



General Site - Risk Management Plan

Mountain View Holiday Retreat

School: _____ Year: _____ Dates: _____

Program: _____ Supervising Staff: _____

Site Context

This document contains the general risks, control measures and grading relevant for Mountain View Holiday Retreat general risks. Risk rating and terminology information is also contained in this document. Please refer to the specific activity Risk Management Plans for a list of risks, control measures and grading which are relevant for Mountain View Holiday Retreat site.

Risk Management Plan

Risk Description	Existing Control Measures	Risk Rating (with controls)		
		Level of Risk	Who	When
Environment – Consider potential hazards such as location, crowds, slippery floors				
General Buildings unstable Site uninsured Injury due to OH&S issue	<ul style="list-style-type: none"> The retreat holds all licences required to operate. Construction meets relevant building codes Retreat maintains Public Liability insurance. Certificate of currency provided on request Construction is undertaken by licensed, insured builders. Retreat has a commitment to managing OH&S issues 	Low	Site Manager	Ongoing site Management
Participants walking / crossing roads Struck by vehicle whilst crossing road	<ul style="list-style-type: none"> Signage identifies “children on site” & a speed limit of 15km Signage encourages vehicles to be parked in designated areas Provide group with rules and monitor Walk on roads only when absolutely necessary 	Low	Site manager All	Ongoing site Management
Hall 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

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<p>Sporting Equipment & Areas including low ropes and volley ball courts Faulty Equipment causes injury</p>	<ul style="list-style-type: none"> • Fixed equipment meets building codes and council requirements • Equipment is inspected annually • Sporting equipment is kept in good repair • Group leaders have access to sports equipment • Participants under 18 years must be supervised by group leaders 	<p>Low</p>	<p>Site Manager</p>	<p>Ongoing site Management</p>
<p>Maintenance</p>	<ul style="list-style-type: none"> • Tools are stored in maintenance sheds or in secure areas • During major construction, areas are fully fenced. • During maintenance areas are identified by road barriers, witches' hats, safety tape or appropriate barricade • The Retreat promotes a safe working environment • Retreat has a designated chemical store. • A heavy vehicle procedure is in place • A delivery procedure is in place • Material safety data sheets are maintained. 	<p>Low</p>	<p>Site Manager</p>	<p>Ongoing site maintenance</p>
<p>Site Hazards Tripping on paths / tracks fallen trees</p>	<ul style="list-style-type: none"> • paths and walk areas are kept well maintained by grounds staff • Trees are cut back, walk ways cleared & general maintenance conducted 	<p>Low</p>	<p>Site Manager</p>	<p>Ongoing site management</p>

NOTE: Adult supervision is required for groups under 18years of age during free time activities and on instructor facilitated activities

ACTIVITIES

Risk Description	Existing Control Measures	Risk Rating (with controls)		
		Likelihood	Consequence	Rating
Activity Structures and 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 and retired in accordance with manufacturer guidelines Equipment found to be damaged or faulty is not to be used. 	Low	Site Manager	Ongoing After activity Before activity
Activity specific Unsafe practices Injured whilst on activity injured by another participant Inadequate supervision	<ul style="list-style-type: none"> Retreat has developed Standard operating Procedures that meet or exceed industry standards to manage known and potential risks and ensure safe operation of activities. The Retreat has certification by the Australian Tourism Programme Instructor to participant ratios will vary depending on activity and group. Leaders 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 and behaviour Supervision of group during activity session required Participants must attend induction to undertake activity Vehicle access to all activities onsite Accident Report form completed for any incidents 	Low	Site manager	Ongoing management
Off site Activities Unsafe practices Injured whilst on activity Injured by another participant Inadequate supervision	<ul style="list-style-type: none"> Lead instructors have been briefed in on 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 aid kits carried Mobile phone carried Suspect areas are checked by leader before participants enter. 	Low	Site Manager	Prior to activity During activity
Staff Unsafe practices Insufficient knowledge and skills	<ul style="list-style-type: none"> Leaders are only to run activities they are trained and competent in running leaders have a current first aid qualification Leaders are required to follow standard operating procedures 	Low	Site Manager	ongoing

