

***Arthur's Pass Outdoor Education Centre
Safety Management Plan
Version 3***

Hamish Reid -Manager 2010

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**The Manager
Arthur's Pass Outdoor Education Centre
PO Box 51007
Arthur's Pass 7654
(03) 318 9249
manager@apoec.org.nz**

GLOSSARY

Accident means an event that-

- (a) causes any person to be harmed; or
- (b) In different circumstances might have caused any person to be harmed.

Adult Helper means those persons organised by the client group (usually a school group) to attend the programme or activity run by Arthur's Pass Outdoor Education Centre, but are not employed by APOEC and are not considered as APOEC staff. They are there to act as the student's supervisors and to assist the teacher/ leader and the APOEC staff in running programmes or activities. They are not employees of Arthur's Pass Outdoor Education Centre.

Adequate Logged Experience means documented experience in the required discipline. National bodies, peers and/or employers define how much logged experience is required (usually identified in days or hours) to be considered experienced. (Also **Log books** or **Logs**.)

APOEC means Arthur's Pass Outdoor Education Centre.

CAP means Crisis Assistance Plan.

Code of Practice means a statement of preferred work practices and arrangements.

Competent Person means a person who has the qualification or certification, knowledge and skills appropriate to the task and or known or demonstrated competence to carry out the task to an adequate standard.

Contract Staff means those persons employed by Arthur's Pass Outdoor Education Centre (for financial reward) for a short term or contracted term of employment.

Crisis refers to any accident that involves significant loss or serious injury or death. A crisis would usually require the assistance of outside agencies such as Police, Ambulance, Fire Brigade or Coast Guard.

Current means up to date or most recent.

Emergency refers to any serious incident or situation concerning the health, injury, and death, missing person, or extensive damage involving staff, clients or property.

Employee means any person at work, excluding a Principal, Contractor, Sub-contractor, or Self-employed Person.

Employer means a person or persons whom or that employs any other person to do any work for hire or reward; and, in relation to any employee, means an employer of the employee.

Hazard means an activity, arrangement, circumstance, event, occurrence, phenomenon, process, situation, or substance (whether arising or caused within or outside a place of work) that is an actual or potential cause or source of harm.

Incident means an unplanned and undesired event, which under slightly different circumstances, could have resulted in an accident.

Injury means harm or damage to a person.

Location means any site, interior or exterior, where the functions of the enterprise (i.e. filming, climbing, hunting etc) take place.

Machinery means an engine, motor or other appliance that provides mechanical energy derived from compressed air, the combustion of fuel, electricity, gas, steam, water, wind, or any other source and includes:

- (a) Any plant by or to which the motion of any machinery is transmitted; and,
- (b) A lifting machine, a lifting vehicle, a machine whose motive power is wholly or partly generated by the human body, and a tractor.

Mandatory means where the requirement of any applicable legislation requires compliance.

New Programme/ Activity means a programme or activity that has not been previously attempted, and is not currently part of the operation.

Person with delegated responsibility means the person whom, in a given situation is responsible or jointly responsible for the planning or implementation or overseeing of a specific major aspect of an enterprise, production or business.

Place of Work means the place where the employee is to work under the control of the employer.

RAMS means Risk Analysis Management System.

Risk Management means the process of identifying and managing risks in order to prevent an accident, incident or loss.

Safe

- (a) In relation to a person, means not exposed to any significant hazards; and
- (b) Means free from hazards, ("unsafe" and "safely" have corresponding meanings).

Safety Policy means a policy designed to influence and determine health and safety related decisions.

Should refers to practices or requirements which are advised or recommended and may be considered to be a minimum standard.

Serious Harm means:

- (a) Any of the following conditions that amounts to (or results in) permanent loss of bodily function, or temporary severe loss of bodily function: respiratory disease, noise-induced hearing loss, neurological disease, cancer, dermatological disease, communicable disease, musculoskeletal disease, illness caused by exposure to infected material, decompression sickness, poisoning, vision impairment, chemical or hot-metal burn of eye, penetration wound of the eye, bone fracture, laceration or crushing.
- (b) Amputation of any body part.
- (c) Burns requiring referral to a specialist registered medical practitioner or specialist outpatient clinic.
- (d) Loss of consciousness from lack of oxygen.
- (e) Loss of consciousness, or acute illness requiring treatment by a registered medical practitioner, from absorption, inhalation, or ingestion of any substance.

- (f) Any harm that causes the person to be hospitalised for a period of 48 hours or more commencing within 7 days of the harm's occurrence.

SMP means Safety Management Plan.

SOP means Standard Operating Procedure.

Sub-contractor means a person engaged (other than as an employee) by any contractor or sub-contractor to do for gain or reward any work the contractor or sub-contractor has been engaged (as contractor or sub-contractor) to do.

Principal means a person who or that engages any person (other than as an employee) to do any work for gain or reward.

OSH means the Occupational Safety and Health division of the Department of Labour.

Qualified means having the abilities, qualities and attributes necessary to perform a particular job or task.

Risk means the chance or possibility of harm.

Volunteer Worker means those persons working for the Arthur's Pass Outdoor Education Centre and is not receiving financial rewards for their services, but is there for the purpose of gaining experience. This does not include adult helpers organised by schools or other groups using the Centre.

SECTION 1: BACKGROUND

1.1 Introduction

This is the Safety Management Plan for Arthur's Pass Outdoor Education Centre. This section discusses background information about Arthur's Pass Outdoor Education Centre, as well as identifies the objectives, the scope and limitations of the Arthur's Pass Outdoor Education Centre's Safety Management Plan. The structure of the plan is also discussed.

1.2 About Arthur's Pass Outdoor Education Centre

Arthur's Pass Outdoor Education Centre (APOEC) operates as a venue for outdoor educational based school camps. The majority of the schools attending are primary or intermediate schools. These groups come to the Centre with at least one teacher and a small group of adult/ parent helpers. Group sizes vary; APOEC Lodge facilities can accommodate up to 45 persons per night or 75 persons per day. The majority of groups come from around the South Island.

The programmes are based around environmental/ outdoor education. Groups are taken into the Arthur's Pass National Park to learn about New Zealand's natural environment. Activities that develop personal and group/ team skills are also undertaken in an outdoor setting. Lessons and experience in preparing for and surviving in the outdoor environment are also an important part of programmes.

Aims of the Arthur's Pass Outdoor Education Centre

The aims of the organization are to:

- (a)...foster understanding and appreciation of the natural history of the Arthur's Pass area.
- (b)...create positive attitudes towards New Zealand's natural environment.
- (c)...provide safe outdoor educational based programmes.

