



CYC Ltd

SITE RISK MANAGEMENT PLAN

TRAVEL (Consider transport to the venue)

Activity/ Location	Hazard Identification	Risk Assessment	Elimination or Control Measures	Responsibility	Timing
Coach transportation to CYC Facility	<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. Each facility has designated Bus Loading Zones with signage. Ensure participants enter & exit vehicle in a safe manner. 	Activities Dept Vehicle Operator	Prior to booking
		5		Group Leaders	During transportation
		6		Site Maintenance Group Leaders	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	Responsibility	Timing
General	<ul style="list-style-type: none"> Buildings unstable Site uninsured Injury due to OH&S issue 	6	<ul style="list-style-type: none"> Each Facility holds all licences required to operate. Each Facility 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 15k. 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 Leader / 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"> Chairs are to be stacked to a maximum of eight High. Tables are not moved by guests. Hot Water units 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 <small>(where applicable)</small>	<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. Each pool has a child proof latch/ locking system installed to approved standards. 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. 	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, engineering & council requirements. Equipment is externally audited annually Equipment is visually checked before use, maintained and logged thru a monthly schedule. Soft fall areas are in place & maintained. Sporting equipment is kept in good repair. Detailed information is outlined in the Induction/school Book Group leaders have access to sports equipment. Each Facility 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. Each Facility promotes a safe working environment. Each Facility has a designated chemical store . 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 Lakes/Rivers 	6	<ul style="list-style-type: none"> At night external pathways are illuminated wherever possible Trees are cut back, tracks cleared & general maintenance conducted to reduce risks. Designated guest activity locations display appropriate warning signs.. 	Maintenance	Ongoing site management
		6			
		5			
		4			

ACTIVITIES (Consider activities planned on the program)

Activity/ Location	Hazard Identification	Risk Assessment	Elimination or Control Measures	Responsibility	Timing
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 Instructor	Ongoing site management After activity
Activity specific	<ul style="list-style-type: none"> Unsafe practices Injured whilst on activity Injured by other participant Inadequate supervision 	5 4 6 5	<ul style="list-style-type: none"> Each Facility has developed Standard Operating Procedures that meet or exceed industry standards to manage known & potential risks and ensure safe operation of activities. CYC is accredited by the Australian Camping Association and the National Accommodation, Recreation & Tourism Association . The industries peak bodies. Minimum practical instructor to participant ratios are required but will vary depending on activity & group. Instructors undertake work that is in line with their level of training or experience on each activity. 	Activities Dept Managment Group Leader Activities Dept	Ongoing management On arrival Prior to activity
Activity specific			<ul style="list-style-type: none"> Each Facility ensure one Leader allocated to each high risk activity 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 & investigation 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"> High Risk activity 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 "last follower" & 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	Responsibility	Timing
Personal Safety Equipment	<ul style="list-style-type: none"> Failure of equipment Unsafe practices Inadequate equipment 	4 4 5	<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 Instructor	Ongoing site management During activity After activity
Appropriate Clothing / Footwear	<ul style="list-style-type: none"> Tripping / foot injury Harness chaffing Sunburn Exposure 	6 6 5 4	<ul style="list-style-type: none"> Activity leaders provide outline of clothing requirements. Group Leaders brief participants prior to activities. Participants asked to change clothing if inappropriate for activity Bureau of Meteorology site checked for weather updates & Leaders advised changing weather conditions. 	Activities Dept / Organiser Group Leaders Instructors Activities Dept	Prior to Stay 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	Responsibility	Timing
Extreme weather conditions	<ul style="list-style-type: none"> Change in weather conditions Exposure Lightning Sunburn Dehydration 	5 4 4 5 4	<ul style="list-style-type: none"> Group organizer is requested to ensure participants bring clothing appropriate to activity and climatic 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. 	Guest Group leader Group Leaders Instructor	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 	4 5 6	<ul style="list-style-type: none"> Each Facility 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). Each Facility 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 hydrant protection for all sites. Signage identifies marshalling areas & fire extinguishers. Marshalling areas clearly identified. Some Facilities have onsite 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. 	Maintenance Guest Liaison All Group Leader	Ongoing site management On arrival During emergency
Native flora & fauna	<ul style="list-style-type: none"> Reaction due to known triggers Mild reaction due to natural environment 	4 5	<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. 	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) 	4	<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. 	Guest Liaison Leader / Instructor Instructor	On arrival During activity

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	Responsibility	Timing
Child Protection	<ul style="list-style-type: none"> Child Protection related incident Identification of child at risk 	4 5	<ul style="list-style-type: none"> CYC limited and Each Facility conducts all mandatory police or working with children checks. All staff hold current working with children checks. Each facility has a Child Protection Policy in place & an appointed Child Protection Officer. Employees have completed Statuary Declaration and have been screened. Procedure in place for management of allegation. Staff easily identified by uniform shirts with logo. 	Operations All	Ongoing site management Ongoing management

