

Optimum Experiences Risk Assessment

Optimum Experiences is committed to providing a safe environment for participants, staff and instructors. Risk management is a planned process of taking control of the risks that confront all participants and staff engaged in the activity.

Managing exposure prevents risks from occurring and minimizes the loss and severity should they occur. It involves identifying and assessing the risk, controlling the risk by implementing action plans, and ongoing monitoring, review and modification of the process.

Optimum Experiences can demonstrate that it has taken all practical steps to meet its Statute law obligations.

(principally workplace health and safety legislation) and limit its liability in establishing the correct culture and practices to prevent and/or minimise risk and the potential for loss.

Optimum Experiences has evidence of an integrated Risk Management program which, through its culture and work practices, has actively sought to limit and/or minimise its liability in risk prevention and the potential for loss.

| Consequences | PROBABILITY | | | |
|------------------|-----------------|--------------|--------------|----------|
| | Very Likely (1) | Possible (2) | Unlikely (3) | Rare (4) |
| Catastrophic (1) | High | High | Substantial | Moderate |
| Major (2) | High | Substantial | Moderate | Low |
| Moderate (3) | Substantial | Moderate | Low | Low |
| Minor (4) | Moderate | Low | Low | Low |



RISK MANAGEMENT WORKSHEET – GENERAL

| SER | ANALYSE, ASSESS & PRIORITISE RISKS | | | | | CONTROL THE RISKS | | | |
|-----|---|---|---|---|-------------|--|-------|-------|----------------------|
| | Hazard Type | Potential Consequences | C | P | Risk Rating | Controls | New C | New P | Residual Risk rating |
| 1 | Instructor Ability (Qualifications, Experience) | <ul style="list-style-type: none"> Increased exposure to other hazards for OE staff and clients Loss of clientele Equipment damage | 1 | 1 | H | Instructor/s to: <ul style="list-style-type: none"> Be competent and qualified at the appropriate skill level in comparison to client and environment expectations Instructors will perform first aid to their ability and qualification as required | 1 | 4 | M |
| | Supervision and Ratios | <ul style="list-style-type: none"> Poor supervision and staff to client ratios leading to: <ul style="list-style-type: none"> Clients getting lost Conflict or Injury | 1 | 1 | H | <ul style="list-style-type: none"> Instructors to be trained and assessed in OE SOP's and Australian Adventure Activity Standards (AAAS). Staff rostered on activities and groups to meet all ratio guides provided in the AAAS. All clients/teachers are briefed upon arrival on supervision expectations in free time, evenings and in conjunction with group leaders on program. | 1 | 4 | M |
| 2 | Client Ability | <ul style="list-style-type: none"> Increased exposure to other hazards Equipment damage Psychological damage Client complacency | 1 | 2 | H | <ul style="list-style-type: none"> OE staff determine client abilities via medical information and verbal confirmation of previous experience and plan activities accordingly OE instructors adapt activities to reflect client abilities and progressions OE Instructors to implement appropriate instruction and revision as required | 1 | 4 | M |
| 3 | Medical Conditions | <ul style="list-style-type: none"> Medical Incident caused by failure to disclose preexisting condition | 1 | 2 | H | <ul style="list-style-type: none"> OE Management will assess clients ability to participate in relevant activities based on information from Medical forms supplied or by verbal confirmation with client and/or relevant Doctor OE instructors brief the importance of informing OE of pre-existing medical conditions if advised upon arrival (Condition not on medical form) OE Instructors to communicate with client/parent/doctor and advise OE Management of outcomes All OE instructors will read the medical forms filled out by the clients OE staff will make plans to accommodate any medical conditions, e.g. carrying second EPI-PEN for allergic shock and jelly babies for diabetic clients | 1 | 4 | M |
| 4 | Previous Injuries | <ul style="list-style-type: none"> Re-occurrence of an existing injury | 2 | 2 | S | <ul style="list-style-type: none"> OE instructors brief the importance of informing OE of pre-existing injuries or illnesses. All OE instructors will read the medical forms filled out by the clients. OE personnel will make plans to accommodate any pre-existing injuries or illnesses e.g. walking at a pace which suites a knee injury Client should follow previous doctors recommendations on how to support injury to prevent further damage | 2 | 4 | L |
| 5 | Use of private property | <ul style="list-style-type: none"> Loss of future use Damage to property and associated equipment | 2 | 2 | S | <ul style="list-style-type: none"> Permission must be obtained before entering private property by OE management OE staff will be advised of property owner permission when applicable When entering private property OE Staff and clients will always be courteous and obey any land owners requests Property gates and equipment will be left as found OE public liability insurance applies Australia wide on all properties utilised | 2 | 3 | M |
| 6 | Interaction with other people | <ul style="list-style-type: none"> Verbal and physical abuse to OE staff and clients Injury to other people Damage to other people's equipment Negative representation of OE | 2 | 3 | M | <ul style="list-style-type: none"> OE staff will minimise interaction with members of the public by organising all activities in areas preapproved by OE Management Members of the public will be given right of way in all situations OE staff will ensure staff and clients interact appropriately with members of the public All incidents with members of the public will be recorded on an incident form If members of the public wish to make any formal complaints OE staff will direct them to the OE Fitzroy falls office | 2 | 4 | L |
| 7 | Severe Weather incl. Strong winds and flooding | <ul style="list-style-type: none"> Increased risk of tree fall Loss of equipment Activity adjustment and/or cancellation | 1 | 1 | H | <ul style="list-style-type: none"> OE Management to check weather more frequently when storms predicted. Refer to Field Manual OE Management to keep field staff updated with weather changes during scheduled check ins using UHF Radios, Garmin Inreach, Satelite phones and mobile devices as required, or sooner if severe weather is predicted. Contingency venues and activities planned and put into use when required. Refer to Field Manual and Local Program Notes | 1 | 4 | L |