Activities undertaken by Arthur's Pass Outdoor Education Centre

The specific activities that could be undertaken as part of the normal operation of the APOEC include the following:

- Bush studies: -of forest/ stream life and the geology/ geography of the area;
- River crossing;
- Navigation and Map reading;
- Walks/ tramps to places of interest and value;
- Walking/ tramping the numerous tracks of the locality;
- Discovering the natural and cultural history of the area;
- Games;
- Orienteering;
- Stretcher making;
- Basic first aid;

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- Rock sculptures;
- Sketching and art;
- Kiwi listening;
- Group initiative activities;
- Sensory trail activity; and
- Shelter making.

1.3 Safety Management Plan Objectives

The objectives of this plan are to:

- Identify and discuss relevant legislation and current industry standards;
- Identify Arthur's Pass Outdoor Education Centre's Health and Safety Policy, Practice and Procedures;
- Identify Arthur's Pass Outdoor Education Centre's management policies and procedures;
- Identify Arthur's Pass Outdoor Education Centre's operational policies and procedures including staff competencies and training;
- Identify and discuss risk management issues and procedures;
- Identify and discuss emergency procedures;
- Detail accident and incident reporting policy and procedures; and
- To provide an accessible and relevant safety management plan.

1.4 Scope and Limitations of this Safety Management Plan

This Safety Management Plan (the Plan) establishes reasonable safety and health protection requirements for the management and operation of Arthur's Pass Outdoor Education Centre. Although the Plan outlines policies and identifies safe procedures, it does not contain detailed descriptions of individual operational procedures outlined in Risk Analysis Management Systems (or **RAMS**).

The Plan has been prepared for all those involved in the administration, management and operation of Arthur's Pass Outdoor Education Centre. It conveys both the policies and procedures for Arthur's Pass Outdoor Education Centre that must be complied with and identifies a risk analysis process that should be undertaken by those coordinating, facilitating or instructing programmes or activities. This process integrates hazard identification and management into the day-to-day operation of the programme.

This Safety Management Plan is effective as of 14th April 2010. As with any safety plan, this document is part of a process and should be reviewed annually and updated as necessary.

The following table tracks amendments and revisions to the safety management plan.

Version Number	Date of Revision	Significant changes
1	2/11/2005	Initial version
2	12/5/2008	1. All review dates should be updated to 12/05/08 2. RAMMS for Devils Punchbowl Waterfall Walk to include Bridal Veil Stream Gorge Walk.
3	14/4/2010	1. Supervision ratio reduced from 1:8 to 1:6 2. Manager must have current first aid certificate <i>on commencing employment</i>

1.5 Structure of this Safety Management Plan

There are seven sections in this safety management plan followed by appendices. The sections are as follows:

- Section 1 The Safety Management Plan Introduction
- Section 2 Legal Obligations and Industry Standards
- Section 3 Management Policies and Procedures
- Section 4 Operational Risk Management
- Section 5 Accident and Incident Reporting
- Section 6 Crisis Assistance Plan
- Appendices

Use of Italics

The use of *italics* denotes policy statements. For example:

Arthur's Pass Outdoor Education Centre will ensure there are adequate First Aid supplies available on any program/activity.

1.6 Locations of this Safety Management Plan

Copies of this Safety Management Plan should be kept in the following locations:

- As a part of the APOEC Standard Operating Procedures (**SOP**) folder
- Filed under Risk Management/ Safety Management Plan in the filing cabinet of the APOEC office (Arthur's Pass). Both in hard copy and back-up disk forms
- Filed under Safety Management Plan on the Hard Drive of the APOEC office computer
- With the Chairman of the APOEC Board of Trustees.

SECTION 2: LEGAL OBLIGATIONS AND INDUSTRY STANDARDS

2.1 Introduction

This section provides an overview of legislation and industry standards relevant to safety management for Arthur's Pass Outdoor Education Centre. The Section is set out in the following manner:

- The Health and Safety in Employment Act (1992) is discussed;
- Other legislation to be considered by Arthur's Pass Outdoor Education Centre is identified and discussed; and
- Industry standards relevant to activities provided by Arthur's Pass Outdoor Education Centre are identified.

Those responsible for the operation of Arthur's Pass Outdoor Education Centre (and other individuals or organizations acting under contract) should also be conversant with the following legislation:

2.2 Health and Safety in Employment Act (1992)

The **Health and Safety in Employment Act (1992)** aims to prevent harm to employees while at work, but also extends to visitors to the work place. The Act imposes duties on employers and promotes the excellence of health and safety management.

Regulations and "industry codes of practice" provide guidelines and standards, and provide a means to comply with the Act. An important aspect of the Act is the explicit way it details a hierarchy of action, which enables employers to limit the effects of hazards in the work environment.

Under the Health and Safety in Employment Act (1992):

- Employers must provide and maintain a safe working environment, which includes set procedures for dealing with emergencies;
- Employers are required to follow a hierarchy of hazard management, including the identification, isolation, minimisation and where possible, elimination of hazard;
- Where employees are still exposed to hazard, protection must be provided and the exposure and the employees health in relation to the hazard must be monitored;
- Employees must be given information on their risk of exposure to hazards and steps taken to reduce exposure;
- Employees must be given information on results of monitoring of hazards, emergency procedures, and safety equipment;
- Employers must ensure that employees are properly trained or supervised before they carry out any work;
- Employees must be given the opportunity to be fully involved in the identification of hazards and development of safety procedures;
- Employers are required to record, investigate and in cases involving serious injury, report accidents to the Department of Labour; and
- Employers are required to ensure no contractor (or subcontractor) is harmed while carrying out work they were engaged to do in the place of work.

Employees also have responsibility under the Act. Employees must take responsibility to ensure their own safety and that they do not harm any other person in their place of work. This includes members of the public visiting the place of work.

2.3 Other Legislation to be Considered

The **Employment Relations Act 2000** aims to build productive employment relationships through the promotion of mutual trust and confidence in all aspects of the employment environment and of the employment relationship by:

- (i) Recognising that employment relationships must be built on good faith behaviour;
- (ii) Acknowledging and addressing the inherent inequality of bargaining power in employment relationships;
- (iii) Promoting collective bargaining;
- (iv) Protecting the integrity of individual choice;
- (v) Promoting mediation as the primary problem-solving mechanism; and
- (vi) Reducing the need for judicial intervention.

