

RISK MANAGEMENT AT GO RIDE A WAVE

Go Ride a Wave's Risk Management Strategy

Aim:

To minimise the risk, wherever possible and practical, without severely affecting the benefits of a class, program, or operational procedure and thereby ensuring the health and well-being of participants, staff, general public and of the business.

Statement of what is an Acceptable Risk:

The nature of what we do implies that there are risks involved. What we have to try to define is what is acceptable? If no risks are taken it is unlikely that a person will be suitably challenged and the benefits of a class or programs will be low. On the other hand if the risk, or more likely the perceived risk, is higher, then the potential benefit will be greater. Trying to balance **Benefit** vs. **Risk** is a factor of sound judgement.

What is Acceptable? It is easier to define what is Not Acceptable.

- It is not acceptable to have a serious injury whether that is a physical or emotional injury.
- It is not acceptable to have an injury that has a long-term affect however minor.
- It is not acceptable to carry out any practice that jeopardises the viability and reputation of the business.

When attempting to document Go Ride a Wave's Risk Management Strategy we have looked at both the most common risks and the risks with the direst consequences. It is not practical or possible to document all and every risk. We have taken a common sense approach by looking at practical and effective strategies to manage the risks involved in our business.

Risk Management Procedures and Documentation

Go Ride a Wave has developed comprehensive Risk Management procedures and documentation in line with requirements for our relevant Land Managers, the Department of Education and Training Victoria (DET) and Department of Education and Training Queensland (DET). This documentation includes Risk Management procedures for each of our locations and each of our activities.

Our documentation is available for viewing at our head office at 143b Great Ocean Rd Anglesea VIC. It can also be viewed at our Surfers Paradise location, Shop 026A The Paradise Centre, Cavill Mall, Surfers Paradise QLD.

All staff are trained in terms of correct safety procedures, and GRAW holds an excellent safety record spanning the 35+ years of our operations.

Accreditation

GRAW meets the requirements for external providers as listed in the DET "Safety Guidelines for Education Outdoors". Our instructors hold the specified qualifications listed for surfing with DET Queensland. GRAW also complies with the Australian Adventure Activity Standards.

We hold current accreditation with Australian Tourism Accreditation Program.

We are licenced with Surfing Australia, the national peak organisation for surfing schools.

We hold permits with Great Ocean Road Coast + Parks Authority, Barwon Coast and Parks Victoria.

To comply with DET guidelines, school staff are required to take at least a supervisory role in the classes that GRAW conducts. In some circumstances staff will have to participate in the activity.

REQUIRED INSTRUCTOR QUALIFICATIONS PER ACTIVITY - VICTORIA

Every GRAW employee must have an Employee Working with Children Check card showing GRAW as employer, as well as the following qualifications:

(For all in-house qualifications instructors are trained and assessed to the relevant competency)

INITIATIVES (TEAM BUILDING)

Instructor In Charge

- Community SLS Certificate (CSLSC) or Bronze Medallion (BM)
- Provide First Aid HLTAID011 or higher
- GRAW In-house Initiative Proficiency
- GRAW in-house Ocean Proficiency

Assistant Instructor

- Community SLS Certificate (CSLSC) or Bronze Medallion (BM)
- Apply First Aid HLTAID011 or higher
- GRAW In-house Initiative Proficiency
- GRAW in-house Ocean Skills Proficiency

SIT ON TOP (SOT) SURF KAYAK (OCEAN)

Instructor In Charge

- CSLSC or BM
- Provide First Aid HLTAID011 or higher
- GRAW in house Surf Kayak Proficiency
- GRAW in-house Ocean Skills Proficiency
- Surfing Australia Foundation Surf Coach

Assistant Instructor

- CSLSC or BM
- Provide First Aid HLTAID011 or higher
- GRAW in house Surf Kayak Proficiency
- GRAW in-house Ocean Skills Proficiency

SIT ON TOP (SOT) KAYAK (RIVER)

Instructor In Charge

- CSLSC or BM
- Provide First Aid HLTAID011 or higher
- GRAW in house Surf or River SOT Kayak Proficiency
- GRAW in-house Ocean Skills Proficiency
- Meet all competency requirements for Australian Canoeing