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<p>Access to activity Injury due to unsupervised access</p>	<ul style="list-style-type: none"> • Activities are locked at the end of each day • Access to activities is restricted between scheduled activity sessions • Leaders supervise during non-activity times 	<p>Low</p>	<p>Group leaders</p>	<p>Throughout stay</p>
<p>Missing person Participant separated from group during activity</p>	<ul style="list-style-type: none"> • Participants briefed on meeting place and times • Main Leader will confirm group numbers with other leaders and conduct regular head count. • Group will only walk as fast as the slowest person • Leader to be tall and group remain in visual range 	<p>Low</p>	<p>Group leaders</p>	<p>Prior and during activity</p>
<p>Personal Safety Equipment Failure of equipment Unsafe practices Inadequate equipment</p>	<ul style="list-style-type: none"> • Equipment complies with industry standards • Equipment is used for its express purpose, stored and retired in accordance with manufacturer guidelines • Participants briefed on correct fitting and usage of equipment for activity • Regular maintenance is carried out 	<p>Low</p>	<p>Group Leader</p>	<p>Ongoing</p>
<p>Appropriate Clothing / Footwear Tripping or foot injury Sunburn</p>	<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 and rain jackets when wet 	<p>Low</p>	<p>Group leader</p>	<p>Prior stay and activity</p>
<p>Environment – Consider potential hazards such as location, crowds, slippery floors</p>				
<p>Extreme weather conditions Change in conditions Sunburn Lightning / hail Dehydration</p>	<ul style="list-style-type: none"> • Checklist provided to group organiser outlining clothing requirements • Weather zone site checked for weather updates and leaders briefed on arrival and advised of changing weather conditions during stay. • Participants briefed to wear hats, apply sunscreen and carry water • Water is readily accessible • Leader to Monitor group throughout activity and administer first aid if required • Activity stopped if conditions considered unsafe • Alternate activities arranged after discussion with group leader. 	<p>Low</p>	<p>On site manager Group leader</p>	<p>Prior to stay and on arrival Prior to activity During activity</p>

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<p>Fire (including bush fire) Personal injury Participant separated from group Loss of property</p>	<ul style="list-style-type: none"> Retreat meets Australian Standards in relation to number of hydrants, hoses and extinguishers, illuminated exit signs, Emergency procedure sign and equipment maintenance check by licensed provider smoke alarms are installed in every room Fire blankets available in every kitchen with cooking facilities Fire Zones are maintained and fire hydrant protection for all sites Evacuation signs are posted throughout the site Groups briefed on evacuation procedures Groups to move to evacuation points if required Check group against participant list 	<p>Low</p>	<p>Site manager</p>	<p>Ongoing site management On arrival During emergency</p>
<p>Native flora & fauna Reactions due to natural environment Injury due to stings or bites</p>	<ul style="list-style-type: none"> Ensure medical info obtained from participants and summary produced Advise instructor of any potential allergic risks, triggers and severity 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 	<p>Low</p>	<p>Group Leader</p>	<p>At all times during stay</p>
<p>People – (consider nature of participants such as maturity, skill, behaviour, child protection issues, ratios, fitness, medical conditions and disabilities)</p>				
<p>Child Protection Child protection related incident Identification of child at risk</p>	<ul style="list-style-type: none"> The Retreat has a Child Protection Policy in place Staff easily identified by uniform shirts with logo 		<p>All</p>	<p>Ongoing Management</p>
<p>Medical Aggravation of existing medical condition or injury Access to first aid and equipment Inappropriate medical attention</p>	<ul style="list-style-type: none"> Information obtained identifying allergies, special needs and other health related issues. Ensure a group medical summary is available Retreat has policy of not administering anything ingestible, injectable or topical Vehicle access to all activities onsite Leaders have current first aid Qualifications 		<p>Group leader</p>	<p>Ongoing Group leader</p>