| | | | | | | | | | |
|----|--------------------------------------|---|---|---|---|---|---|---|---|
| 8 | Lightning | <ul style="list-style-type: none"> •Electrocution • Activity adjustment and/or cancellation | 1 | 3 | S | <ul style="list-style-type: none"> •OE Management to check weather more frequently when storms predicted •OE Management to keep field staff updated with weather changes •OE staff to follow Lightning procedure. Refer to Field Manual | 2 | 4 | L |
| 9 | Heat/Sun Exposure | <ul style="list-style-type: none"> •Heatstroke •Sunburn •Hyperthermia | 2 | 2 | S | <ul style="list-style-type: none"> •Increase water intake by individuals as heat stress increases. •Educate clients in recognition of heat stress and prevention of heat illness •All clients to apply and reapply sunscreen as needed and wear a hat when in open sun. •All OE personnel to be trained and assessed in the treatment of heat illness in the field. •OE Management to keep field staff updated with weather changes • In case of any accident the instructor will follow remote area first aid procedures. | 3 | 3 | L |
| 10 | Cold Exposure | <ul style="list-style-type: none"> •Hypothermia | 2 | 2 | S | <ul style="list-style-type: none"> •Ensure all clients have thermal clothing, wind or rain jacket on cool windy days. •Ensure clients are wearing wetsuits if in water on cold days •Education of clients in recognition of signs and symptoms of hypothermia if it is a risk •Ensuring all clients have snack food to reduce the onset of hypothermia. •Monitor physical activity when weather is wet and cold, •All OE personnel to be trained and assessed in the treatment of hypothermia illness in the field. •Check weather report before days activity starts, supplied by BOE. •In case of any accident the instructor will follow remote area first aid procedures. | 3 | 3 | L |
| 11 | Wildlife | <ul style="list-style-type: none"> •Injury to the wildlife •Modification to natural behaviour patterns | 3 | 2 | M | <ul style="list-style-type: none"> •All OE instructors will ensure clients know the importance of minimal impact in relevant environments •Storage of equipment and/or food will be briefed by OE instructors if applicable | 3 | 3 | L |
| 12 | Animal Bites including snake & spide | <ul style="list-style-type: none"> •Death | 1 | 4 | M | <ul style="list-style-type: none"> •Clients briefed on spider and snake awareness and how to appropriately interact with them. •If a bite occurs, instructor to apply appropriate first aid. First aid kit to be easily accessible at all times. •If the patient's life is at risk, appropriate action is to be taken for evacuation from the nearest evacuation point. •Communication equipment (radio, satellite phone, mobile phone) to be carried and easily accessible at all times. Remote areas or high risk activities require two forms of communication. •All tents must be fully zipped up when left unattended. | 2 | 4 | L |
| 13 | Trailer Attaching and Un-attaching | <ul style="list-style-type: none"> •Crush injury •Pinch Injury •Muscle Strain •Runaway trailer •Property damage | 2 | 2 | S | <ul style="list-style-type: none"> OE staff trained and assessed in OE trailer attachment and unattachment •All trailer connections/attachments double checked by second OE staff member •All equipment, ropes & tie downs doubled checked by OE staff •Park trailers on flat ground where possible •Chocking trailer wheels and/or applying brake. •Periodical trailer services. | 2 | 4 | L |
| 14 | Vehicular accident | <ul style="list-style-type: none"> •Death •Disability •Broken or fractured bones •Cuts/ grazes •Bruising •Damage to property/equipment. | 1 | 3 | S | <ul style="list-style-type: none"> •Vehicle registered/roadworthy •Drivers appropriately licensed •Driver must not be under influence of alcohol/drugs •Adherence to speed limits •Driver rotation at appropriate intervals •Compliance with D.O.T. Bus accreditation | 3 | 3 | L |

