

Point Walter Recreation and Conference Centre

Risk Management Plan



Vision

Our Vision is to operate a facility that:

Takes a pro-active approach to managing risk

Maintains industry standards and practices

Offers quality and safe recreation programs

Continues to improve to meet changing needs

Objectives

To assist Point Walter staff in managing the daily risks at the camp, by creating a positive attitude and commitment to perform all functions/operations in a reasonable and safe manner and to bring to the attention of Senior Management (Business Manager Camps and Director Camps) and Corporative Executive, any unsafe conditions that present themselves.

This document becomes an integral part of the 'Risk Management Manual' of the Department of Sport and Recreation (December 1998).

Measurement

The success of this risk management process depends on the support and endorsement of Senior Management and Corporative Executive and will contribute to the achievement of the business goals, and may be measured in the following ways:

- Client surveys indicate a safe and enjoyable experience
- Cost savings for 'risk insurance'
- Reduce the contingency of financial loss
- Reduced 'lost time' and sick leave accidents
- Protection of assets
- Lower the costs for workers compensation premiums
- Utilised as a marketing tool for increased bookings

Why Have A Risk Management Plan?

With a Risk Management Plan, the Point Walter Centre will be taking a pro-active approach to managing risk and staff will project an attitude to ensure users of the facilities have quality recreation experiences in safe surroundings.

It is a philosophy that protects against undue risk and involves protection against dangerous staff practices. It is a planned program that minimises risk through professionally desirable practices and industry standards.

A secondary benefit is that in the event of legal action, a solid pro-active program shows 'intent' to follow 'best industry practice'. A program of managing risk serves as a deterrent to being sued and, if sued, as evidence of 'intent' to act responsibly.

For the risk management plan to be effective it becomes the responsibility of all management staff to assist, guide, train, motivate and consult casual staff and clients of the Point Walter Centre and other staff throughout the organisation to accomplish the objectives of the Department of Sport and Recreation.

Steps To Managing Risk At Point Walter

At Point Walter we will review all our current practices and improve them wherever possible. All functions and activities at the camp are determined by and examined under the following broad areas listed below. These areas demonstrate a logical assessment process that clearly indicates our response to managing risk:

- Philosophy/Policy Statements
- Risk and Needs Assessment
- Goals and Objectives
- Site and Facility Development
- Program Development
- Supervision and Duty of Care
- Establishment of Guidelines, Policies, Regulations and Procedures
- Safety Inspections and Investigations
- Accident and Incident Reporting and Analysis
- Emergency Response Procedures and Plans
- Conditions of Hire, Release and Waivers, Agreements to Participate
- Point Walter Safety Committee Referral
- Camps Chain Safety Group Referral

Point Walter Safety Committee

The Point Walter Safety Committee will meet four times per annum [or as required] to discuss and identify any safety issues. They will also recommend and implement activity guidelines and policy for Point Walter consistent with any recommendations from the camps chain and the Department of Sport and Recreation.

The Committee will be made up of the Point Walter staff including the Manager, the Assistant Manager, the Program Co-ordinator and casual staff Senior Instructors.

Camps Chain Safety Group

The Camps Chain Safety Group will meet four times per annum [or as required] to discuss and identify any safety issues across the camps chain. They will also recommend activity guidelines and policy consistent with all DSR camps and the Department of Education and Training Guidelines for Outdoor Education and Recreation Activities (2005).

The Committee will be made up of the staff including some Camp Managers or Assistant Managers, all Program Co-ordinators and the Training Coordinator.

