

Safety and Risk Management Procedures for Education Programs at the Q Station

Venue name	Historical Quarantine Station / Q Station		
Location	North Head Scenic Drive, Manly NSW 2095		
Phone number	02 9466 1551	Tour Reservation email	H8773-CR5@accor.com
Web address	www.qstation.com.au		
Insurance	<i>Does the venue have public liability cover? Yes</i>		

The Quarantine Station Site is a historical site in a National Park now run as Q Station – Sydney Harbour National Park, a hotel, conference and event centre. It consists of 30 hectares with 65 original buildings. The best way to experience the wonder, mystery, and beauty of this site is by discovering it on foot! We encourage physical engagement with the site by walking it, through participation in hands-on activities and free play, including on Quarantine Beach.

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

- Q Station Training & Experience
- Emergency Evacuation Training
- Working with Children Checks
- Child Safe Training
- Q Station Duty Managers are First Aid trained

The following risk management procedures have been grouped into:

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

Whilst all effort will be made to provide a safe and enjoyable experience, please remember that, ultimately, teachers have duty of care for their students whilst visiting Q Station. We encourage teachers to inform the Tour Reservation team on booking of any concerns, general or specific, that they may have in regards to bringing their students so that the teachers and Q Station Education Team can work together to provide a safe and relevant learning experience for all!

Risk Management Assessment and Control Strategies for Guided Activities

Hazards for Visitors / Guests

Element	Potential Hazard / Risk	Assess 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.	Disembarking from coach at entrance to the Q Station & walking on road into the site	4	<ul style="list-style-type: none"> Q Station Ed guides meet groups at the entrance to the Q Station to assist with safe offloading of passengers 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 should offload passengers at the bus stop at the round-about at the entrance to Q Station. It is up to the teachers to communicate this to their coach driver(s). 	Teachers & Supervising Adults Coach drivers Education Guides Visitor Services Manager Duty Manager
	Embarking on /disembarking from Eco-hopper ferry at Q Station wharf.	4	<ul style="list-style-type: none"> Q Station Ed guides meet/accompany groups as they arrive at/leave the wharf. Staff, teachers and ferry crew will assist with the safe loading/offloading of passengers. Ed guides will instruct students and teachers to walk on defined walk way. 	Teachers & Supervising Adults Education Guides Visitor Services Manager Eco hopper ferry crew (when arriving/departing on the eco-hopper ferry)
	Fatigue from negotiating hills and stairs	5	<ul style="list-style-type: none"> Excursion & tour participants should expect to walk up & down hills or stairs and ramps for some of their visit and should come prepared with appropriate walking shoes, clothing and water. Excursion organizer to complete details booking form of anyone in their group has special needs, especially regarding mobility. Teachers to alert students & prepare them for this aspect of the visit 	Teachers & Supervising Adults Visitor Services Manager Education Guides Tour Reservation team
	Slipping or tripping on stairs, loose gravel, uneven road surfaces, or in gutters	3	<ul style="list-style-type: none"> Q Station guides discuss potential risks with students and teachers at the beginning of the tour. Students are instructed to walk with/behind their guide while moving as a group on roads. Students are split into smaller groups, supervised by Q Station staff, teachers and accompanying adults. Guides use group management skills to manoeuvre group safely around site avoiding potential hazards. 	Education Guides Teachers & Supervising Adults

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			<ul style="list-style-type: none"> • Important points about safety and safe conduct are repeated by Guides throughout the visit to the site 	
	Sun and weather exposure	4	<ul style="list-style-type: none"> • Programs at Q Station are primarily out of doors. • 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. • Unless there is risk of severe weather, the program will go ahead. Therefore, children and staff should come prepared for weather conditions. 	Teachers & Supervising Adults Education Guides Visitor Services Manager
	Violent storm activity / inclement weather	4	<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, fire danger or flooding predicted, activity is adapted or postponed • Cancellation of tour only occurs in extreme cases. 	Visitor Services Manager Teachers & Supervising Adults Education Guides Duty Manager
	Hunger & dehydration	5	<ul style="list-style-type: none"> • The educational programs involve a good deal of walking. Students should be informed of this by their teachers and bring sufficient water to stay hydrated. • Guides will allow for rest stops/snack breaks as requested but this may impact the program, including buildings able to be visited & content delivered 	Teachers & Supervising Adults Education Guides
	Exposure to bush and natural environment – spiders, ticks, snakes	3	<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, including spiders, ticks and snakes. • Students are advised to stay with their guide and on designated roads & pathways at all times. • Students are advised not to enter the bush or sit in areas with long grass • Proper clothing should be worn including closed-toe walking shoes 	Education Guides Teachers & Supervising Adults Consult doctor & see link for information about ticks & how to avoid them. http://www.health.gov.au/internet/main/publishing.nsf/Content/ohp-tick-bite-prevention.htm
	Exposure to bush and natural environment – dust & allergens	3	<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. • Organizing teachers should inform the Tour Reservation team at time of booking or education guide before the tour of any children with special needs. 	Teachers & Supervising Adults Tour Reservation team Visitor Services Manager
	Drowning	3	<ul style="list-style-type: none"> • Quarantine Beach is a public, harbour beach with no life 	Teachers & Supervising Adults