This act also promotes observance in New Zealand of the principles underlying International Labour Organization Convention '87 on Freedom of Association, and Convention '98 on the Right to Organise and Bargain Collectively.

The **Industry Training Act (1992)** sets standards that the Health and Safety in Employment Act (1992) measures. Under this Act, Industry Training Organizations (ITOs) have been established to create sound professional practices (contained in Unit Standards of the New Zealand Qualifications Authority) and to ensure training is employer driven.

The Sport, Fitness and Recreation Industry Training Organization (SFRITO) is the ITO for the recreation sector and is charged with setting the skill standards for workers in the field of recreation (usually in conjunction with national representative bodies and controlling or advisory groups). This responsibility has resulted in the establishment of minimum standards for worker competency and the design of qualifications for workers.

The Aviation, Tourism and Travel Training Organization (ATTTO) is the ITO that encompasses the adventure tourism industry and, in a similar way, is developing minimum standards and qualifications for workers in the adventure tourism industry.

The **Occupiers Liability Act 1962** imposes a duty on the occupiers of land or buildings to take all reasonable steps to prevent injury (or damage) to persons (or their possessions) lawfully visiting the site for the purpose for which they were invited (or permitted) by the occupier to be there.

The **Crimes Act (1961)** and the **Children, Young Persons and Their Families Act (1989)** impose a duty on those with responsibility for others to provide the necessities for life, for example food, clothing and medical treatment. Furthermore, those in charge of "dangerous things" must use "all reasonable care" to avoid danger to human life. Any operation providing an activity involving the health and safety of minors needs to consider this Act.

The **Privacy Act (1993)** identifies how personal information collected by employers relating to employees and clients will be stored and utilised. It places responsibility on the employer to respect the privacy of the individual through the following actions:

- Obtaining the consent of the person to collect information;
- Collect information from the individual concerned unless they have given consent to collect it from other sources;
- Inform the person of reasons why information is collected;
- Only use the information for the purpose intended;
- The information must be accessible to the individual on request; and
- The information should be stored securely for as long as it is relevant given the purpose it was collected for.

The **Consumer Guarantees (1993)** protects the rights of the consumer. The Act places responsibility on suppliers of a product to deliver what they say they will deliver. Where a consumer is dissatisfied with a product or service, the Act provides the consumer mechanisms for redress.

The **Human Rights Act (1993)** makes it unlawful to discriminate against other people. The Act covers discrimination in employment, the provision of goods or services, and access to places or facilities because of:

- Marriage status;
- Family status, including having or not having responsibility for children;
- Political opinion;
- Sexual orientation;
- Religion or ethics;
- Race or colour;
- Gender, including pregnancy and childbirth;
- Employment status;
- Ethnic or national origin;
- Age (once over 16);
- Disability, including physical, psychiatric, or the presence of organisms in the body causing illness; and
- Health.

However, under the Act there are some exceptions. For example in some types of recreation it may be valid to discriminate on the basis that participation in an activity might result in harm to that person or to others if they took part.

The legislation described in this section places responsibilities on the directors, management, staff and contractors of Arthur's Pass Outdoor Education Centre.

2.4 Industry Standards

Recreation industry standards pertaining to activities provided by Arthur's Pass Outdoor Education Centre can arguably be identified as the certificates and qualifications administered by the following organizations:

- NZOIA - New Zealand Outdoor Instructors Association
- NZMGA - New Zealand Mountain Guides Association
- NZMSC - New Zealand Mountain Safety Council
- NZQA - the New Zealand Qualifications Authority.
- MSA – Maritime Safety Authority of New Zealand.

However Arthur's Pass Outdoor Education Centre also recognizes qualifications gained from tertiary providers and other equivalent experience, which can be established through the provision of certificates, qualifications, logs and references.

2.5 Summary

In summary, all those associated with the management and operation of the Arthur's Pass Outdoor Education Centre have a responsibility to ensure participants in the programmes have a safe experience. Legislation, particularly the Health and Safety in Employment Act (1992) has important ramifications for those employed by Arthur's Pass Outdoor Education Centre. Most importantly: staff need to be adequately trained; documented hazard identification; management procedures need to be in place; and emergency procedures need to be identified.

SECTION 3: MANAGEMENT POLICIES AND PROCEDURES

3.1 Introduction

This Section identifies the policies, practices and procedures, which govern the management of Arthur's Pass Outdoor Education Centre.

These policies, practices and procedures are relevant to those responsible for the administration and management of Arthur's Pass Outdoor Education Centre.

3.2 Health and Safety Policy

Employees, Clients and Property

It is essential that Arthur's Pass Outdoor Education Centre work to meet all Health and Safety Standards (outlined in **Section 2.2 Health and Safety in Employment Act (1992)**). Arthur's Pass Outdoor Education Centre must ensure that the organization is a safe and healthy place for staff and visitors to work in, as well as for clients to participate in. This involves both the physical and the emotional well being of staff, visitors and clients. There are important responsibilities for all staff defined within individual contracts and job descriptions organised and arranged prior to employment. A copy of these contracts is to be kept on file by the Arthur's Pass Outdoor Education Centre Trust. It is essential that all Arthur's Pass Outdoor Education Centre staff and visitors working at Arthur's pass Outdoor Education Centre have checked and read the details regarding Evacuation and Emergency Procedure, Accident/Incident Recording and Occupational Health.

It is also essential that all Arthur's Pass Outdoor Education Centre employees maintain a safe and health working environment with regards to property and places of work, and that they meet industry Health and Safety Standards.

If any staff member, visitor or client has a concern about any of the health and safety standards of Arthur's Pass Outdoor Education Centre they should inform the APOEC Manager. A record of any concerns should be made and filed in the filing cabinet under Health and Safety/ Risk Management. The Manager should then inform the Arthur's Pass Outdoor Education Centre's Board of Trustees, and steps should then be taken to review the concern raised, which may lead to action being taken to remedy the concern if it is deemed to be a problem.

Further more if any staff member acts outside of their outlined role or responsibilities in their contract and job description, their specified role, and/ or with out authorization from either the Manager or the Arthur's Pass Outdoor Education Centre Trust they could be held responsible for their own actions, and should be made aware of such actions during individual staff inductions to the organization.