Risk Management Documents

The following documents form the practical elements of the risk management plan and will be used by camp staff and clients:

- Contact Numbers
- Camp Location - Map
- Camp Map - Emergency Information
- Emergency Response Plan
- Emergency Evacuation Procedures

The following documents form additional elements of the risk management plan and will be used by camp staff. They are available to clients upon request:

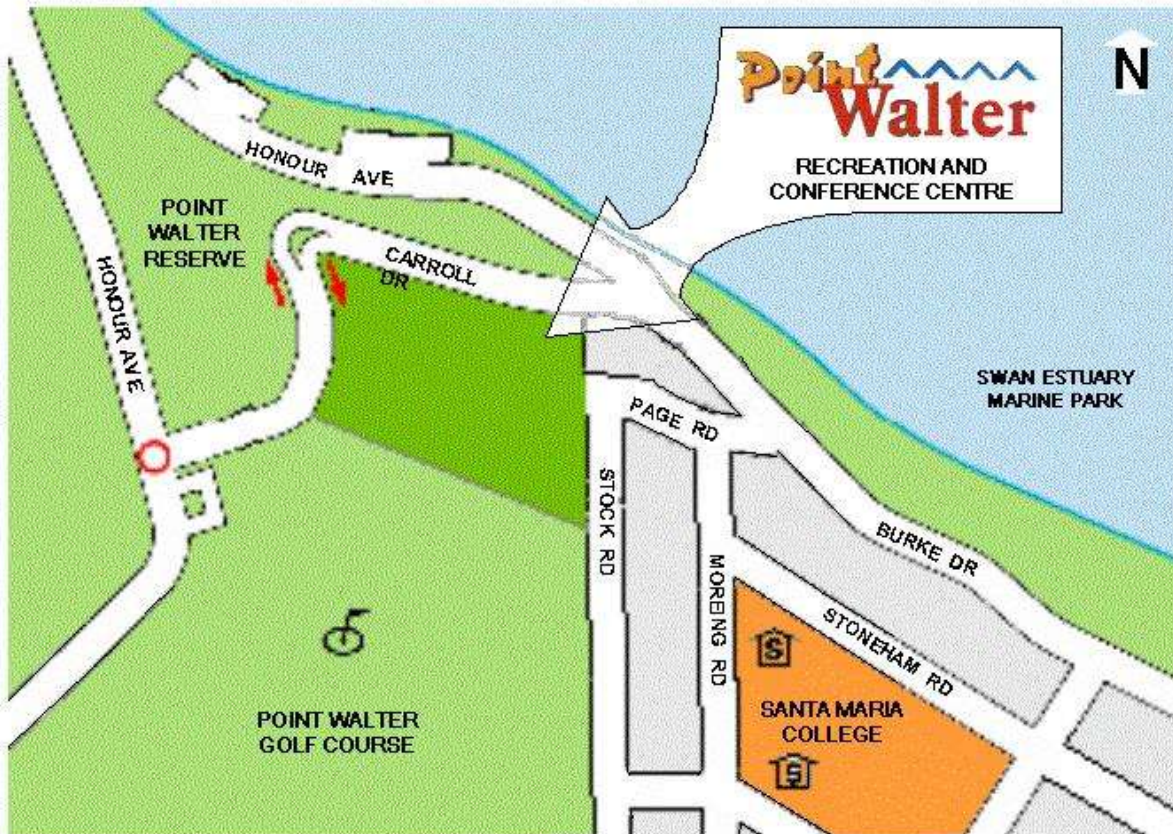
- Incident Report Sheet
- Medical Contacts
- Public Liability Insurance
- Recreational Activities & Program Manual
- Risk Assessment & Management - Recreational activities
- Risk Assessment & Management – Facilities
- Security Information
- Staff Qualifications / Experience
- Things to Bring

POINT WALTER CONTACT LIST

CENTRE OFFICE [all hours]	9330 5022
OFFICE FAX [all hours]	9330 7633
CENTRE MOBILE [all hours]	0419 919 018
MANAGER MOBILE	0437 516 721
KITCHEN / CHEF	9330 7902
EMERGENCIES (POLICE, AMBULANCE, FIRE)	000 112 (Mobile)
POLICE (24 hours)	9222 1111
Fremantle	94301222
Palmyra	93391151
FIRE (LOCAL O'CONNOR STATION)	9337 2040
HOSPITAL FREMANTLE	9431 3333
PRINCESS MARGARET	9340 8222
MELVILLE SHIRE SHIRE RANGERS A/H	9364 0666 0418 943 219

