

Warrambui Risk Management Plan – Venue

Venue Name: **Warrambui Retreat and Conference Centre**
Location: **322 Greenwood Road, Murrumbateman NSW 2582**
Phone Number: **(02) 6220 1000**
Web Address: **www.warrambui.com.au** Email: **office@warrambui.com.au**

Insurance: **Warrambui has public liability cover**



Overview:

Personal Protection Requirements	We require that all guests wear footwear in dining areas at all times. We recommend that guests sturdy, enclosed footwear and hats when outdoors. We recommend that guests apply and reapply sunscreen when outdoors. We recommend that guests wear long pant when undertaking outdoor activities.
Supervision/Services	On arrival, the Group Contact Person is given an introductory briefing which includes a summary of boundaries, safety and emergency procedures . The Group Contact Person is to ensure guests are briefed on required matters (Warrambui will happily brief the group if requested). Leaders/Teachers/Parents are responsible for the supervision of children while on site at all times. General bush safety awareness is also refreshed during the introductory briefing .
Access	Warrambui indoor facilities have wheelchair access. A number of accessible toilets and showers are available.
Emergencies	Warrambui has emergency procedures in place. Warrambui personnel are trained to deal with site specific emergency situations.
First Aid	First aid is the responsibility of the Group who is to provide their own first-aid person and equipment. (In-House Camps only) Two leaders with First Aid training will be assigned as Camp First Aid Officers First aid kits are also available from the Office or Duty Manager. The site is accessed via walking tracks. Areas of the walking tracks are also accessible by 4WD. Designated Warrambui personnel are also first aid trained.

Ref	Issue, Equipment or Activity	Potential Risks	Control strategies	Personnel Accreditation/ Competence
38	General security & access	• Unauthorised persons entering facilities • Difficulty restricting public access to site • Inability to monitor entry / exit from site or facilities • Unknown person on site - Loss of property - Property damage - Assault - Child protection related incident	• Personnel are easily identified by clear logos displayed on uniforms or badges • Onsite groups abide by Booking Terms and Conditions • All visitors of guests are required to report to the Group Contact Person at the start of their visit, and encouraged to report to the Office • Group Contact Persons are given keys to allow locking of facilities if preferred • When multiple groups are on-site, groups are asked to refrain from intruding on the other site • (IHC Only) All guests are checked in on arrival • Personnel have the right to challenge unknown visitors • As per Guest Services Manual, an on call Duty Manager onsite for all overnight groups • "All visitors report to Office" sign installed at Warrambui entrance • Facilities are locked when no guests are onsite, and no personnel in attendance • Bui Vehicles locked when not in use • Security Policy in place • Per the Visitors Policy, personnel have the right to challenge unknown visitors onsite, and refuse entry if a valid reason is not provided • Visitors are required to register at Office and wear a visitors lanyard • Vehicle Policy in place • IHC Practice Manual in place • Safeguarding Children, Young and Vulnerable People Policy in place	Induction Safeguarding Induction
40	General (Whole Site)	Injury due to OH&S issues	• Warrambui maintains workers compensation insurance and volunteer personal accident insurance • Warrambui has a commitment to managing OH&S issues • Warrambui holds all approvals required to operate • Work Health and Safety Policy and related procedures and manuals in place • Onsite personnel trained in WHS policy and procedures • Reporting of WHS issues encouraged and included in regular meetings • Risk processes incorporates OHS issues and incidents	

Ref	Issue, Equipment or Activity	Potential Risks	Control strategies	Personnel Accreditation/ Competence
41	General Environmental (Whole Site)	- Interference by visitors with the flora and fauna on site - Injury to visitors or Warrambui personnel from flora and fauna on site	- Guests are provided with a briefing regarding protection of flora and fauna and seasonal risks, as part of the introductory briefing. - Warrambui will contact Wildcare, or similarly qualified people, to deal with injured wildlife or to remove snakes from Guest areas where possible. - Instructed to stay on tracks for bushwalks - Signs put up and personnel informed if a snake is spotted - Booking Terms and Conditions in place - Environmental Management Policy in place - Visitor Policy in place	Most personnel trained in first aid Staff aware of regulations regarding protection of environment and people
42	Bonded (non-friable) asbestos located in limited locations around the site.	Potential for asbestos exposure	- Asbestos Management Plan and protocols in place to deal with asbestos issues including access to expert advice and specialist handling services if required - Training of at least one personnel member in Asbestos Awareness - All personnel briefed on asbestos potential risks, and steps to take if unidentified material found	Asbestos Awareness Training
43	Roads (on site)	Person injured by vehicle	- Warrambui vehicles are only operated in accordance with the Warrambui Vehicle Policy - All drivers are to always be mindful of guests, residents, staff and others, and the possibility that they may be on roads and around venues where their vehicle needs to go. - Speed limit across the site is 25 km/h - Speed limit in shared areas is limited to 10 km/h - Personnel monitor traffic compliance - Visitors are directed to park in specified areas - Warrambui vehicles are only operated by licensed personnel and in accordance with all road rules and in accordance with the Warrambui Vehicle Policy - Guests doing activities near roads given safety briefing	Personnel authorised to drive vehicles trained in appropriate movement around site. Personnel authorised to drive Warrambui vehicles have drivers licences and required competence with manual vehicles.
44	Vehicle transportation to and from Warrambui (e.g. in emergency situations such as transport to a hospital) or for Warrambui related activities (e.g. intern travel)	- Vehicle faulty - Vehicle accidents - Struck by vehicle during boarding or departure	- Those arranging vehicles to ensure vehicle operators hold appropriate licenses and that vehicles are registered, insured and well maintained - Participants must stay seated throughout travel and use seatbelts - Ensure participants enter & exit vehicle in a safe manner - First aid kits located in Warrambui registered vehicles - First aid kits to be taken in private vehicles if used to transport guests - Alcohol and Other Drugs Policy in place - Vehicle Policy in place	Personnel have training and licences for any vehicles they drive