3.3 Authority and Responsibility

Arthur's Pass Outdoor Education Centre's management and staff must:

- Ensure the implementation of all policies and procedures (including hazard identification and emergency procedures) identified in this Safety Management Plan;
- Establish processes which enable the identification and implementation of new policies or procedures (including emergency procedures) as required;
- Conduct regular documented safety checks of equipment and facilities;
- Provide induction of new staff in policies and processes prior to their instructing an activity;
- Ensure all APOEC staff, contract staff, and volunteer workers are promptly informed of any changes to operational policies and procedures;
- Report and document all incidents and accidents involving people or equipment as soon as practicable after an event; and
- Review at least annually these systems and processes for their appropriateness and effectiveness.

Arthur's Pass Outdoor Education Centre's Chain of Command:

1. Arthur's Pass Outdoor Education Centre Board of Trustees
2. Director/ Manager
3. Contract instructors/ staff
4. Volunteer workers/ trainee staff

It is important to note that currently the APOEC Trust only employs one fulltime staff member for operations, the Director/ Manager, and that it is the Manager who is responsible for most of the operational side of the centre, this includes but is not limited to: maintenance, planning and organising programmes, instructing activities and implementing programmes, and any other activities necessary for the day to day running of the Arthur's Pass Outdoor Education Centre.

It is also important to note that this Safety Management Plan has been made to allow for future changes to the current employment situation of APOEC. That is to say that should APOEC decide in the future to employ more than one staff member, or take on contract staff, then the SMP will still be relevant.

3.4 Designated Safety Representative

Because APOEC currently only employs one fulltime staff member, the Manager, it is therefore the Manager who must be the Arthur's Pass Outdoor Education Centre's designated Safety Representative.

Current APOEC Director/ Manager:	Date:
David Hickin	25/10/05
Noel Oien	12/5/2008
Hamish Reid	14/4/2010

Responsibilities of safety representative

The prime objective of the Arthur's Pass Outdoor Education Centre Safety Representative is to promote and monitor health and safety throughout all programmes, activities, property and facilities.

In achieving this objective the Safety Representative's responsibilities are:

- ensuring the implementation and development of health and safety policies and procedures;
- actively soliciting staff and clients for concerns regarding health and safety and hazard identification;
- ensuring that any concern raised regarding health and safety is dealt with in a manner consistent with the policies and procedures identified in this plan;
- the thorough investigation of any incident or accident that occurs in any programme or activity;
- determine trends and where possible root causes of any accidents and incidents, these to be used as a basis for review of safety policies and procedures;
- prepare a monthly report (this could be incorporated into the monthly Manager's Report) on the status of safety of Arthur's Pass Outdoor Education Centre (including: Incidents and Accidents, and Maintenance of the APOEC Lodge and facilities);
- arrange an annual review of any accidents and incidents that have occurred on any programme or activity and apply appropriate measures to prevent future related accidents or incidents; and
- arrange along with the APOEC Board of Trustees for a review of the safety management systems (including Health and Safety) by an external agent at appropriate intervals.

Notification Process

If any Arthur's Pass Outdoor Education Centre member of staff is aware of any hazard or concerned that there is a potential hazard that could affect any APOEC staff member, visitor, client, member of the public, or any property and equipment he/ she must inform the APOEC Manager as soon as is practicably possible.

The Manager should keep a written record of such notification.

If there is any information regarding hazards concerning the staff of the Arthur's Pass Outdoor Education Centre the Manager is to inform the staff of that information during an organised meeting. The meeting should be organised within the week of the hazard coming to the Manager's attention. The Manager should also post a notice regarding hazards affecting other APOEC staff in the APOEC office.

If there is any information regarding hazards that needs to be communicated to the APOEC Board of Trustees the Manager will make this information known to the Board at his/ her discretion. If it is urgent then the Manager should inform the APOEC Board of Trustees as soon as practicably possible. If it is not urgent then the Manager should inform the APOEC Board of Trustees in his/ her monthly report.

How the Safety Representative deals with Concerns

When dealing with concerns regarding hazards the Safety Representative (the APOEC Manager) must halt any part of operations that he/ she deems to be unsafe and harmful.

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The Manager should keep a documented record of any concerns raised by any other member of the APOEC staff, or any other person. The Manager should also give other APOEC staff and the APOEC Board of Trustees an opportunity to discuss and review the concern raised over the hazard. After consultation with any other APOEC staff and the APOEC Board of Trustees changes to policies and procedure, or to activities and programmes maybe necessary.

SECTION 4: OPERATIONAL RISK MANAGEMENT PROCEDURES

4.1 Introduction

Section 4 contains the operational policies and procedures, which govern the safe operation of *Arthur's Pass Outdoor Education Centre*. It is set out in the following manner: Staffing, Guidelines and Agreement for the Use of Contract Staff, Planning for an Activity, Equipment Procedures and Use of Vehicles.

4.2 Staff Roles and Responsibilities

The roles and responsibilities of employees including contract staff and volunteer workers must be clearly established before any operation/ activity begins. Employees have a responsibility to observe safe work practices, rules and instructions relating to their work. In areas where management control has been delegated to an employee, it is the responsibility of that employee to maintain a safe and healthy working environment.

Employees have a duty to:

- identify new hazards
- work safely and efficiently;
- use the protective equipment provided, and by meeting statutory obligations;
- report incidents that have led, or may lead to injury, illness or damage;
- adhere to procedures for securing a safe and healthy workplace;
- assist with the investigation of accidents with the object of introducing measures to prevent a recurrence.

Staff Induction

- *All new staff must be inducted into Arthur's Pass Outdoor Education Centre, including contract staff and volunteer workers.*
- *All new staff must be inducted to the health and safety policies and procedures of Arthur's Pass Outdoor Education Centre, as well any appropriate administration, operations and management procedures.*
- *Arthur's Pass Outdoor Education Centre management should keep documentation of the induction process.*

Staff Training

Arthur' Pass Outdoor Education Centre should ensure that all staff (including contract staff and volunteer workers) have either gained the appropriate training necessary or are appropriately trained by APOEC in any and all areas necessary to be a functioning, working member of the organization.

All staff (including contract staff and volunteer workers) working for Arthur's Pass Outdoor Education Centre should provide management with a copy of their CV and any other appropriate documentation (such as log books and certificates); showing any prior training and/or experience. This should then be documented/ recorded and kept on file by the APOEC Board of Trustees.

All staff (including contract staff and volunteer workers) working for Arthur's Pass Outdoor Education Centre should be adequately trained and qualified to work in the pursuit or area that they are working in. If further training is required, the Arthur's Pass Outdoor Education Centre should assist in training or ensure adequate supervision is offered until that person is authorized by the current APOEC Manager as being able to safely run the activity or aspect requiring training.