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			<p>guard or shark net; students should be supervised by Teachers & Supervising Adults at all times.</p> <ul style="list-style-type: none"> • Students should be instructed to stand away from edges of wharf jetty 	Education Guides
	Other Incidents	5	<ul style="list-style-type: none"> • Guides carry mobile phones and/or 2-way radios to request assistance as needed. • Visitor Services Manager and/or Duty Manager, 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 1 adult for every 25 students to allow for sufficient supervisory coverage; 2 adults per 25 is preferable. 	Education Guides Visitor Services Manager Duty Manager. Teachers & Supervising Adults
Hands-on clay & artifact activities.	Use of craft materials, writing implements, touching artifacts	6	<ul style="list-style-type: none"> • Students are briefed on the proper use of materials and supervised when using them • All materials are nontoxic 	Education Guides Teachers & Supervising Adults
Nature activities	Nature sculpture on Beach	5	<ul style="list-style-type: none"> • Students will receive clear instructions about boundaries • Students will be advised of how to collect and move items from nature to use for their sculptures 	Education Guides Teachers & Supervising Adults
Impact of tour experience	People experiencing intense emotions from tour experience	6	<ul style="list-style-type: none"> • Stories of sickness and death may provoke reactions. • These experiences are most likely to occur on Ghost Tours. • Guides will monitor the group's reaction and modify the tour accordingly • Teachers should clarify tour content before the visit and alert the Tour Reservation team and/or Education Guides if there are any sensitive subjects (or students). 	Visitor Services Manager Visitor Services Manager Education Guides Teacher & Supervising Adults
Lanterns on evening ghost tours	Burns, Fire Hazard	4	<ul style="list-style-type: none"> • Students are advised of proper use of the lanterns by the guide. • One lantern allocated per 6 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 	Tour Guides Teachers & Supervising Adults
Vehicles onsite	Deliveries & Q Station Vehicles used for	4	<ul style="list-style-type: none"> • 15 kph speed limit & restricted vehicle access onsite • Drivers are advised to stop and wait, when possible, for 	Visitor Services Manager Operational Department Managers

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	transportation of guests		<p>tour group to pass.</p> <ul style="list-style-type: none"> • Students are advised by their guide to walk on the side of the road or to move off the road to a safe area when a vehicle is approaching. • All departmental managers are advised when school tours are onsite and to brief their staff, contractors and vendors accordingly. 	HR Manager Education Guide
Use of Wharf Precinct	Multi-use area	4	<ul style="list-style-type: none"> • In the wharf precinct, the beach, and grassy area besides wharf are suggested areas for lunch and free play • Students are instructed to stay behind safety bollards, away from the gravel turning circle • Students should bring their lunch and may buy snacks or drinks in the Café at the teachers' discretion • No more than 5 students should be in the café at one time • Tables and chairs outside the café should be reserved for other guests • Teachers need to supervise students 	Education Guides Teachers
Interaction with other persons	Interaction with Q Station Staff and public	5	<ul style="list-style-type: none"> • Students may come into contact with other Q Station Staff and the general public, including hotel guests, conference delegates, and casual visitors • Teachers and Education guides monitor this interaction to ensure an agreeable and appropriate experience for all 	Teachers & Supervising Adults Education Guides Visitor Services Manager Department Managers
	Unauthorized persons entering the site and harassing / threatening guests and/or guides	5	<ul style="list-style-type: none"> • Liaison with Manly Police, restricted access via boom gate; keeping gate locked after entry of guests, signage, and presence of Duty Manager to respond and provide assistance. 	Duty Manager Visitor Services Manager Education Guides HR and General Manager Teacher & Supervising Adults
Hazardous materials	Burns, inhalation of dangerous vapour and materials, toxicity hazards	4	<ul style="list-style-type: none"> • No activity is to be conducted within 20 meters of identified hazard materials 	Duty Manager Visitor Services Manager Education Guides Teacher & Supervising Adults
Construction activities	Falling debris Electrical equipment	4	<ul style="list-style-type: none"> • All activities are to be kept at least 15 meters from any worksite area 	Duty Manager Visitor Services Manager Education Guides Teacher & Supervising Adults

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		4	<ul style="list-style-type: none"> Guides will be notified of any unusual activity in which distance from construction activity needs to be increased 	Duty Manager Visitor Services Manager Education Guides Teacher & Supervising Adults
Machinery	Impact injuries	4	<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. 	Duty Manager Visitor Services Manager Education Guides Teacher & Supervising Adults
Building fires	Burns, smoke inhalation, fall injuries sustained in evacuations	4	<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 	Duty Manager Visitor Services Manager HR Manager Education Guides Teacher & Supervising Adults