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Accommodation				
Security Intruder Loss of property Assault	<ul style="list-style-type: none"> Group leader given room keys if Requested Group to keep facilities locked at night and when not onsite Management onsite to ensure site is locked and secure All staff easily identified by uniform shirts with logo Staff and other groups asked to limit their access to their own site 		Site Manager Leaders All staff	On arrival Throughout stay
Accommodation 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 and females Ensure Group leader accommodation is within easy access for participants if required Groups briefed on appropriate behaviour, rules and out of bounds areas Group to advise any maintenance required during stay leader to advise any maintenance on evaluation form Evacuation procedures signage in each room 		Site Manager Group leader	Prior to stay Throughout stay
House Keeping 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 stored when not in use All electrical cords are wound up when not in use Bathroom floors are mopped after group has vacated staff are not to be alone with a participant under any circumstance, A leader to be present at all times Mattresses and bedding are checked and replaced if required after every camp Toilets in meeting rooms and dining area are cleaned during minimum or unlikely use times to minimise guest contact with we floor 		Housekeeping	On site Management
Kitchen Food poisoning Injury due to unsupervised access	<ul style="list-style-type: none"> Retreat to proactively manage all aspects of food safety and hygiene Chefs are qualified and have relevant knowledge regarding food safety and safe food handling practices Staff are trained on both the knowledge and skills required for their area of responsibility Dietary requirements are taken into account 		Kitchen	On site Management

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<p>Dietary Requirements Religious or ethical Anaphylaxis Allergic reaction to known trigger Reaction due to medical requirement</p>	<ul style="list-style-type: none"> Information obtained identifying food allergies and special dietary needs and other health related issues Retreat advises defined dietary categories Retreat 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 Participants with dietary requirements collect individual meals from front of house. 		<p>Group organiser Kitchen Management</p>	<p>Prior to stay During stay</p>
<p>Servery & Dining Area Incident due to incorrect food handling and storage Burning scalding Slip on wet floor Injury due to unsupervised access Cuts</p>	<ul style="list-style-type: none"> Groups briefed on appropriate behaviour and expectations Food service runs for 45 Mins after which food is removed to meet food, safety and hygiene laws Gloves to be worn when serving Participants verbally alerted to heat / danger All meals to be consumed in the dining room Signage reinforces that footwear must be worn in the dining areas Immediate area of broken glass / crockery is cleared, guests verbally alerted to danger Fluid spills immediately cleaned 			
<p>Emergencies</p>				
<p>Personal injury</p>	<ul style="list-style-type: none"> Groups briefed on evacuation procedures Retreat has Emergency procedure in place Standard operating hours are 8am – 6pm. 24hr emergency assistance is available Emergency procedures explained to group organiser Contact detail for local facilities available 		<p>Site manager Group leader</p>	<p>On arrival</p>

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<p>Loss of property</p>	<ul style="list-style-type: none"> • keys available for all rooms if required • items can be locked in main office if required 		<p>Site manager Group leader</p>	<p>Ongoing Throughout stay</p>
<p>Injury or Allergic Reaction caused by organism</p>	<ul style="list-style-type: none"> • Groups briefed on arrival on appropriate actions for sighting/be bitten by snakes • Activity areas regularly monitored for organisms commonly causing allergic reaction and treated accordingly • Suitable medication and first aid to be readily available (user group must provide first aid eg. EpiPen) • Activity Facilitators have first aid training and carry first aid kits • Communication equipment readily available • Medical assistance within 15 minutes 		<p>Site manager Group leader</p>	<p>Ongoing Throughout stay</p>
<p>Injury caused by contact with natural features</p>	<ul style="list-style-type: none"> • Regular checks of activity area carried out and appropriate maintenance performed (sticks removed etc.) • Participants briefed on safe areas • Arborist inspects trees for potential falling limbs 		<p>Site manager Group leader</p>	<p>Ongoing Throughout stay</p>