

Safety and risk management procedures for tours and guided activities at the Quarantine Station

Venue name	Quarantine Station		
Location	North Head Scenic Drive, Manly NSW		
Phone number	02 9977 5145	Fax number	02 9977 6680
Tour bookings phone number	1300 886 875	Tour booking from mobiles	02 9399 3931
Web address	www.q-station.com.au		
Insurance	Does the venue have public liability cover? Yes		

Management of tours has been included in the sites' emergency response procedures. This includes that all Guides leading activities must:

- Hold a current first aid certificate
- Have completed an induction program which covers emergency procedures

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 at 17 July 2007. It has been provided by Mawland Quarantine 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	Hazard / Risk	Control Strategies	Responsibility
Construction activities	Falling debris Electrical equipment	All activities are to be kept at least 15 metres from any worksite area	Guide Teachers
		Guides will be notified of any unusual activity in which distance from construction activity needs to be increased	Construction Manager Visitor Services Manager
Machinery	Impact injuries	No activity is to be conducted within 15 metres of any machinery when not operational and greater than 25 metres when operational.	Guides
Wildlife	Bites from snakes, spiders, ticks	No entry to bushland areas Guide will remain at the head of the group whilst walking through bush track areas	Guides
		Visitors and guest to be notified of appropriate equipment and personal wear when booking on activities Visitors and guests to carry and use appropriate equipment and personal wear when participating in activities	Reservations Guides Activity Leaders (e.g. Teachers; Group Escorts / Guides)

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Element	Hazard / Risk	Control Strategies	Responsibility
Exposure to the elements	Hypothermia and hyperthermia Sunburn Windburn Dehydration	<p>Visitors and guest to be notified of appropriate equipment and personal wear when booking on activities. Emergency supplies and equipment to be made available to guests if required.</p> <p>Visitors and guests to carry and use appropriate equipment and personal wear when participating in activities.</p> <p>This may include hats, sunscreen and rain gear (depending on weather conditions), and drinking water.</p>	Reservations Guides Visitor Services Manager
Violent storm activity / inclement weather	Lightning strike Extreme exposure	Assessment made as to whether to continue activity. If lightning seen in vicinity activity is cancelled or postponed till weather settles.	Visitor Services Manager Guides
Impact of tour experience	People experiencing intense emotional experiences from tour experience	These experiences are most likely to be restricted to Adult Ghost Tours and for these tours age restrictions apply (no children under 16 years)	Visitor Services Manager Guides Reservations
Building fires	Burns, smoke inhalation, fall injuries sustained in evacuations	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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Element	Hazard / Risk	Control Strategies	Responsibility
Walking on site	Trip, slip hazards	<p>Activity participants instructed to walk carefully and be mindful of where they are walking to reduce risks of slipping and / or tripping.</p> <p>Close supervision of the participants by Guides and associated leaders (e.g. teachers, accompanying adults).</p> <p>Tour Guides use group management skills to manoeuvre group safely around site avoiding the most potential hazards.</p> <p>Important points about safety and safe conduct are repeated by Tour Guides throughout the visit to the site</p>	Guide Visitor Services Manager Activity Leaders (e.g. Teachers; Group Escorts / Guides)
Threats from other persons	Illegal people entering the site and harassing / threatening guests and Guides	Liaison with Manly Police, 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
Hazardous materials	Burns, inhalation of dangerous vapour and materials, toxicity hazards	No activity is to be conducted within 20 metres of identified hazard materials Construction manager to notify Guides and Visitor Services Manager of any identified hazardous areas and activities	Construction Manager Visitor Services Manager 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	No entry to building without supervision. If needing to enter without supervision relevant training to be undertaken by individuals.	Guide Visitor Services Manager
		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	No entry to building without supervision If needing to enter without supervision relevant training to be undertaken by individuals	Guide
		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	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 especially archaeological objects. Unless otherwise indicated by the guide students are not to handle, lean on or touch any historic artifact with which they may enter into proximity.	Guides Activity Leaders (e.g. Teachers, Group 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	Ensure people remain on formed tracks	Guides
	Increase potential for <i>Phytophthora</i> infections of bushland areas	Ensure people remain on formed tracks	Guides

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<p>Other Requirements – Schools specific</p>	<p>Sturdy walking shoes, sun screen and hats (caps) required for students taking part in activities.</p> <p>Provision of water bottles and food for the whole visit as there is no provision for students to purchase food and drink on site or nearby</p> <p>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 metres).</p> <p>Tour Guides are allocated to school programs and will be responsible for guided tours of the Station with students.</p>
<p>Access</p>	<p>Are access to and egress from the premises safe and without risk to health?</p> <p>Is the venue wheelchair accessible?</p> <p>Are disabled toilets available?</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>
<p>Emergencies</p>	<p>Are emergency procedures in place in the venue?</p> <p>Are staff trained to deal with emergency situations?</p> <p>Are first aid kits available for each activity?</p> <p>Is there a trained first aid officer at the venue?</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>
<p>Construction/ Maintenance/ Repair</p>	<p>Are licensed personnel used for all construction, maintenance and repair work?</p> <p>Yes</p>

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