

Safety and Risk Management Procedures for Tours and Guided Activities at the Quarantine Station

Venue name	Historical Quarantine Station / Q Station		
Location	North Head Scenic Drive, Manly NSW 2095		
Phone number	02 9977 5145	Fax number	02 9977 6680
Web address	www.qstation.com.au		
Insurance	<i>Does the venue have public liability cover? Yes</i>		

Management of tours has been included in the site's emergency response procedures. Staff training and competency includes:

- Q Station Training & Experience
- Emergency Evacuation Training
- Child Protection Training
- First Aid Training

The following risk management procedures have been grouped into:

- Hazards for Visitors / Guests
- Hazards to Property and Cultural Values
- Hazards to Natural Areas

Please note that the information provided was current as of May, 2009. It has been provided by Mawland Quarantine Station (Q Station) to assist relevant persons (especially activity leaders) in their risk management planning for visiting the Quarantine Station. Additional information can be provided upon request.

Risk Management Assessment and Control Strategies for Guided Activities

Hazards for Visitors / Guests

Element	Potential Hazard / Risk	Control Strategies	Responsibility
The site is a historical site within a National Park; it is a natural environment with plant and wildlife, aging buildings, uneven walking surfaces and some reasonably steep hills.	1. Alighting from coach at entrance to the Quarantine Station & walking on road to waiting shelter	<ul style="list-style-type: none"> Q Station Staff meet groups at the entrance to the Q Station site to assist with safe offloading of passengers, and movement to waiting shelter with the assistance of teachers and accompanying adults. Teachers are informed on booking that coaches are not permitted to enter, park, or turn around on Q Station property and it is up to them to communicate this to their coach driver(s). 	Q Station Staff Teachers & Supervising Adults Coach drivers
	2. Slipping or tripping on loose gravel and uneven road surfaces	<ul style="list-style-type: none"> Q Station staff discuss potential risks with students and teachers at the beginning of the tour. Students are instructed to walk with/behind their guide at all times and are split into smaller groups, closely supervised by Q Station staff, teachers and accompanying adults. Tour Guides use group management skills to manoeuvre group safely around site avoiding the potential hazards. Important points about safety and safe conduct are repeated by Tour Guides 	Q Station Staff Teachers & Supervising Adults

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		throughout the visit to the site	
	3. Sun and weather exposure	<ul style="list-style-type: none"> • Programs at the Quarantine Station are primarily outdoor. • Teachers should ensure that all students have hats, sunscreen, closed-toed shoes and appropriate clothing for the weather. • In case of extreme weather conditions, staff will alter the program for the safety and comfort of the students. 	Teachers Guides
	4. Violent storm activity / inclement weather	<ul style="list-style-type: none"> • Assessment made by Q Station staff and Teacher as to whether to continue activity. • If lightning seen in vicinity or extreme flooding is eminent, activity is adapted for the safety & comfort of students. Cancellation or postponement of tour only occurs in extreme cases. 	Visitor Services Manager Guides
	5. Fatigue & dehydration	<ul style="list-style-type: none"> • The educational programs involve a good deal of walking onsite. Students should be informed of this by their teachers and bring sufficient water to stay hydrated. • Guides will allow for rest stops as necessary but this may impact the tour content, including buildings able to be visited. 	Teachers Guides
	6. Exposure to bush and natural environment – spiders, ticks, snakes	<ul style="list-style-type: none"> • Students and teachers are introduced to the Q Station as a natural environment and advised of the possible related risks, 	Guides Teachers & Supervising Adults

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		<p>including spiders, ticks and snakes.</p> <ul style="list-style-type: none"> • Students are advised to stay with their guide and on designated roads & pathways at all times. • Students are advised not to enter the bush 	
	7. Exposure to bush and natural environment – dust & allergens	<ul style="list-style-type: none"> • Some people may experience an allergic or asthmatic reaction to the dust and pollen onsite and should be prepared for this possibility. • Organising teachers should inform the education coordinator at time of booking or guide before the tour of any children with special needs. 	Teachers Ed Coordinator
	8. Other Incidents	<ul style="list-style-type: none"> • Guides carry mobile phones and/or 2-way radios to request assistance as needed. • Ed coordinator, Visitor Services mgr or Duty Mgr, are on-call as needed • Q Station staff regularly monitor the site and all materials to ensure the safety of visitors. • School groups are advised to have a minimum of 2 adults for every 25 students to allow for sufficient supervisory coverage, 	Guides Ed. Coordinator, VS Mgr, Duty Mgr. Teachers & Supervising Adults
Hands-on activities	Use of craft materials & writing implements	<ul style="list-style-type: none"> • Students are briefed on the proper use of materials and supervised when using them • All materials are nontoxic 	Guides Teachers & Supervising Adults
Impact of tour experience	People experiencing intense emotions from tour experience	<ul style="list-style-type: none"> • Stories of sickness and death may 	Visitor Services Manager Guides