Assistant Instructor

- CSLSC or BM
- Provide First Aid HLTAID011 or higher
- GRAW in house Surf or River SOT Kayak Proficiency
- GRAW in-house Ocean Skills Proficiency
- Meet all competency requirements for Australian Canoeing

SURF LIFESAVING

Instructor In Charge

- CSLSC or BM
- Provide First Aid HLTAID011 or higher
- GRAW in-house Ocean Skills Proficiency

Assistant Instructor

- CSLSC or BM

- Provide First Aid HLTAID011 or higher
- GRAW in-house Ocean Skills Proficiency

SURF SAFETY / SURF CARNIVAL

Instructor In Charge

- CSLSC or BM
- Provide First Aid HLTAID011 or higher
- GRAW in-house Ocean Skills Proficiency

Assist Instructor

- CSLSC or BM
- Provide First Aid HLTAID011 or higher
- GRAW in-house Ocean Skills Proficiency

INSTRUCTOR QUALIFICATIONS LIST - QUEENSLAND

Senior Instructor*

*all instructors in Queensland are Senior instructors

Required qualifications and proficiencies for all activities:

1. Working with Children check (Blue card)
2. Surf Bronze Medallion
3. Apply First Aid (previously Senior or Level 2)
4. Advanced Resuscitation Techniques (ART)
5. GRAW in-house Ocean Skills Proficiency

Activity Specific Awards or competencies and ratio's

Surfing, SUP and Body boarding:

- Foundation Surf Coach Award
- Instructor to student ratio of 1:8 *Instructor to student ratio 1:7 (QLD)

Surf Lifesaving Activities

- GRAW Surf Lifesaving Activity Instructor Proficiency
- In water instructor to student ratio of 1:8

Initiative Activities

- GRAW Initiative Instructor Proficiency
- Instructor to student ratio of 1:8

Kayaking Activities

- GRAW River Kayaking Instructor Proficiency
- Instructor to student ratio of 1:8

ROLES & RESPONSIBILITIES

In line with our Risk Management aim of minimising risk, it is important that all parties are aware of their roles and responsibilities when booking, planning and undertaking a GRAW session.

As per the "Booking Conditions" in your Booking Form:

Go Ride a Wave Pty Ltd's undertakings

1. To instruct the activity with maximum skill, care and safety.
2. To provide equipment, including safety and rescue, for the activity.
3. To provide a comprehensive first aid kit and mobile phone.
4. To tailor the activity, where possible, to accommodate the potential medical difficulty or disability of any participants.

Activity organiser's undertakings

1. To provide, at least 1 week before the commencement of the program, the names of each participant and identify any non-swimmers (if applicable)
2. To advise all participants including leader/teachers that the activity/activities in which they will participate have risks and that they will not commence or continue the activity if they are unsure about the risks or not prepared to accept them. If they are unsure about the risks they will ask about them.
3. To provide, at least 1 week prior to the commencement of the program, medical details (including emergency contacts) for any participant who has a potential medical condition or disability that may affect their participation in the program.
4. To stay on hand during the activity/s and be ready to provide such support as would be normal on any excursion or activity.
5. To be responsible for any non-participants
6. To be responsible for clothing and/or personal belongings

of the participants. GRAW will, where appropriate, attempt to provide storage but cannot take responsibility for loss or damage of personal belongings.

7. To be a minimum of 18 years of age.

Joint undertakings

1. To ensure that the staff/student ratio is such as to enable the activity to be conducted successfully and safely.

Responsibilities during the session

All GRAW sessions will be led by a qualified Instructor In Charge. Instructors in Charge have the responsibility for organizing and running their classes as well as making decisions about how and where their classes are conducted.

The responsibilities of an Instructor In Charge include but are not limited to:

1. To evaluate the risks involved with the running of the class
2. To read all relevant booking information about the client
3. To pack and transport all activity and safety equipment to and from the class venue
4. To set up the class venue prior to the client arriving
5. To brief additional GRAW instructors who are working on the class as to their roles and the structure that the class
6. will take
7. To make sure the group leaders or teachers are aware of their roles and responsibilities in the conduct of a class
8. To take responsibility for the running of the class
9. To take the lead role in any incident or emergency
10. The Instructor In Charge must always have access to their first aid kit and rescue equipment.
11. At all times, while affecting a rescue or rendering medical assistance, all instructors must be capable of using skills that are up to the standards to which he or she has been trained.
12. The Instructor In Charge has the right to cancel, or to alter the class structure, in hazardous or potentially hazardous conditions.
13. For water/beach based activities, when local surf lifesavers close the beach, Go Ride a Wave must not run the lesson or cease the lesson if the beach is closed during the activity.