Further more Arthur's Pass Outdoor Education Centre should ensure that staff are trained and familiar with the: responsibilities and programme/ activity delivery specific to the individual designated sites for the different activities; and all the relevant emergency and evacuation procedures for each pursuit and site.

Staff Development

Arthur's Pass Outdoor Education Centre encourages staff to develop their skills and knowledge in relation to better running activities and programmes more safely. Personal development days are to be organised as either the Manager or the Arthur's Pass Outdoor Education Centre's Board of Trustees sees appropriate. However through consultation and arrangement with the Arthur's Pass Outdoor Education Centre Trust, staff may seek and receive financial assistance in furthering their skills and knowledge.

Staff Competency

Employees instructing activities for the Arthur's Pass Outdoor Education Centre must:

- *be qualified and have adequate logged experience in the discipline/ activity to ensure a safe and educational experience for participants;*
- *have familiarity with, and the ability to implement, all relevant policies and procedures in this Safety Management Plan; and*
- *have a current first aid certificate.*

Arthur's Pass Outdoor Education Centre recognises that there are relevant qualifications and experience appropriate to work in the outdoors in New Zealand and can be used to establish an equivalent bench mark for instructor competencies. Examples of such qualifications include tertiary qualifications, certificates (like NZIOA awards or similar), logs of relevant experience, and overseas qualifications.

Currency of Employees

Instructors should remain current in and be coordinated in the disciplines or appropriate activities for which they have responsibility to instruct, and meet the safety requirements of industry standards. Management may require in the form of logs or other such measures proof of experience.

Staff to Client Ratios

Arthur's Pass Outdoor Education Centre's instructor/ staff to student ratios vary and should recognise the role that competence and experience play in any outdoor teaching or supervisory situation.

When deciding on instructor to student ratios, the following points must be considered:

- *Instructor competence, qualifications, skills, knowledge, and experience for the proposed activity;*
- *the age, ability, experience and maturity of the students;*
- *the degree of real risk inherent in the activity, and the frequency of exposure to real risks;*
- *the level of control and supervision that the students require;*
- *the standard and level of the equipment available;*
- *climate, other environmental factors and the time of year;*
- *site and locality factors;*
- *the nature and availability of emergency support;*
- *consultation with staff, teachers, adult helpers, and clients;*
- *the desired educational outcomes of the activity; and*
- *the guidelines laid down by recognised national advisory bodies for the activity concerned in relation to the desired outcomes.*

Arthur's Pass Outdoor Education Centre has Risk Analysis Management System forms (or RAMS), which have been established to set out guidelines for individual activities, and instructor to client ratios should be included in RAMS forms.

Arthur's Pass Outdoor Education Centre instructors should use the following ratios to act as an overall guideline for running activities:

- Client groups should have an adult to student/ child ratio of 1 to 6. (1 Adult: 6 Students)
- Any activity run by an APOEC staff member must have an instructor to client ratio of no more than 1 to 45. Note that adult helpers and teachers are to be considered as clients in regard to this ratio. (1 Instructor: 45 Clients)

4.3 Contract Staff

Individuals contracted for Specific Courses or Activities

Individuals contracted by Arthur's Pass Outdoor Education Centre for instruction of activities should liaise with either the APOEC Manager or APOEC Board of Trustees Representative organising the activity to become aware of and be informed of the following prior to the contract being fulfilled:

- *Objectives of programme and/or activities;*
- *APOEC expectations of the individual contracted;*
- *Individual contractor's expectations of APOEC, clients and staff;*
- *Planning procedures and assistance required;*
- *Programme plan; and*
- *Student profiles and health information.*

Arthur's Pass Outdoor Education Centre reserves the right to bring to a close any activity or programme conducted by an outside provider for safety or any other reasons deemed appropriate by the Arthur's Pass Outdoor Education Centre representative responsible for organising the outside provider.

Contract details, induction and training are negotiated with the Manager or APOEC Board of Trustees Representative prior to programme or activity's implementation.

Organizations contracted for Services

Organizations contracted for services must have a Safety Management Plan of acceptable quality to be held by the programme/ activity Leader. This document must include:

- *Standards/ qualifications for staff that meet or exceed the competencies identified above (see **Competencies**) in the discipline for which they are to be contracted. (Outside providers must be able to furnish adequate proof of qualification and experience i.e. certificates and logbooks, etc);*
- *Measurement of safety performance and records of safety performance;*
- *Safety management policies for individual pursuits/ activities;*
- *Methods of identifying and controlling hazards/risks, and the emergency procedures they will follow; and*
- *Meet the requirements of any governing legislation (eg DOC, MSA, HSE Act, etc...)*

Organizations must enter into a contract with Arthur's Pass Outdoor Education Centre acknowledging the requirements, governing policies and expectations of staff employed by Arthur's Pass Outdoor Education Centre.

Organizations should liaise with the nominated Arthur's Pass Outdoor Education Centre Representative organising the programme/ activity to become aware of and inform the Representative of the following prior to the contract being fulfilled:

- Objectives of programme and/or activities;
- Arthur's Pass Outdoor Education Centre expectations of the outside provider;
- Providers expectations of Arthur's Pass Outdoor Education Centre, clients and staff;
- Planning procedures and assistance required;
- Programme plan; and
- Student profiles and health information.

Arthur's Pass Outdoor Education Centre reserve the right to bring to a close any activity or programme conducted by an outside provider for safety or any other reasons deemed appropriate by the Arthur's Pass Outdoor Education Centre Representative responsible for organising the outside provider.

4.4 Hazard Identification and Management

Risk Management

Instructors must plan for and implement programmes/ activities in a manner that maximises safety management.

A plan to "eliminate, isolate, minimise or accommodate" the risks should be established as part of the risk management process (i.e. RAMS forms).

Planning outputs could include but are not limited to the following processes and procedures:

- stating aims and objectives clearly;
- identifying and managing hazards (i.e. keeping a log book, or hazard log);
- identifying the need for specialist personnel;
- identifying and checking required equipment;
- identifying and arranging First Aid Kit requirements (including the preparation of health profiles);
- identifying the role of, and briefing of participating staff, volunteer workers, teachers and adult helpers, and clients/ students;
- identifying an emergency plan;
- arranging suitable transport requirements;
- establishing expected return times and safe return check-in procedures if after hours;
- establishing and catering for food requirements (i.e. making sure teachers and adult helpers bring food for activities over two hours long);
- selection of venue, and arranging a pre activity visit if required; and
- approval for programme (if required).