RISK MANAGEMENT WORKSHEET – TEAM CHALLENGES & INITIATIVES

| SER | ANALYSE, ASSESS & PRIORITISE RISKS | | | | | CONTROL THE RISKS | | | |
|-----|--|--|---|---|-------------|---|-------|-------|----------------------|
| | Hazard Type | Potential Consequences | C | P | Risk Rating | Controls | New C | New P | Residual Risk rating |
| 1 | Ball Games | <ul style="list-style-type: none"> •Head/Face Injury •Fall Injury •Collisions between players | 2 | 2 | S | <ul style="list-style-type: none"> •Use balls suitable for activity i.e. Soft, High-volume balls • Discourage head shots •Ensure playing area is flat and large enough for activity •Choose activities which reduce the risk of collisions | 3 | 3 | L |
| 2 | Slack line | <ul style="list-style-type: none"> •Fall Injury •Equipment Failure •Collisions | 2 | 2 | S | <ul style="list-style-type: none"> •Teach and use spotting techniques to reduce severity of falls. •Discourage users getting out of control on line. •Enforce a non-participant exclusion zone around line. •Only set up line if competent to do so | 3 | 3 | L |
| 3 | Other games and activities | <ul style="list-style-type: none"> •Fall Injury • Equipment Failure | 3 | 2 | M | <ul style="list-style-type: none"> •Ensure playing area is flat and large enough for activity and free of tripping hazards Eg. logs • Check equipment for safety before activity • Only use equipment you are competent setting up | 4 | 3 | L |
| 4 | Acro balance activities / Trust activities | <ul style="list-style-type: none"> •Fall Injury • Crush injury | 2 | 2 | S | <ul style="list-style-type: none"> •Ensure participants are aware of each other's space body parts while moving in activity area. •Ensure weight and size are taken into consideration for positioning participants. •Human Pyramid not to be undertaken with participants in yr8 or below | 3 | 3 | L |
| 5 | Blindfolded activities | <ul style="list-style-type: none"> •Fall injury •Collision injury | 2 | 2 | S | <ul style="list-style-type: none"> •Ensure activity is briefed appropriately and control measures are adhered to. •No running with blindfolds on •Ensure the activity area is free of obstacles and is large enough for the activity | | | |
| 6 | Water Activities | <ul style="list-style-type: none"> • Hypothermia | 2 | 2 | S | <ul style="list-style-type: none"> •Initiatives involving the possibility of becoming wet are not undertaken in cold temperatures. | 4 | 4 | L |