Privacy of Information	<ul style="list-style-type: none"> Unauthorised disclosure of info Inadequate process 	5 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
Medical	<ul style="list-style-type: none"> Aggravation of existing medical condition or injury Access to First Aid & equipment Inappropriate medical attention 	4 5 5	<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. Each Facility has policy of not administering anything ingestible, injectable or topical. Vehicle access to all activities onsite. All Instructors hold current First Aid qualifications. . 	Group Organiser Group Leader Operations Manager All Activities Dept Instructors	Prior to stay On arrival Throughout stay Ongoing site management Throughout stay Ongoing
Special Needs	<ul style="list-style-type: none"> Incident due to inadequate special needs considerations 	5	<ul style="list-style-type: none"> Each Facility identifies wheelchair access throughout site. Wheel chair access to majority of onsite areas & at least one ramp to each building is wheel chair compliant. Safety bars in disabled bath rooms at all sites. Ability to participate in specific activities decided after discussion with Group Leader & participant. 	Maintenance Activities Dept	Ongoing site management Prior to activity
Client Behaviour	<ul style="list-style-type: none"> Injury due to other participants Ingestion of non-prescription drugs or alcohol. 	6 5 5	<ul style="list-style-type: none"> Each Facility promotes a smoke free environment. Smoking is not permitted in any building or designated work area. Each Facility has a drug free & alcohol policy. Signage in each room set out facility rules. Action will be taken for infringements of these policies. 	Operations Manager All Operations Manager	Ongoing site management Throughout stay Throughout stay

ACCOMMODATION (Consider standards of accommodation & amenities, security, supervision, food allergies)

Activity/ Location	Hazard Identification	Risk Assessment	Elimination or Control Measures	Responsibility	Timing
Security	<ul style="list-style-type: none"> Intruder Loss of property Assault 	5 6 5	<ul style="list-style-type: none"> Group Leader has access to each bedroom & site meeting rooms. Group to keep facilities locked at night & when not onsite (eg. at activities) All staff easily identified by uniform shirts with logo. Staff & other groups asked to limit their access to their own site. 	Guest Liaison Leaders All Staff All	On arrival Throughout stay Throughout stay Throughout stay
Accommodation	<ul style="list-style-type: none"> Injury due to inappropriate actions Inadequate supervision Unserviceable 	5 5 6	<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. 	Administration Guest Liaison Group Leader	Prior to stay On arrival On arrival Throughout stay

	fittings <ul style="list-style-type: none"> • Scalding • Unforeseen emergency • Insect Irritation 	5 5 5	<ul style="list-style-type: none"> • Group to advise any maintenance required during stay • Leader to advise any maintenance on Evaluation Form. • Hot water units have restricted water temperatures in all accommodation. • Evacuation Procedures signage in each room. • Fly screens are installed in all rooms. 	Maintenance	Ongoing site management
Housekeeping	<ul style="list-style-type: none"> • Slip in wet area • Child Protection related incident • Trip hazard • Ingestion of cleaning chemical 	5 4 5 4	<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. • Bedroom doors are locked after cleaning. • 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. • 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. 	Housekeeping	Ongoing site management
Kitchen	<ul style="list-style-type: none"> • Food poisoning • Injury due to unsupervised access 	4 5	<ul style="list-style-type: none"> • Each Facility 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. • Dietary requirements are taken into account (see detailed info below). 	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 	4 2 3 3	<ul style="list-style-type: none"> • Information obtained identifying food allergies & special dietary needs and other health related issues. • Each Facility advises defined dietary categories. • Each Facility 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 Admin / Kitchen Group Leader Front of House Group Leader/Participant	Prior to stay Prior to stay Prior to stay Prior to first meal Throughout stay

Servery & Dining Area	<ul style="list-style-type: none"> 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 approximately 45mins after which food is removed to meet food, safety & hygiene laws. 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. "Do not Enter" & "Cleaning in Progress" signs limit access as required. Fluid spills immediately cleaned. 	Guest Liaison Group Leader Front of House	On arrival
	<ul style="list-style-type: none"> Burning / scalding 	5			Ongoing management
	<ul style="list-style-type: none"> Slip on wet floor 	5			
	<ul style="list-style-type: none"> Injury due to unsupervised access 	5			
	<ul style="list-style-type: none"> Cuts 	5			

OTHER (Consider other hazards specific to related Stay)

Activity/ Location	Hazard Identification	Risk Assessment	Elimination or Control Measures	Responsibility	Timing
Emergencies	<ul style="list-style-type: none"> Personal injury Loss of property Missing person 	5	<ul style="list-style-type: none"> Each Facility 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
		6		Guest Liaison	On arrival
		5		Group Leader	On arrival
Transportation of participant in Centre vehicle	<ul style="list-style-type: none"> Child Protection related incident Vehicle faulty Vehicle accidents 	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	Throughout stay
		5		Operations Manager	
		4			



RISK ASSESSMENT LEGEND

		Likelihood			
		Very likely	Likely	Unlikely	Very unlikely
CONSEQUENCE	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

Consequence : Is a measure of an injury, illness or disease occurring. When assessing consequence, 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.