It is also important to ensure that when planning a programme, the emotional and physical safety of APOEC staff and clients should be taken into consideration.

As part of the Risk Management process Arthur's Pass Outdoor Education Centre has Risk Analysis and Management Systems (RAMS) outlining risks and appropriate management for individual activities. RAMS will produce different results according to the physical, social and environmental factors that apply to each different programme/activity undertaken. These RAMS are to be filed in the office in the Risk Management file and could also be attached to the SMP.

Collection of Student Health Information

The current health status of students must be established by the Leader/ Teacher in charge of the group visiting the Centre prior to the start/ arrival of any Arthur's Pass Outdoor Education Centre programme/ activity.

APOEC Instructors should be informed and have adequate knowledge of student's current health status prior to operating an activity.

Copies of Student Health Summary Forms could be brought along to the Arthur's Pass Outdoor Education Centre for the duration of a visiting group's stay. It is recommended that these forms are kept in a safe place where all APOEC staff, as well as the Leader and the adult helpers of the visiting group can have access to these files, should the need

arise. These forms are confidential and should only be viewed by those people that the APOEC Manager and the Leader in charge of a group deems necessary to view the forms for reasons of health and safety.

First Aid

- *At least one first aid kit must be present at each activity run by Arthur's Pass Outdoor Education Centre.*
- *At least one first aid kit must be present in the Arthur's Pass Outdoor Education Centre Lodge facility and pointed out to a representative of each visiting group.*
- *At least one first aid kit must be present in any vehicle belonging to the Arthur's Pass Outdoor Education Centre.*

The instructor in charge of running an activity should store the first aid kit in an appropriate place and ensure that any and all other instructors involved, and the teacher in charge, or adult helpers, know where the first aid kit is. (Example: the first aid kit could be kept in the top of instructors backpack while the activity is operating and while moving to and from activities). Instructors should keep a record of what is used and by whom. At the end of the activity the first aid kit should be restocked and returned to APOEC's first aid store.

It is also recommended that if there is more than one APOEC instructor working on an activity that the extra instructors have their own personal first aid kits, as well as the APOEC first aid kit for the group.

The APOEC Manager as well as any other instruction staff working for APOEC must have a current (within two years) recognised first aid certificate. The APOEC Manager should complete a re-fresher course at least once every two years of employment with APOEC.

At least one first aid kit should be stored in the APOEC kitchen and pointed out to at least one representative from each visiting group. It is recommended that any medical health forms that a group has brought with them should be stored with this first aid kit.

At least one first aid kit should be stored in the APOEC's van. It is located behind the passenger's seat next to the driver's seat.

Supplies for re-stocking any APOEC first aid kit can be found in the APOEC Manager's office. This is also where first aid kits not in use should be stored. The APOEC Manager should first approve any replacements or re-stocking of first aid kits.

Intentions

For any activity run by APOEC that requires movement further than 5 kilometres away from Arthur's Pass Village, intentions of that activity, including: route, nature or purpose of the activity, expected times, and number of people in the group, must be given prior to departure to a person or organization within Arthur's Pass Village (that will remain in the village until the time the group returns to Arthur's Pass Village and will act as an emergency contact).

It is recommended that the APOEC instructor in charge of running an activity that requires movement further than 5 kilometres from Arthur's Pass Village either notifies at least one

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adult from the visiting group remaining behind at the APOEC Lodge of his/ her intentions; or notifies the Arthur's Pass Department Of Conservation (DOC) Visitor Centre of his/ her intentions; or notifies another member of the Arthur's Pass community (i.e. SAR duty person, the local Policeman, the local Ambulance Officer, etc), that the Manager deems responsible, of his/ her intentions.

Any APOEC group staying in the Arthur's Pass National Park and not staying at the APOEC Lodge, for a period of more than one day (i.e. overnight activities) and travelling more than 5 kilometres away from the Arthur's Pass Village should inform DOC of their intentions.

Activities that may require intentions to be completed prior to departure:

- Bealey Spur Track
- Temple Basin Track
- Viaduct Visit
- Sensory Trail

Halt Operation or Activity if Safety Compromised

Arthur's Pass Outdoor Education Centre Instructors must halt any programme, activity, group or individual where safety is compromised.

Conditions that may compromise the safe continuation of a programme/ activity or a client's continuation within a programme/ activity include:

- environmental factors such as present and forecast adverse weather conditions including both heat and cold, high winds, rising water, etc.
- social factors such as poor group cohesion, lack of respect for others, lack of maturity for selected activity, misbehaviour etc.
- cultural factors, such as inappropriateness, etc.
- external factors such as drugs, alcohol, etc
- equipment that is inappropriate or poorly maintained, etc.
- medical reasons
- Lack of prior learning (i.e. student(s) may have missed important classes/ activities prior to the programme/ activity).

Development of a New Operation/Activity

New operations/ activities must be planned, with hazard assessment and management strategies prepared.

Definition: a programme or activity that has not been previously delivered by, and is not currently part of Arthur's Pass Outdoor Education Centre.

New programmes/ activities must be planned, and the APOEC Management prior to being implemented must give approval to run the programme/ activity.

The recommended planning process is identified below.

1. New plan/ proposal is presented to the Manager; or organised by the Manager.
2. The Safety Representative approves the plan/ proposal.
3. The APOEC's Board of Trustees are notified of the new activity;
4. Any other staff involved are inducted and trained for new programme/ activity.
5. Programme/ activity is implemented.
6. Evaluation of programme/ activity. Making changes where necessary.

4.5 Equipment Procedures

Most of Arthur's Pass Outdoor Education Centre's activities and programmes require very little specialist equipment. Arthur's Pass Outdoor Education Centre's equipment for activities is as follows:

- Raincoats -a selection of different sizes; for students whose own raincoat is inadequate
- Tarpaulins -a selection of different sizes; for shelter building and solo activities.
- Poles for stretcher making
- DVD and data projector -plus a small selection of videos
- Orienteering Equipment -maps and markers
- Map reading and Navigation Equipment -maps and compasses
- Blindfolds and Maps -for sensory trail activity
- Balls and 'Bits and Pieces' -for games and group initiative activities.
- Ropes (retired) -not for climbing use; for group imitative activities and games

Storage and Management of Equipment

Equipment management and storage is the responsibility of the APOEC Manager.

It is the responsibility of the APOEC Manager to maintain and store the organization's equipment. This may include:

- Maintaining equipment inventories;
- Equipment logs;
- Maintenance and repair of equipment;
- Maintaining the facility and grounds.