RISK MANAGEMENT WORKSHEET – CRC (Challenge Ropes Course) General

| SER | ANALYSE, ASSESS & PRIORITISE RISKS | | | | | CONTROL THE RISKS | | | |
|-----|------------------------------------|--|---|---|-------------|--|-------|-------|----------------------|
| | Hazard Type | Potential Consequences | C | P | Risk Rating | Controls | New C | New P | Residual Risk rating |
| 1 | Limb Fall/ Falling equipment | <ul style="list-style-type: none"> •Death •Spinal injury • Head trauma • Broken bones • Muscular or tendon trauma •Lacerations | 1 | 3 | S | <ul style="list-style-type: none"> •Activity Instructor to perform a pre-activity site inspection to remove any dangerous branches or foreign debris, and visual inspection of wires, pulleys and connections. • Activity site to be monitored and any major limb fall recorded. •Quarterly High Wires inspections/maintenance runs conducted by IRATA certified staff •Annual Arborist Inspections conducted by level 5 arborist •Clients must wear a helmet during the high ropes activities. • No client is allowed within 3M of activity zone without a helmet. • Spectators need to be on uphill side of activity during crate stack. •Clients must empty pockets before commencement of activity session | 3 | 3 | L |
| 2 | Fall from height | <ul style="list-style-type: none"> • Death or dismemberment • Spinal Injury • Head trauma • Broken bones • Muscular or tendon trauma • Laceration | 1 | 2 | H | <ul style="list-style-type: none"> •Activity instructor to have a minimum OE high ropes activity training, experience and rescue skills. • All new OE staff are to be trained and assessed and assessed in house regardless of qualifications • All OE staff to be trained and assessed in senior first aid or higher. • All clients to be top rope bottom belayed by a qualified instructor, or team belayed under instructor supervision. • Team belay must consist of; A minimum of 5 clients of equal or greater weight or equivalent clipped into safety line. •Equipment usage is to be recorded and inspected before, during and after the activity. • Clients to be visually checked by the instructor before being attached to top rope. • Only instructors are allowed to connect clients to the top rope lines or visually monitor a client (leadership roles) connect peer. • Clients are briefed on activity techniques. •Clients to be under constant supervision while in activity area. •Retrieval line on leap is always pulled in close to tree before client begins climbing | 1 | 4 | M |
| 3 | Pulleys / Ropes / Ladders | <ul style="list-style-type: none"> •Pinch Injury • Hair loss • Broken bones • Friction burn •Cut Rope | 2 | 1 | H | <ul style="list-style-type: none"> • Safety stop (tyre rubber) in place during possum activity. • Participant to wear full body harness with rear attachment point during leap. • Client to wear helmet when on activity. • Activity instructor to have a current senior first aid. • Activity instructor to monitor clients during activity. •Clients to be warned during brief of correct management techniques to avoid such injuries caused by pinching carabiners etc. •Clients briefed on correct use of GriGri when lowering from flying fox •Clients are not to climb over top log and hold on to side wires on the Dangle Duo. Brief clients to pull logs out of the way when lowering climbers. •Ensure ladder is moved out of roped area on giant swing before client is hauled. •Visually inspect running gear and ropes between each client. (Checking for crossed ropes, out of place gear etc.) | 2 | 3 | M |
| 4 | Objects in Activity Area | <ul style="list-style-type: none"> •Death • Spinal Injury •Head trauma • Broken bones • Muscular or tendon trauma • Laceration • Puncture wound | 1 | 2 | H | <ul style="list-style-type: none"> •Ensure activity area is clear of large objects and people.EG. Ladders and clients in giant swing roped area. • Define take off area for possum, Dangle Duo, Giant swing. • Manage hauling speed and timing. • Spare crates to be kept clear of climbing fall area | 1 | 4 | M |
| 5 | Uneven Ground | <ul style="list-style-type: none"> • Muscular or tendon trauma • Cuts/grazes • Broken/fractured bones | 2 | 2 | S | <ul style="list-style-type: none"> •Instructor to visually check that all clients' footwear is appropriate and that any laces are tied up. • Clients are briefed on runway use. •Clients to walk when in activity area. • Attachment point spacing of 1M. • Max 1 person on each side of rope at attachment point. | 2 | 4 | L |