Point Walter

Recreation and Conference Centre
1 Stock Road (corner of Page Street)
BICTON WA 6157



EMERGENCY RESPONSE PLAN

**POINT WALTER RECREATION
AND CONFERENCE CENTRE
1 Stock Road (Cnr. Page Street)
BICTON WA 6157**

IN THE EVENT OF AN EMERGENCY CONTACT:

Ambulance	000 Emergency	112 Mobile
Police	000 Emergency	112 Mobile
Fire	000 Emergency	112 Mobile

Point Walter

Manager **0437 516 721**
Office Phone: **9330 5022**
Fax: **9330 7633**
Mobile: **0419 919 018**

Hospital

Fremantle Hospital
Alma Road
Fremantle
Phone: 9431 3333

General Hazards

Water related incidents (pool or river), personal injury, bee sting, snakes, sunburn.

Programs

Specific program related Risk Management sheets available

Camp Access

Entrance to the campsite is from Stock Road (cnr. Page Street)

EMERGENCY EVACUATION PROCEDURES

PLEASE REPORT ALL FIRES AND OTHER EMERGENCIES TO CENTRE STAFF IMMEDIATELY

In the event of a fire or other emergency at the Point Walter Recreation and Conference Centre, or on the adjoining Reserve and Golf course, **ALL** persons in the Centre must move in an orderly manner to the assembly area at the centre of the **“Oval”** (flat grassed area), near the light pole which is situated between the Centre’s Office and the Conference meeting rooms.

Group leaders are to account for **ALL** persons in their group. If persons are missing, the Centre Management staff **MUST** be informed **IMMEDIATELY**.

Emergency services (**POLICE or FIRE BRIGADE**) will conduct an evacuation of the centre if it is deemed necessary.

**DO NOT LEAVE THE CENTRE WITHOUT
FIRST INFORMING STAFF**

Thank you for your co-operation
Point Walter Management

POINT WALTER RECREATION AND CONFERENCE CENTRE

EMERGENCY ORGANISATIONAL STRUCTURE

CONTROL CENTRE

EMERGENCY SERVICES

MANAGER

ASSISTANT MANAGER'S

Control Centre

Main Location - Office	Phone:	9330 5022
Alternative Location – Manager’s House	Mobile:	0437 516 721 (24 hours)

Emergency Services

Police	000
Fire	000
Ambulance	000

First Aid Posts

Office
Alternative Locations – Seminar Rooms

Communication

Communication during an emergency will be as follows:

Telephone:	To communicate with outside agencies.
Messenger/Runner:	To relay communications to assembly point and control point.

Assembly Area

The assembly area is located at the centre of the “oval” (flat grassed area) near the light pole between the centre office and the conference room

CONTROL STAFF - EMERGENCY PERSONNEL

<u>APPOINTMENT</u>	<u>NAME</u>
Manager	Craig Waite
Assistant Manager	Kym Lawrence
Program Co-ordinator	Steve Wellman
Leader	Person in Charge of Group
Assistant Leader	Adult with Group
First Aid	Qualified First Aid person
Messenger / runner	Nominated Adult from Group

PROCEDURES

Managers Instructions

In the event of an emergency:

- Locate yourself at the Office and take action in accordance with appropriate action sheet.
- Decide on position for First Aid Post
- Brief Emergency Services on their arrival.

Group Leaders Instructions

On being informed of an emergency you are to:

- Notify the Manager.
- On instruction from the Manager notify the appropriate Emergency Service.
- On instruction from the Manager sound the alert or evacuation signal.
- List any emergency numbers in a ready to use location.
- Familiarise yourself with the relevant emergency Check List (attached).

Leader (Person in charge of Group)

On hearing the alert signal / message you are to:

- Evacuate all persons under your jurisdiction in Accommodation / Conference Room / Dining Room to safe area / assembly area using the safest route.
- Check to ensure all persons are present and accounted for.
- Ensure the Manager is informed.
- Proceed to assembly area (to be designated, usually centre of open oval area).
- Check again that all persons are accounted for.
- Nominate responsible person as Assembly Warden.