Inventory of Equipment

The APOEC Manager is responsible for any necessary inventory of equipment.

4.6 Motor Vehicles

All persons driving an Arthur's Pass Outdoor Education Centre vehicle must have a Full New Zealand Drivers License (or equivalent i.e. international driving license).

Any APOEC staff member driving or in charge of an APOEC vehicle for the duration of an activity is responsible for that vehicle while it is in use until it is returned, and stored away in the Garage at the Centre.

The APOEC Manager is responsible for making sure all APOEC vehicles are properly maintained and meet all applicable LTSA standards and requirements. Vehicles should be serviced and checked for roadworthiness by a qualified mechanic at least once a year and at any other necessary time.

Vehicle Legal Requirements

- *The person driving the vehicle must hold a valid license appropriate to the particular vehicle booked;*
- *The Road Code must be obeyed at all times; and*
- *The vehicle must hold all necessary permits and meet all legal requirements (i.e. Warrant of Fitness and Vehicle Registration).*

Private Vehicles

If a private vehicle is being used for the purposes of any Arthur's Pass Outdoor Education Centre work or activities, it is the responsibility of the owner and/ or driver of that vehicle to ensure that:

- *The person driving the vehicle must hold a valid license appropriate to the particular vehicle booked;*
- *The Road Code must be obeyed at all times; and*
- *The vehicle must hold all necessary permits and meet all legal requirements (i.e. Warrant of Fitness and Vehicle Registration).*

- Arthur's Pass Rural Fire Administrator: Phone: 0273267007
- Department Of Conservation: Visitor Centre Manager: Ph:03 318 9082
Visitor Centre: Ph:03 318 9211
- Arthur's Pass Ambulance Officer:
Nic Menary: Ph:027 3672138

3.) The Manager shall then notify the Chairman or the Deputy Chairman of the APOEC Board of Trustees immediately:

- Chairman: Rodger McHarg: Home: Ph:03 347 3133
Fx:03 347 3134
Work: Ph:021 -
Fx:03 353 4903
Cell Phone: Ph:021 954 838
- George Morrow: Home: Ph:03 342 9549
- Kerry Kearney: Home: Ph:03 356 1616

4.) An Accident or Incident Report must be filled in. The Manager should ensure there is a thorough and complete report of the accident and where appropriate include witness statements, photographs, maps and other supporting evidence.

5.) The Accident Report should then be dispatched to the APOEC Board of Trustees within 24 hours of the accident.

6.) A copy of the above report maybe sent to the school or group involved if they require one.

7.) At the next full meeting of the APOEC Board of Trustees the above mentioned Accident Report should be presented and reviewed.

8.) If the accident involved any APOEC member of staff then an Occupational Safety and Health Officer must be notified and the accident reported to OSH as soon as possible and formal notice given within 7 days after the occurrence.

9.) A copy of the Accident Report should be kept on file under the Accident and Incident Report/ Accident Register files in the APOEC Manager's office.

Minor Accident or Incident

If an accident occurs that involves minor harm or insignificant damage, or an incident occurs that did not have potential for serious harm or significant damage, the following steps should be taken:

- 1.) The accident/ incident must be reported as soon as possible to:
 - The APOEC Manager/ Director APOEC office: Ph:03 318 9249
Fx:03 318 9269
Cell Phone: Ph:0274511550

2.) An Accident or Incident Report must be filled in. The Manager should ensure there is a thorough and complete report of the accident and where appropriate include witness statements, photographs, maps and other supporting evidence. This

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report should then be filed under the Accident and Incident Report/ Accident Register files in the APOEC Manager's office.

3.) The accident or incident should be reported to the APOEC Board of Trustees in the monthly Manager's Report.

4.) At least once annually the Accident and Incident files should be reviewed. The review should look for accident and incident identification, trends or patterns and ways of prevention.

Accident and Incident Investigation

All accidents and incidents should be investigated thoroughly by Arthur's Pass Outdoor Education Centre and assistance should be provided in helping any other authority investigating.

Arthur's Pass Outdoor Education Centre's management and staff should also have an annual review of all accidents and incidents. The review should look for accident and incident identification, trends or patterns and ways of prevention.

SECTION 6: CRISIS ASSISTANCE PLAN

6.1 Introduction

The purpose of dealing with any emergency is the preservation of life and property and prevention of further injury or loss. This crisis assistance plan has been formulated to meet that purpose.

Definition

Crisis: Any accident that involves significant loss or serious injury or death. A crisis would usually require the assistance of outside agencies such as Police, Ambulance, Fire Brigade or Coast Guard.

6.2 Emergency Procedures

Training for Emergencies

Arthur's Pass Outdoor Education Centre must ensure that all staff are inducted, trained and familiar in all emergency and evacuation procedures relevant to APOEC. Management must ensure that all staff are trained and understand emergency procedures before the implementation of an activity or programme. If staff require training this should be done prior to implementation of an activity or programme.

It is recommended that all APOEC staff be trained in emergency and evacuation procedures as a part of their individual staff induction period.

Emergency Plan

Emergency Plans for individual activities and sites should be established prior to the implementation of the activity, with plans for all likely emergencies. An outline of the emergency plan could be attached or left with the intentions form (eg escape routes, contact people, etc) left with the emergency contact person or organization. APOEC has RAMS and Crisis Assistance Plan forms (or **CAP**) (see **Appendix 3**: Crisis Assistance Plan) for already existing activities and programmes as well as an established emergency evacuation procedure for the Lodge. These plans should be followed in any emergency situation.

All staff involved with the activity should be familiar with the emergency plan and/ or RAMS and CAP forms specific to the activity and the site. It would also be helpful if the delegated contact person were aware of these emergency plans and/ or RAMS and CAP also.

Guiding principle: any action (or inaction) of an APOEC staff member or client should not make the emergency situation worse.

If an emergency situation arises on any programme or activity, that programme or activity must cease and emergency procedures should be undertaken.

During any crisis situation, the following processes should be followed:

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- Establish (or confirm) leadership and ensure complete control over the situation (this may require removing injured and uninjured persons away from any continuing hazard);
- Ensure the injured patient(s) is/are given all necessary first aid immediately;
- Brief remainder of the group of their role and what to do to assist in the process;
- Assess the need for external assistance and make requests directly to the appropriate agency (i.e. fire, police, ambulance etc);
- Establish safe routes into the site and post staff or clients to direct traffic/rescue personnel as necessary;
- Notify Arthur's Pass Outdoor Education Centre (Manager or delegated contact person);
- Coordinate the safe evacuation of all staff and students present;
- Notify the APOEC Chairman of the Board (or Deputy) as soon as possible;
- Debrief the process after the event;
- Provide/receive critical incident stress counselling for those staff and students involved in the incident; and
- Ensure that the APOEC Board of Trustees is made aware of the situation as soon as possible.