RISK MANAGEMENT WORKSHEET – Transporter / Lilly pads

| SER | ANALYSE, ASSESS & PRIORITISE RISKS | | | | | CONTROL THE RISKS | | | |
|-----|--|---|---|---|-------------|---|-------|-------|----------------------|
| | Hazard Type | Potential Consequences | C | P | Risk Rating | Controls | New C | New P | Residual Risk rating |
| 1 | <ul style="list-style-type: none"> • Experience / skill level / capabilities • Physical needs of the group • Medical Conditions / disabilities / injury | <ul style="list-style-type: none"> • Not following safety requirements • Physically too demanding for group <ul style="list-style-type: none"> • Dehydration/exhaustion • Falling/Slipping on Lilly pads or staples | 3 | 4 | S | <ul style="list-style-type: none"> • Activity may need to be modified to suit the need of participants e.g. disabilities or injuries • Ensure correct staff/ participant ratios & capabilities/ needs of group • Participants briefed on correct climbing technique and rope position clearly explained | 4 | 4 | L |
| 2 | Environmental Hazards / conditions | <ul style="list-style-type: none"> • cold & wet / threat of exposure • Wildlife bites / stings / attacks <ul style="list-style-type: none"> • Exposure to sunburn • Electrical storms/lightening strike | 2 | 2 | S | <ul style="list-style-type: none"> • Check environment factors/weather/wind/ storms/ animal/ access shade • Suitable sun protection/ footwear • Visual inspection for wildlife - take necessary action as required • Follow OE SOP's for storms/ lightning | 2 | 4 | L |
| 3 | Safety Equipment <ul style="list-style-type: none"> • Harness • Footwear • Helmet • Clothing / hair / personal items | <ul style="list-style-type: none"> • Incorrectly fitted / loose waistband twisted straps - falling /discomfort • Incorrectly fitted/ head injury • Slipping and falling on wire • entrapment/ falling objects <ul style="list-style-type: none"> • Injury | 2 | 2 | S | <ul style="list-style-type: none"> • All clients visually checked for clothing, jewellery, hair, and footwear during brief and before starting activity. • All equipment checked & assessed & fitted correctly to accredited safety standards of Australia • Visual check of site carried out hazards removed and minimized • All staff trained and assessed in OE CRC SOP's and inhouse training on operation of CRC's. | 2 | 4 | L |
| 4 | <ul style="list-style-type: none"> • Climbing the ladder / staples | <ul style="list-style-type: none"> • Falling / slipping off ladder causing injury | 2 | 2 | S | <ul style="list-style-type: none"> • OE staff have minimum of cert 3 in Outdoor Leadership • Suitable footwear • Briefing given on correct technique for ascending a ladder / staples (refer to Staff training) • Assistants briefed in safety and emergency procedures | 2 | 4 | L |
| 5 | Belaying | <ul style="list-style-type: none"> • Not belayed to ground correctly • Loss of control on descent <ul style="list-style-type: none"> • Injury to participant • Injury to bystanders • Strangulation • Fall from height | 1 | 2 | H | <ul style="list-style-type: none"> • All staff trained and assessed in operation of Transporter / Lilly Pads • Belay attached directly to instructors harness w/ stitch plate • All staff inhouse trained and assessed on correct belay technique and to have a minimum cert 3 in outdoor leadership • Clients attachment point secured by two carabiners (Tri-lock or screwgate) with a bunny ears knot. • Instructor always aware of clients position in regards to hazards on activity; stabilisation ropes, Green pads, partners belay rope etc. • At any point during the activity a participant becomes entangled yell STOP. Move the group away from ropes and fix problem. Then resume activity. • Ensure Instructors, entire group bystanders / observers are wearing helmets at ALL times when within the fall zone of activity. • When lowering participant ensure lilly Pads/transporters are moved away from the belayer to avoid a head clash. • Good communication between participant and instructor | 2 | 3 | M |
| 6 | Group Involvement | <ul style="list-style-type: none"> • Head Injury • Entanglement • Rope burn | 2 | 2 | S | <ul style="list-style-type: none"> • Group Briefed on Activity rules and procedures. • Ensure group does not swing or violently shake on stabilisation ropes • Ensure group does try and sabotage the participant • Watch for rope entanglement • Ensure participants do not wrap stabilisation rope around hand • Good communication between participant and ground crew | 2 | 4 | L |
| 7 | Restricted access | <ul style="list-style-type: none"> • Unsupervised use of activities <ul style="list-style-type: none"> • Death • Broken Bones • Serious injury with no one to respond due to lack of supervision | 1 | 2 | H | <ul style="list-style-type: none"> • At the end of each day pack down access ladders and equipment to activities. • Ensure there is supervision during break times/ someone to monitor activities | 2 | 4 | L |
| 8 | Conclusion & Debrief <ul style="list-style-type: none"> • Unsupervised dispersal • Not knowing where to go next | <ul style="list-style-type: none"> • Out of bounds • Late for next activity <ul style="list-style-type: none"> • Getting lost • Unsupervised time | 2 | 3 | M | <ul style="list-style-type: none"> • At the end of each day pack down access ladders and equipment to activities. • Ensure there is supervision during break times/ someone to monitor activities | 3 | 4 | L |