Assembly Warden

On hearing the alert signal / message you are to:

- Proceed to Office / reception area.
- On instruction from the Manager, locate yourself at the designated assembly area.
- Register groups that have assembled there and whether any person is missing.
- Report situation to Manager.

First Aid Warden

On hearing the alert signal / message you are to:

- Proceed to Office / Reception area.
- Confirm the First Aid Post with the Manager, collect First Aid Kit. and proceed to the location.
- Attend to any casualties and notify the Manager if outside medical help is needed.
- Await further instruction.

Standard Fire Order

Any staff member discovering or being notified of a fire should:

- Assist anyone in immediate danger (if safe to do so).
- Close any doors to isolate smoke and fire.
- Raise the alarm to all group leaders and camp staff
- Notify anyone else in the vicinity.
- Evacuate to assembly area with all group members
- Report to Manager and reception / office.
- Remain at assembly area with group until the all clear is given.

Standard Earth Quake Order

In the event of an earthquake:

- Do not run outside.
- Take shelter under desk or similar item that will offer protection.
- After tremor stops check for any injured persons and render assistance if needed.
- Check for any internal structural damage.
- Report to Manager and reception / office.
- Do not evacuate until told to do so by person in charge of group, unless you are in immediate danger.

Standard Bomb Threat Order

Any staff member discovering or being notified of a bomb threat should:

- Notify group leaders and have them evacuate all areas (leaving all doors open).
- Check the areas outside of buildings and pathways before evacuation.
- Evacuate all persons to the assembly area.
- Report to Manager and reception / office.
- Remain at assembly area with group until the all clear is given.

FIRE

Manager – Action sheet 1

- 1. When notified of a fire the Manager shall:**
 - Sound the alert signal / relay a message.
 - Ensure the Fire Brigade has been called.
 - Commence evacuation procedures if required.
 - Turn off power and gas mains if safe to do so.

- 2. Appoint Fire Wardens (trained staff only) to affected areas.**
 - Assess affected area.
 - Make sure the area has been evacuated.
 - Attempt to control fire if safe to do so.
 - If unable to control fire, close all doors and leave area.
 - Report to Manager and return to area affected for further evacuation if necessary.

- 3. Appoint Fire Wardens (group leaders) to non-affected areas:**
 - Check to make sure everyone in his or her area is ready to evacuate.
 - On evacuation signal / message check that everyone has evacuated to assembly area (closing all doors behind them).

- 4. The Manager shall have evacuation signal sounded or a message relayed if evacuation is warranted, and have all Fire Wardens report to the allocated areas.**

EARTHQUAKE

Manager – Action Sheet 2

1. **When tremor has subsided manager is to:**
 - Have Wardens check the outsides of buildings for external damage.
 - Check paths that will be used for evacuation to make sure they area safe from any hazards i.e. falling trees, electric cables, etc.
2. **Have Wardens check the inside of all buildings for internal damage and check for any casualties.**
3. **Have Warden start the evacuation if necessary and report situation to Manager.**
4. **Have Assembly Warden and First Aid Warden report to their respective areas.**
5. **Sound evacuation signal / relay message as required.**
6. **If any emergency service is required, ensure they are called.**

BOMB THREAT

Manager – Action Sheet 3

- 1. When notified of a bomb threat the manager shall:**
 - Make sure the checklist has been completed.
 - The Police have been called.
 - Sound the alert signal / relay message.

- 2. Have Wardens:**
 - Notify group leaders and have them evacuate all areas (leaving all doors open).
 - Check the areas outside of buildings and pathways to assembly areas before evacuation.
 - Report to Manager.
 - On evacuation signal / message return to area and check evacuation is complete.
 - Report to assembly area.

- 3. Assembly Warden:**
 - Check assembly area.
 - Report situation to Manager.
 - Carry out any further instructions given.

- 4. First Aid Warden:**
 - Set up First Aid Post.
 - Report any casualties.