Log of Events

The APOEC Manager (or other delegated person) should keep a log of events.

Non - Urgent Communications

All non-urgent communications (i.e. not directly related to the welfare of persons on site) should be directed through the APOEC Manager.

Communication with the Media

Any and all communication with the media should only be made by the APOEC Manager (only after he/ she has consulted the APOEC Chairman and the Board of Trustees) or by a Representative of the APOEC Board of Trustees.

REFERENCES

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Outdoor Safety Institute. (1994). *Safety Management: Guidelines for Schools (Revised Edition)*. Wellington: Hillary Commission.

APPENDICES

Appendix 1: Equipment Log Book

Equipment Type:

ID Number: _____ Date Purchased: _____ Description: _____ (make, colour, etc)

Date	Venue and Activity	Hours Use	Condition	Checked by

Date retired: _____ Reason Retired: _____

Appendix 2: Risk Analysis and Management System

Arthur's Pass Outdoor Education Centre Risk Analysis and Management System

Activity:

Date:

Key Risks:

Accident, injury or other form of loss:

(fill in details)

Causal Factors and Risk Management:

People Hazards:

(fill in details)

People Management:

(fill in details)

Equipment Hazards:

(fill in details)

Equipment Management:

(fill in details)

Environment Hazards:

(fill in details)

Environment Management:

(fill in details)

Emergency Management:

(fill in details)

Relevant industry standards applicable:

(fill in details)

Notes/ recommendations:

(fill in details)

Skills required by staff:

(fill in details)

Appendix 3: Health Information & Risk Acknowledgment

Arthur's Pass Outdoor Education Centre Health Information & Risk Acknowledgment

Please complete the following questions on the state of your health. This information will be treated confidentially.

Name:	Date of birth:
Address:	Phone:

Next of Kin:	Relationship:
Address:	Phone:

Are you currently taking any medication? YES/NO if yes please explain what the medication is and the condition it is treating.

Do you have a medical condition (eg. asthma, high blood pressure, and diabetes)? YES/NO Please outline:

Are you allergic to anything? YES/NO If yes, please outline what your allergies are and the treatment or medication that should be administered if you have an allergic reaction:

Is there anything else you believe we should know?

Risk

It is neither desirable nor feasible to remove all risk from activities. Risk can be managed to acceptable levels. People will not be exposed to a level of real risk higher than that found in every day life. To achieve this goal we operate with current codes of practice, professional employees, and quality systems.

Risk Acknowledgment

I understand that there are risks associated with activities in the outdoors. I am aware that *Arthur's Pass Outdoor Education Centre* employees will take all reasonable steps to manage these risks to an acceptable level.

At any time during the activity I understand that I am free to make my own decisions on the level of my involvement.

If *Arthur's Pass Outdoor Education Centre* employees have taken all reasonable safety precautions, provided clear instructions on the hazards, procedures and the activity, and I choose to act outside this advice, then I accept I do so at my own risk and am personally responsible for any consequences. I am responsible to ensure that my actions or inaction's do not jeopardise the safety of others.

Signed:

Date:

Appendix 4: Accident and Incident Report

Arthur's Pass Outdoor Education Centre: Accident and Incident Report Sheet

Incident number _____ Date _____

Accident or Incident - (delete one)

TYPE OF INJURY/ILLNESS (tick one or more)

Abrasion		Fracture		Concussion	
Burn		Fatigue		Infection	
Asthma		Fever		Sprain	
Puncture		Hypothermia		Laceration	
Dermatitis		Contusion		Cardiac	
Strain		Allergy			
Hyperthermia		Gastrointestinal			
Other (detail)					

ACTIVITY BEING UNDERTAKEN AT THE TIME: _____

STAFF MEMBER IN CHARGE: _____

PERSON INVOLVED IN ACCIDENT OR INCIDENT

Name:	Date of birth:
Address:	Phone:

WITNESS TO ACCIDENT OR INCIDENT

Name:	Date of birth:
Address:	Phone:

Narrative: (describe events leading up to the accident/incident or the incident itself. Use more paper if necessary and attach it to this sheet.)

Root Causes of Accident or Incident:

Recommended actions:

To be completed by (date) _____

Signed: _____

Date: _____

Report Reviewed by:

Signed: _____

Date: _____

Appendix 5: Crisis Assistance Plan

Arthur's Pass Outdoor Education Centre Crisis Assistance Plan

ACTIVITY: _____.

List of requirements in case of:

- EMERGENCY

- SEARCH:

- RESCUE:

- FIRST AID:

- EVACUATION:

- FOLLOW UP:

Crisis Assistance Plan –Useful Contacts

- **EMERGENCY:** Ph: 111

- **POLICE:**
 - Arthur's Pass Police: Ph: (03) 318 9212
 - Darfield Police: Ph: (03) 318 8002

- **DOC:**
 - Arthur's Pass Visitor Centre: Ph: (03) 318 9211
 - Visitor Centre Manager: Ph: (03) 3189082

- **AMBULANCE OFFICER:**
 - Nic Meanary: Ph: 027 3672138

- **SAR**
 - APRES duty phone Ph 027 4087591

- **HOSPITALS:**
 - Christchurch Hospital: Ph: (03) 364 0640
 - Greymouth Hospital: Ph: (03) 768 0499
 - Darfield Hospital: Ph: (03) 318 8503

- **NATIONAL POISON CENTRE:**
 - Non-Urgent (Dunedin): Ph: (03) 479 7248
 - Urgent: Ph: 0800 764 766

- **DOCTORS:**
 - Darfield Medical Centre: Ph: (03) 318 8511
 - Moana Health Clinic: Ph: (03) 738 0003

- **FIRE:**
 - Arthur's Pass Fire Duty person: Ph: 027 326 7077

 - DOC Administration: Ph: (03) 318 9085

- **ARTHUR'S PASS OUTDOOR EDUCATION CENTRE:**
 - APOEC Office: Ph: (03) 318 9249
 - Manager's Phone: Ph: 027 4511550
 - Chairman of the Board (Rodger McHarg): Ph: (03) 347 3133
 - Ph: 021 954 838