Ref	Issue, Equipment or Activity	Potential Risks	Control strategies	Personnel Accreditation/ Competence
45	Dining Rooms/ Lounges/ Meeting Areas	- Falling over - Hot water burns - Trips, slips and falls - Falling down stairs in centrum - Injury when not using stairs to centrum	- As per Booking Terms and Conditions, guests are responsible for the supervision of children while on-site at all times - Boiling water taps are signed and have safety switches to prevent accidental use. A higher safety switch setting is used for groups with primary school aged guests. - Spills in dining areas closed off and cleaned as soon as possible - Centrum area has clearly identified stairs with handrails for safe access - Group Contact Persons are briefed not to use the seating as entry/exit access	Personnel trained in appropriate movement around site
47	Site Infrastructure/ Maintenance Area / Shed	- Injury due to unsupervised access - Tripping over tools or maintenance area - Faulty equipment - Hazardous material incident	- As per Booking Terms and Conditions, Group Contact Persons are briefed as to the out of bounds areas and provided with a map of the site, including out of bounds areas - As per the WHS Policy, Warrambui promotes a safe working environment - As per the Security Policy, tools are stored in maintenance sheds or locked areas. - The workshop and tool/chemical storage areas are locked when not in use and guests are on-site. - Warrambui has secured, designated chemical stores - Emergency plans for chemical spills and LPG incidents are in place - All plug in electrical equipment is test and tagged	Qualified maintenance personnel The use of licensed insured tradesmen where necessary
48	Kitchens	- Burns and knife injuries - Allergies - Anaphylaxis	- As per the Catering policy and Catering Manual, the kitchen is nut aware - The kitchen does not use latex - Menu can be adjusted for other food allergies. - Right to refuse services to guests with dietary needs if not informed of needs during bookings process. - Sign-off process for distribution of special dietary meals - Guests are not permitted into the kitchens - Kitchens are locked when not staffed - Dietary service procedures in place (IHC Only) As per the IHC Practice Manual, dietary information of all participants is gained prior to camp and submitted within catering timeframes. Allergic reaction plans are sought from parents/guardians. (IHC Only) An IHC Leader will be appointed to supervise special dietary meal service to campers under 18 years old.	Safe food handling - all catering personnel have safe food handling training Food safety protocols are in place
49	Viral infections	Transmission of viral infection (e.g. Covid19)	Booking Terms and Conditions include provision for Groups observing any NSW Government health directions and not to attend if they have symptoms of viral infection	

Ref	Issue, Equipment or Activity	Potential Risks	Control strategies	Personnel Accreditation/ Competence
60	Open Space Areas Basketball Courts Beach Volleyball	• Injury from tripping, falling over or running into objects • Faulty equipment causing injury • Improper/ unsupervised use of equipment and facilities • Sunburn • Dehydration	• Recommend bringing hats, sunscreen and water bottles for outdoor activities • Instructor conducts safety briefing, including establishing boundary zones for program (when activity is led by Warrambui) • Guests responsible for supervision and first aid as per Booking Terms and Conditions • Regular maintenance of open space areas completed per the Maintenance Schedule. • Equipment and facility is inspected regularly and maintained • The Obstacle Course is signed as off limits when not being run by Warrambui	First aid kits are available from the Office
80	Guest and Visitor Behaviour	• Abuse to other persons • Children/ young people do not behave appropriately towards each other • Theft of personal or Warrambui possessions, money and assets • Damage to Warrambui facilities	• Per Booking Terms and Conditions, guests are responsible for supervision at all times onsite, including during Warrambui conducted activities • Booking Terms and Conditions incorporate behavioural expectations and consequences for breaches • Retreat Hut Conditions of Use in place • When multiple groups are on-site, groups are asked to refrain from intruding on the other site • Visitor briefing includes no harassment or abuse and to be child-safe • Parents and care-givers Code of Conduct in place • Security Policy requires that facilities are locked and that guests are supplied with keys for booked facilities • (IHC Only) IHC Leaders are responsible for supervision of children at all times	Induction
96	Facilities fire or other emergency requiring evacuation	• Burns. • Other Injury caused by failure to evacuate in a timely proper manner • Trauma from improper evacuation	• Evacuation diagrams are located in each kitchen and throughout Warrambui's facilities. • Emergency Management Plan in place • All personnel must be aware of evacuation procedures and implement them when required/directed. • Personnel must only attempt to put out a fire if they feel well trained and confident in doing so • Formally trained chief fire warden onsite at all times while a group is at Warrambui. Other staff undergo basic fire awareness online training.	• Personnel trained in evacuation procedures. • Personnel trained in use of fire safety equipment