RISK MANAGEMENT WORKSHEET – Giant Leap / High Trapeze

| SER | ANALYSE, ASSESS & PRIORITISE RISKS | | | | | CONTROL THE RISKS | | | |
|-----|--|---|---|---|-------------|---|-------|-------|----------------------|
| | Hazard Type | Potential Consequences | C | P | Risk Rating | Controls | New C | New P | Residual Risk rating |
| 1 | <ul style="list-style-type: none"> • Experience / skill level / capabilities • Physical needs of the group • Medical Conditions / disabilities / injury | <ul style="list-style-type: none"> • Not following safety requirements • Physically too demanding for group • Dehydration/exhaustion | 3 | 4 | S | <ul style="list-style-type: none"> • Activity may need to be modified to suit the need of participants e.g. disabilities or injuries • Ensure correct staff/ participant ratios & capabilities/ needs of group | 4 | 4 | L |
| 2 | Environmental Hazards / conditions | <ul style="list-style-type: none"> • cold & wet / threat of exposure • Wildlife bites / stings / attacks • Exposure to sunburn • Electrical storms/lightening strike | 2 | 2 | S | <ul style="list-style-type: none"> • Check environment factors/weather/wind/ storms/ animal/ access shade • Suitable sun protection/ footwear • Visual inspection for wildlife - take necessary action as required • Follow OE SOP's for storms/ lightning | 2 | 4 | L |
| 3 | Safety Equipment <ul style="list-style-type: none"> • Harness • Footwear • Helmet <ul style="list-style-type: none"> • Clothing / hair / personal items | <ul style="list-style-type: none"> • Incorrectly fitted / loose waistband twisted straps - falling /discomfort • Incorrectly fitted/ head injury • Slipping and falling on wire • entrapment/ falling objects • Injury | 2 | 2 | S | <ul style="list-style-type: none"> • All clients visually checked for clothing, jewellery, hair, and footwear during brief and before starting activity. • All equipment checked & assessed & fitted correctly to accredited safety standards of Australia • Visual check of site carried out hazards removed and minimized • All staff trained in OE CRC SOP's and inhouse training on operation of CRC's. | 2 | 4 | L |
| 4 | <ul style="list-style-type: none"> • Climbing the ladder / staples | <ul style="list-style-type: none"> • Falling / slipping off ladder causing injury | 2 | 2 | S | <ul style="list-style-type: none"> • OE staff have minimum of cert 3 in Outdoor Leadership • Suitable footwear • Briefing given on correct technique for ascending a ladder / staples (refer to Staff training) • Assistants briefed in safety and emergency procedures | 2 | 4 | L |
| 5 | Belaying | <ul style="list-style-type: none"> • Not belayed to ground correctly • Loss of control on descent • Injury to participant • Injury to bystanders • Strangulation • Fall from height | 1 | 2 | H | <ul style="list-style-type: none"> • All staff trained in operation of Giant Leap / Paratrooper • Belay attached to suitable / approved anchor point (independent system) • Use of Gri Gri/ Rig device on belay point • Clients attachment point secured by stopper knot and an alpine butterfly knot as backup. This minimises the loop in between the knots and prevents strangulation during the jump or belaying. • Retrieval line on leap is always pulled in close to tree before client begins climbing. prevents client from bottoming out during belay up tree if a slip was to occur. • Ensure bystanders / observers do not enter fall zone. If bystanders have to wait near the fall zone ensure helmets are worn | 2 | 3 | M |
| 6 | Restricted access | <ul style="list-style-type: none"> • Unsupervised use of activities • Death • Broken Bones • Serious injury with no one to respond due to lack of supervision | 1 | 2 | H | <ul style="list-style-type: none"> • At the end of each day pack down access ladders and equipment to activities. • Ensure there is supervision during break times/ someone to monitor activities | 2 | 4 | L |
| 7 | Conclusion & Debrief <ul style="list-style-type: none"> • Unsupervised dispersal • Not knowing where to go next | <ul style="list-style-type: none"> • Out of bounds • Late for next activity • Getting lost • Unsupervised time | 2 | 3 | M | <ul style="list-style-type: none"> • At the end of each day pack down access ladders and equipment to activities. • Ensure there is supervision during break times/ someone to monitor activities | 3 | 4 | L |