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		<p>provoke intense reactions.</p> <ul style="list-style-type: none"> • These experiences are most likely to be restricted to Adult Ghost Tours and for these tours age restrictions apply (no children under 16 years) 	Teacher & Supervising Adults
Lanterns on evening ghost tours	Burns, Fire Hazard	<ul style="list-style-type: none"> • Students are advised of proper use of the lanterns by the guide. • One lantern allocated per 4 students • Teachers should help guide assign lanterns to students who will be responsible with them. • On entering buildings, guide requests lanterns to be left outside of buildings in a safe area. • Teachers may opt to not use lanterns and have students bring torches instead 	Guides Teachers
Vehicles onsite	Delivery & Q Station Vehicles used for transportation of guests	<ul style="list-style-type: none"> • Students are advised by their guide to walk on the side of the road and to move off the road when a vehicle is approaching. • All departmental managers are advised when school tours are onsite and to brief their staff, contractors and vendors accordingly. 	Visitor Services Manager Department Mgrs Guide Teachers & Supervising Adults
Threats from other persons	Unauthorized persons entering the site and harassing / threatening guests and/or Guides	<ul style="list-style-type: none"> • Liaison with Manly Police, restricted access via boom gate; keeping gate locked after entry of guests, signage, presence of Duty Manager to respond and provide assistance. 	Visitor Services Manager Emergency Planning Team Guides General Manager Teacher & Supervising Adults

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Hazardous materials	Burns, inhalation of dangerous vapour and materials, toxicity hazards	<ul style="list-style-type: none"> No activity is to be conducted within 20 meters of identified hazard materials 	Construction Manager Visitor Services Manager Guides
Construction activities	Falling debris Electrical equipment	<ul style="list-style-type: none"> All activities are to be kept at least 15 meters from any worksite area 	Guide Teacher & Accompanying Adults
		<ul style="list-style-type: none"> Guides will be notified of any unusual activity in which distance from construction activity needs to be increased 	SiteManager Visitor Services Manager
Machinery	Impact injuries	<ul style="list-style-type: none"> No activity is to be conducted within 15 meters of any machinery when not operational and greater than 25 meters when operational. 	Guides
Building fires	Burns, smoke inhalation, fall injuries sustained in evacuations	<ul style="list-style-type: none"> Emergency response procedures to be in place with relevant training provided to all staff with responsibilities for managing guests 	Visitor Services Manager Emergency Planning Team Guides

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Hazards to Property and Cultural Values

Element	Hazard / Risk	Control Strategies	Responsibility
People entering buildings	Willfully or accidentally destroying fabric of the building	<ul style="list-style-type: none"> • No entry to building without supervision. • If needing to enter without supervision relevant training to be undertaken beforehand. 	Guide Visitor Services Manager
		<ul style="list-style-type: none"> • Guides to be made aware of delicate and 'off limits' buildings 	Visitor Services Manager
People removing fabric and moveable heritage	Loss of items from site	<ul style="list-style-type: none"> • No entry to building without supervision • If needing to enter without supervision relevant training to be undertaken by individuals 	Guide
		<ul style="list-style-type: none"> • Guides to be made aware of delicate and 'off limits' buildings 	Visitor Services Manager
Contact with fabric and moveable heritage	Willful and / or accidental adverse impacts on fabric	<ul style="list-style-type: none"> • Students and teachers are advised by tour guides to refrain from any form of contact with historic objects they may see around the site, including and especially archaeological objects. Unless otherwise indicated by the guide students are not to handle, lean on or touch any historic artifact. 	Guides Activity Leaders

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Hazards to Natural Areas

Element	Hazard / Risk	Control Strategies	Responsibility
People walking off formed tracks	Decrease stabilization of soil thereby increasing potential for erosion	Walkers to remain on formed tracks	Guides
	Increase potential for <i>Phytophthora</i> infections of bushland areas	Walkers to remain on formed tracks	Guides

Other Requirements – Schools specific	Sturdy, closed-toe walking shoes, sun screen and hats required for students taking part in activities.
	Provision of water bottles and food for the whole visit as there is no or limited provision for students to purchase food and drink onsite without prior arrangement with the Education Coordinator.
	The education programs consist of walking around the entire site. Q Station vehicles may be used to transport some or all of the students in or out of the site but this is determined by practical considerations of the entire site and is not guaranteed as a part of the tour.
	Some areas of the site are accessible by wheelchair but others are not. There are no lifts or escalators at the Quarantine Station and activities will require walking up some reasonably steep hills (approximately 200 meters).
	There is no provision for wheelchair-bound guests to enter or ride securely in the Q Station transport vehicles without getting out of their wheelchair.

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	Tour Guides are allocated to school programs and will be responsible for guided tours of the Station with students.	
Access	<i>Are access to and egress from the premises safe and without risk to health?</i> <i>Is the venue wheelchair accessible?</i> <i>Are disabled toilets available?</i> <i>Are Q Station vehicles wheelchair accessible?</i>	Yes Partially Yes No
Emergencies	<i>Are emergency procedures in place in the venue?</i> <i>Are staff trained to deal with emergency situations?</i> <i>Are first aid kits available for each activity?</i> <i>Is there a trained first aid officer at the venue?</i>	Yes Yes Yes Yes
Construction/ Maintenance/ Repair	<i>Are licensed personnel used for all construction, maintenance and repair work?</i>	Yes

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