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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 buildings	6	<ul style="list-style-type: none"> No entry to building without supervision. If needing to enter without supervision relevant training to be undertaken beforehand. 	Education Guide Visitor Services Manager Teachers & Supervising Adults
		6	<ul style="list-style-type: none"> Guides to be made aware of delicate and 'off-limit' buildings 	Visitor Services Manager General Manager
People removing moveable heritage items	Loss of items from site	6	<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 	Education Guides Teachers & Supervising Adults
		6	<ul style="list-style-type: none"> Guides to be made aware of delicate and 'off-limit' buildings 	Visitor Services Manager
Contact with moveable heritage & built environment	Willful and / or accidental adverse impacts on moveable heritage items and built environment	6	<ul style="list-style-type: none"> Students and teachers are advised by education guides when and how they can interact with the moveable heritage 	Visitor Services Manager Education Guides Teachers & Supervising Adults

Hazards to Natural Areas

Element	Hazard / Risk		Control Strategies	Responsibility
People walking off formed tracks	Decrease stabilization of soil, increasing potential for erosion	6	Walkers to remain on formed tracks	Education Guides Teachers & Supervising Adults
	Increase potential for <i>Phytophthora</i> infections of bushland areas	6	Walkers to remain on formed tracks	Education Guides Teachers & Supervising Adults

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Hazards to Health and Safety

Applicable to Education Program Visits, Q Station has registered two detailed Covid 19 Business Safety Plans- Overarching and Education programs with NSW Government. Copies of these can be provided as required. Summary points are included below.

Element	Hazard / Risk		Control Strategies	Responsibility
Covid 19 infection control	Well being of Q Station Staff and Education program participants	2	<ul style="list-style-type: none"> • Q Station Education Covid 19 Safety Plan • Summary points- Information given and collected at time of booking and on arrival at Q Station; booking forms terms and conditions, education guest spreadsheet, all supervisors and teachers informed to bring and wear a mask and education guide procedures and training 	Education Guides Visitor Services Manager Teachers & Supervising Adults HR Manager
	Physical distancing	2	<ul style="list-style-type: none"> • Q Station Education Covid 19 Safety Plan • Summary Points Education program booking forms, terms and conditions, physical markers within buildings, education guide procedures and training 	Education Guides Teachers & Supervising Adults
	Hygiene and cleaning	2	<ul style="list-style-type: none"> • Q Station Education Covid 19 Safety Plan • Summary Points All education program participants are advised to bring personal hand sanitizer with them, daily disinfection checklists within buildings, additional sanitizer available for 	Visitor Services Manager Education Guides Teachers & Supervising Adults
	Record keeping	2	<ul style="list-style-type: none"> • Q Station Education Covid 19 Safety Plan • Summary Points • Contact details of each participant to be provided prior to visit, kept securely and disposed of after 28days. 	

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Risk Assessment Matrix

How serious could the injury be? Severity – is how seriously a person could be harmed	How likely is it to be that serious? Likelihood – is an estimate of how probable it is for the hazard to cause harm.			
	Very Likely	Likely	Unlikely	Very Unlikely
Death or permanent injury	1	1	2	3
Long term illness or injury	1	2	3	4
Medical attention & several days off	2	3	4	5
First aid	3	4	5	6
Legend 1 and 2 Extreme risk; deal with the hazard immediately 3 and 4 Moderate risk; deal with the hazard as soon possible 5 and 6 Low risk; deal with the hazard when able.				

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Other Requirements – Schools specific Supervision/ services	Teachers have duty of care for their students at all times whilst on-site	
	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 may be no or limited opportunities for students to purchase food and drink.	
	The education programs consist of walking around the entire site. If anyone in your group has special needs especially in regards to mobility, please inform the Tour Reservation team at the time of booking.	
	Some areas of the site are accessible by wheelchair but others are not. There are no lifts or escalators at the Q 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.	
	Education Guides are allocated to school programs and will be responsible for guided tours of Q Station with students. Teachers are encouraged to work with the education guides to establish a safe and productive learning experience.	
	All staff, guests and visitors to Q Station are required to comply with the registered Covid 19 Business Safety Plans	
Access	<i>Are access to and egress from the premises safe and without risk to health?</i>	Yes
	<i>Is the venue wheelchair accessible?</i>	Partially
	<i>Are disabled toilets available?</i>	Yes
	<i>Are Q Station vehicles wheelchair accessible?</i>	No
Emergencies	<i>Are emergency procedures in place in the venue?</i>	Yes
	<i>Are staff trained to deal with emergency situations?</i>	Yes
	<i>Are first aid kits available for each activity?</i>	Yes & teacher(s) should bring their own
	<i>Is there a trained first aid officer at the venue?</i>	Yes
Construction/ Maintenance/ Repair	<i>Are licensed personnel used for all construction, maintenance and repair work?</i>	Yes

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