RISK MANAGEMENT WORKSHEET – Accommodation

| SER | ANALYSE, ASSESS & PRIORITISE RISKS | | | | | CONTROL THE RISKS | | | |
|-----|------------------------------------|--|---|---|-------------|---|-------|-------|----------------------|
| | Hazard Type | Potential Consequences | C | P | Risk Rating | Controls | New C | New P | Residual Risk rating |
| 1 | Falling from bunk beds | <ul style="list-style-type: none"> • Sprains or strains • Broken bones • Head injuries | 2 | 2 | S | <ul style="list-style-type: none"> • Provide safety rails on bunk beds • Ensure ladders are secure • Instruct clients on safe usage of bunk beds | 4 | 4 | L |
| 2 | Fire from heaters | <ul style="list-style-type: none"> • Burns • Smoke inhalation • Potential spread of fire • Death in severe cases | 1 | 2 | H | <ul style="list-style-type: none"> • Regularly maintain heaters • Keep flammable items away from heaters • Fire extinguishers and smoke alarms installed and regularly inspected | 3 | 4 | L |
| 3 | Slips, trips, and falls | <ul style="list-style-type: none"> • Sprains or strains • Broken bones • Head injuries | 2 | 2 | S | <ul style="list-style-type: none"> • Keep floors tidy and free of obstacles • Good lighting in all areas | 4 | | L |
| 4 | Scalding from hot water | <ul style="list-style-type: none"> • Minor to severe burns | 2 | 2 | S | <ul style="list-style-type: none"> • Limit hot water temperature to safe levels • Post signs warning about hot water | 4 | 4 | L |
| 5 | Exposure to harmful substances | <ul style="list-style-type: none"> • Illness • Allergic reactions • Poisoning | 2 | 2 | S | <ul style="list-style-type: none"> • Store cleaning products and chemicals safely in lockable/staff only areas. • Train and assess OE staff on safe handling of harmful substances | 4 | 4 | L |
| 6 | Lack of privacy | <ul style="list-style-type: none"> • Stress • Anxiety • Interpersonal conflicts | 2 | 2 | S | <ul style="list-style-type: none"> • Arrange sleeping arrangements with privacy in mind • Establish and enforce rules about privacy and respect | 4 | 4 | L |
| 7 | Poor air quality | <ul style="list-style-type: none"> • Allergies • Respiratory problems • Illness | 2 | 2 | S | <ul style="list-style-type: none"> • Regularly clean and ventilate the dormitories • Monitor and manage humidity and dust | 4 | 4 | L |
| 8 | Noise disturbance | <ul style="list-style-type: none"> • Lack of sleep • Stress • Conflict among clients | 2 | 2 | S | <ul style="list-style-type: none"> • Establish and enforce quiet hours • Mediate any noise-related disputes | 4 | 4 | L |

RISK MANAGEMENT WORKSHEET – Catering

| SER | ANALYSE, ASSESS & PRIORITISE RISKS | | | | | CONTROL THE RISKS | | | | |
|-----|--|---|---|---|-------------|---|-------|-------|----------------------|--|
| | Hazard Type | Potential Consequences | C | P | Risk Rating | Controls | New C | New P | Residual Risk rating | |
| 1 | Food poisoning | <ul style="list-style-type: none"> Nausea Vomiting Diarrhea Dehydration • Hospitalization or death in severe cases | 2 | 1 | H | <ul style="list-style-type: none"> Use safe food handling techniques. Store food at correct temperatures. Regular hand washing by all OE staff and clients. Hand sanitizer stations at all entry/exit point to dining hall. | 4 | 4 | L | |
| 2 | Fire and burns | <ul style="list-style-type: none"> Minor to severe burns Smoke inhalation Potential fire spread Death in severe cases | 1 | 2 | H | <ul style="list-style-type: none"> Regularly check and maintain cooking equipment. Keep fire extinguisher nearby. Fire Blankets located throughout kitchen. OE staff trained and assessed on fire safety. | 3 | 4 | M | |
| 3 | Cuts and lacerations | <ul style="list-style-type: none"> Minor to severe wounds Potential infection Possible need for stitches | 2 | 3 | M | <ul style="list-style-type: none"> Store and handle knives and other sharp tools safely. Provide safety training and assessment to OE staff. | 4 | 4 | L | |
| 4 | Slips, trips, and falls | <ul style="list-style-type: none"> Sprains or strains Broken bones Head injuries | 2 | 2 | S | <ul style="list-style-type: none"> Keep cooking area tidy and free of obstacles. Regularly clean floors to prevent slip hazards. Good lighting in work areas. | 4 | 4 | L | |
| 5 | Allergic reactions | <ul style="list-style-type: none"> Mild rash to severe anaphylaxis Difficulty breathing Hospitalization or death in severe cases | 2 | 3 | M | <ul style="list-style-type: none"> Collect allergy information from all clients prior to their attendance. Have clear labelling and separate preparation areas and utensils for allergenic foods. Clients with severe allergies will wear cloured wrist bands for easy identification from OE staff. | 4 | 4 | L | |
| 6 | Improper client food handling | <ul style="list-style-type: none"> Food poisoning Allergic reactions | 2 | 1 | H | <ul style="list-style-type: none"> No client food handling is permitted at any time. OE staff will handle all food. Ristricted access to kitchen area for OE staff only. | 4 | 4 | L | |
| 7 | Lack of dietary accommodations | <ul style="list-style-type: none"> Hunger Nutritional deficiencies Allergic reactions Dehydration Heat stroke | 2 | 2 | S | <ul style="list-style-type: none"> Collect dietary preference and restriction information from all clients prior to attendance. Plan menu to accommodate needs. | 4 | 4 | L | |
| 8 | Inadequate hydration | <ul style="list-style-type: none"> Decreased performance and cognitive function | 2 | 1 | H | <ul style="list-style-type: none"> Provide adequate and easily accessible water sources. Regularly remind clients to hydrate. | 4 | 4 | L | |
| 9 | Exposure to harmful substances | <ul style="list-style-type: none"> Illness Allergic reactions Poisoning | 2 | 3 | M | <ul style="list-style-type: none"> Store and use cleaning products and chemicals safely. Provide training and assessment to OE staff on safe handling. | 4 | 4 | L | |
| 10 | Mental stress from dietary changes | <ul style="list-style-type: none"> Anxiety Discomfort Dissatisfaction | 2 | 2 | S | <ul style="list-style-type: none"> Provide balanced and familiar food options. Foster open communication about dietary concerns. | 4 | 4 | L | |
| 11 | Improper waste disposal | <ul style="list-style-type: none"> Attraction of wildlife Disease spread Environmental contamination | 2 | 3 | M | <ul style="list-style-type: none"> Establish and enforce waste disposal protocols. Clearly labeled and readily available waste disposal units (bins). Train clients on proper food waste handling. | 4 | 4 | L | |
| 12 | Choking | <ul style="list-style-type: none"> Suffocation Death in severe cases | 1 | 2 | H | <ul style="list-style-type: none"> Educate clients on proper food eating sizes and pacing. All OE Staff trained in Remote area First Aid. | 3 | 4 | L | |
| 13 | Exposure to extreme weather conditions | <ul style="list-style-type: none"> Heat stroke Hypothermia Illness | 2 | 2 | S | <ul style="list-style-type: none"> Monitor weather conditions Have contingency plans for extreme weather. Provide suitable shelter for eating. | 4 | 4 | L | |