Risk Management - Staff Qualifications / Experience

The management team at the Point Walter Recreation and Conference Centre are highly experienced as instructors in numerous outdoor recreational activities. A number of qualifications are held for a variety of relevant disciplines and these are updated as required and current as of January 2007.

Manager – Craig Waite

Qualifications/Certifications

- Bachelor of Applied Science (Physical Education)
- Diploma of Education (Outdoor Education)
- Certificate IV – Workplace Trainer and Assessor
- Federal Police Clearance
- Working With Children Certificate
- Wilderness First Aid Certificate (Wilderness Medicine Institute)
- St John Ambulance Senior First Aid Certificate
- Abseiling Instructor - NOLRS (National Outdoor Leadership Registration Scheme)
- Abseiling Instructor Certificate 1996-2004 (Department of Sport and Recreation)
- Royal Life Saving Society Resuscitation
- Aquatic Rescue Certificate (Surf Life Saving Australia / Royal Life Saving Society)
- Canoeing/Kayaking Instructor – Flatwater Level 1 (Australian Canoeing Federation)
- Low Ropes Facilitator (Project Adventure Workshops)
- Team Building/Adventure Therapy (Project Adventure Workshops)
- Drivers Licence LR Class
- Advanced Scuba Diver Certificate

Experience

- Outdoor Education Teacher (5 years)
- Bickley Outdoor Recreation Camp Manager (9 years)
- Overnight Bushwalking / Camping Leader (100+ days)
- Overnight School Camps Leader (100+ days)
- Abseiling / Rock climbing Instructor (15 years)
- Canoeing / Kayaking Instructor (10 years)
- High Ropes Course Instructor (10 years)
- Low Ropes Course Instructor (10 years)
- Kayaking/White Water Rafting (6 years)
- Swimming / life saving instructor (4 years)
- Mountain Biking Instructor (5 years)
- Fitness consultant (4 years)

Assistant Manager – Kym Lawrence

Qualifications

- Bachelor of Arts (Recreation)
- Federal Police Clearance & Working With Children Check
- St John Senior First Aid Certificate
- Abseiling Instructor - NOLRS (National Outdoor Leadership Registration Scheme)
- Drivers Licence "HR-X"

Experience

- Assistant Manager/ Acting Manager at DSR camps (24 years) Point Walter, Tone River Wilderness Cottages, Woodman Point Recreation Camp, and Noalimba Centre.
- Senior program co-ordinator and instructor at Point Walter and all other DSR Camps
- Abseiling Instructor (10 years)
- Low Ropes Course Instructor (10 years)
- Flying Fox Instructor (10 years)
- High Ropes Course Instructor (3 years)

Program Co-ordinator , Senior Instructor and Casual Instructors

The program co-ordinator, senior instructor and casual staff employed as outdoor recreation instructors have completed comprehensive induction programs, hold current qualifications, Federal Police clearances, Working With Children checks and have experience related to the specific activity they supervise.

Qualifications

- Senior First Aid Certificate (St John/Red Cross)
- Working With Children Check
- Aquatic Rescue Certificate (Royal Life Saving / Surf Life Saving)
- Bronze Medallion (Royal Life Saving Society)
- Resuscitation (Royal Life Saving Society)
- Abseiling Instructor/Guide – National Outdoor Leadership Registration Scheme (NOLRS)
- High Ropes Instructor/Guide – National Outdoor Leadership Registration Scheme (NOLRS)
- Low Ropes Instructor/Guide – National Outdoor Leadership Registration Scheme (NOLRS)
- Flat water Instructor Level 1– Canoe/Kayak (Australian Canoeing / Canoeing WA)
- Coastal Guide – Sit on top (Australian Canoeing Federation / Canoeing WA)
- Archery Instructor – Archery Australia
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- Low Ropes Facilitator (Project Adventure Workshops)
- Team Building/Adventure Therapy (Project Adventure Workshops)

Experience

- Completed Department of Sport and Recreation casual instructor induction
- DSR Instructor Seminar – in service training
- Fully trained in standard operating procedures at Point Walter and DSR Camps
- Experience in leading groups for relevant activity
- Knowledge of risk management procedures and emergency response plan