dietary needs & 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.	Office Staff Kitchen Staff	Prior to stay Prior to first meal Throughout stay

Servery and dining room	Incident due to incorrect food handling & storage. Burning/scalding. Slip on wet floor. Injury due to unsupervised access. Cuts. Trip or 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. Gloves worn when serving. Footwear worn in the dining area. Warning signs used where necessary. Broken glass/crockery cleared immediately, guests alerted, signs put up as required. All power cords to hot servery run through floor. "Do not Enter" & "Cleaning in Progress" signs limit access as required. Fluid spills immediately cleaned.	Staff Group Leader	Prior to stay Prior to first meal Throughout stay
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## PEOPLE

Activity/Location	Risks	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. Staff have current WWVP registrations. Procedure in place for management of allegation. Staff easily identified by uniform shirts with logo.	Management Staff	Ongoing
Privacy of information	Unauthorised disclosure of information Inadequate process	Information obtained is used only for express purpose. Access & storage of information meets Privacy Act requirements.	Management Staff Group Leader	Prior to stay Throughout stay

Medical	Aggravation of existing medical condition or injury No access to First Aid staff & equipment Inappropriate medical attention	Information obtained identifying allergies, special needs & other health related issues. Ensure participants have medication. First aid kits are available. Greenhills offers First Aid training to all Staff. 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	Special needs are accommodated as much as possible. Two accessible bathrooms provided. Participation in specific activities decided after discussion with Group Leader and participant.	Staff Group Leaders	Ongoing Prior to stay
Client behaviour	Injury due to another participant Injury to self through inappropriate actions Ingestion of non-prescription drugs or alcohol.	Greenhill promotes a smoke free environment. Smoking is not permitted in any building or designated work area. Greenhills has a drug & alcohol policy. Information is detailed in the Leaders Handbook and welcome brief. Actions listed for infringements of these policies.	Management Staff Group Leader	Upon arrival Throughout stay

**ENVIRONMENT**

Activity/Location	Risks	Action / Elimination / Control	Who	When
<p>Extreme weather conditions</p>	<p>Change in weather conditions Exposure Sunburn Lightning Dehydration Strong winds</p>	<p>Checklist provided to Group Leader outlining clothing requirements. Bureau of Meteorology site regularly checked. Participants briefed to wear hats, apply sunscreen and carry water. All Activities Staff to have CB radios. Monitor group throughout activity and administer First Aid as required. Activity stopped if conditions considered unsafe. Alternate activities arranged after discussion with Group Leader.</p>	<p>Management Activity Staff Group Leader</p>	<p>Prior to stay Upon arrival Throughout stay</p>
<p>Fire (including bush fire)</p>	<p>Personal injury Participant separated from group Loss of property</p>	<p>Greenhills maintains and regularly inspects safety equipment including illuminated exit signs, fire extinguishers and blankets, Emergency Procedure Signs; Fire equipment inspected by licensed provider. Smoke alarms are installed in every room. Fire blankets available in every kitchen with cooking facilities. Signs identifies assembly areas &amp; fire extinguishers. Marshalling areas clearly identified. Staff complete annual fire training. Emergency procedures &amp; fire alarms explained to Group Leader and provided in information to Group. Groups briefed on evacuation procedures. Groups to move to evacuation points if required. Check group against participant list.</p>	<p>Management Maintenance staff Group Leader</p>	<p>Prior to stay Upon arrival Throughout stay</p>



Native flora / fauna	Reaction due to known triggers. Mild reaction due to natural environment. Injury due to bite or sting (e.g. snake or spider). Trips or falls	Ensure medical info obtained from participants & summary distributed as required. Advise instructor of any potential allergic risks, triggers & severity (see under Medical). Participant to carry any required personal medication. Participants to wear closed shoes for all activities where appropriate. First Aid kit carried at all times. Activities Staff to carry CB radios at all times.	Management Activity Staff Group Leader	Prior to stay Upon arrival Throughout stay
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### ACTIVITIES

Activity/Location	Risks	Action / Elimination / Control	Who	When
Structures and hardware	Failure of structure or equipment Injury due to unsupervised access	Construction inspected annually by qualified third party. Equipment is used, stored and retired in accordance with manufacturer guidelines. Logs are maintained to track equipment usage. Activities are de-rigged when not required. Access to activities is restricted between scheduled activity sessions (e.g. ladders locked, harnesses stored or Staff remain at site).	Management Activity Staff	Ongoing

Activity specific	<p>Unsafe practices Injured whilst on activity Injured by other participant Inadequate supervision</p>	<p>Greenhills has developed Standard Operating Procedures to manage risks and ensure safe operation of activities. Staff to participant ratios comply with SOPs. Staff undertake work that is in line with their 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 &amp; behaviour. Supervision of group during activity session. Participants must attend briefing to undertake activity. Incident Reports completed for any incidents.</p>	Management Activity Staff	Upon arrival Throughout the stay
Activities Staff	<p>Unsafe practices Insufficient knowledge and skills</p>	<p>Instructors have appropriate skills and qualifications in outdoor education and have been trained on individual activities. Instructors have current First Aid qualifications. Instructors are required to follow Standard Operating Procedures.</p>	Management Activities Staff	Ongoing Throughout the stay