RISK MANAGEMENT WORKSHEET – Child Protection

| SER | ANALYSE, ASSESS & PRIORITISE RISKS | | | | CONTROL THE RISKS | | | | |
|-----|--|--|---|---|-------------------|---|-------|-------|----------------------|
| | Hazard Type | Potential Consequences | C | P | Risk Rating | Controls | New C | New P | Residual Risk rating |
| 1 | Recruitment of inappropriate individuals | <ul style="list-style-type: none"> Child exploitation Sexual abuse Emotional abuse Neglect | 1 | 2 | H | <ul style="list-style-type: none"> Rigorous recruitment process including interviews, reference checks, and background checks. Mandatory NSW Working with Children Check for all OE staff Please reference Section 3.4 Child Safety and Wellbeing Policy | 3 | 4 | L |
| 2 | Lack of training in child protection | <ul style="list-style-type: none"> Unrecognized signs of abuse Inadequate response to disclosures Further harm to child | 2 | 3 | M | <ul style="list-style-type: none"> Mandatory child protection training and assessment for all OE staff Regular refreshers on child protection protocols. Please reference Section 3.5 Child Safety and Wellbeing Policy | 4 | 4 | L |
| 3 | Failure to report suspected abuse or neglect | <ul style="list-style-type: none"> Further harm to child Legal repercussions | 1 | 2 | H | <ul style="list-style-type: none"> Create clear reporting procedures and channels Encourage a culture of vigilance and responsibility Regular audits of adherence to procedures | 3 | 4 | L |
| 4 | Breach of privacy | <ul style="list-style-type: none"> Emotional distress Damage to reputation Legal repercussions | 2 | 2 | S | <ul style="list-style-type: none"> Implement stringent data protection protocols Regularly train and assess OE staff on privacy and confidentiality | 4 | 4 | L |
| 5 | Inappropriate staff-child relationships | <ul style="list-style-type: none"> Exploitation Abuse Emotional distress to child | 2 | 2 | S | <ul style="list-style-type: none"> Clear boundaries and conduct guidelines Regular supervision of staff Swift action on any concerns raised | 4 | 4 | L |
| 6 | Unsupervised access to children | <ul style="list-style-type: none"> Child exploitation Sexual abuse Emotional abuse Neglect | 1 | 2 | H | <ul style="list-style-type: none"> Staff supervision at all times Ratios of adults to children in line with regulations Security measures in place | 3 | 4 | L |