Your responsibilities - Group Leaders and Teachers

The roles and responsibilities of both external providers and teachers participating in excursions/camps are clearly defined by DET. For Victoria please click on this [link](#) to view in more detail. For Queensland please click [here](#). In addition to DET's specified roles and responsibilities GRAW has the following expectations: Most groups that GRAW will look after have leaders or teachers who will accompany the participants. During the conduct of a class the teachers/leaders have the legal responsibility for underage participants. They should have details about the participants that will include: medical, swimming abilities and disabilities.

It is the responsibility of the teachers or leaders to look after any non-participants as well as any participants who may finish the class before its conclusion.

In most circumstances GRAW endeavours to take teachers and group leaders free of charge and though they are not being charged GRAW is still responsible for their (the teachers and leaders) safety and conduct during the running of the class.

GRAW works on a ratio of one free teacher to every 10 paying participants. In some classes there may be more teachers or leaders than the ratio allows and they will be accommodated in the class as long as it does not increase the maximum group size above the allowable for that particular activity.

Teachers/leaders must assist with the conduct of the class. This may include assisting with the management of the group by keeping them in the flagged area and assisting with poor or weak swimmers and assisting with the allocation of, and changing into and out of, their wetsuits (where applicable). For water based activities, leaders and teachers will be allocated a red vest to wear over their wetsuit if they are to assume this role.

Some groups will have underage (Eg Year 10, 11,12) group leaders and if they are to assume group management roles they will also be accommodated free of charge and not be part of the ratios wherever possible. If they do not assume this role then they will be included in the ratios and charged accordingly.

To comply with DET guidelines, school staff are required to take at least a supervisory role in the classes that GRAW conducts. In some circumstances staff will have to participate in the activity.

EMERGENCY PLAN

Assess – Communicate – Act – Organise - Record

GRAW has developed specific emergency plans for each of our venues to guide instructors in the event of an incident or emergency. All instructors are trained in the implementation of these emergency plans.

Roles and Responsibility of Staff and Others

The instructor in charge is responsible for coordinating the emergency procedures until qualified assistance arrives.They must **Assess** the situation and if further assistance is required or if the situation is life threatening they must **Communicate** to other instructors, participants and/or bystanders their requirement for assistance. Where this requires a rescue or first aid is required they must **Act** to coordinate or affect the rescue. Whilst directing the incident management they must **Organise** the rest of the participants to a safe area and assist with any external assistance when it arrives. Once the incident is terminated they must **Record** all relevant details in the incident and accident report logs. Other instructors will act on the direction of the Instructor in charge. Where there are other classes in the vicinity the instructors must stop their classes, ensure their participants are in safe care and lend assistance.

GO RIDE A WAVE – CONTACT DETAILS

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|----------------------------------|--------------|
| Anglesea Office | 03 5263 2111 |
| Torquay Shop | 03 5261 3616 |
| GRAW Factory Vic | 03 5263 3786 |
| Nathan Taylor | 0438 633 691 |
| Ben Niblett | 0417 127 077 |
| Victorian Staffing Manager | 0438 424 452 |
| Peter Fidler (Noosa) | 0400 182 010 |
| Scott Rollinson (Noosa) | 0407 891 932 |
| Sam Rollinson (Surfers Paradise) | 0418 241 928 |

Important Phone Numbers

Police, Fire, Ambulance – 000 or 112 (from a mobile)

State Emergency Service – 132 500

LSV – Surf Rescue Command – 137 873

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|------------------------------|--------------|
| Anglesea – Barwon Health | 03 4215 6700 |
| Anglesea Police | 03 5263 3468 |
| Anglesea SLSC | 03 5263 1107 |
| Lorne Hospital | 03 5289 4300 |
| Lorne Police | 03 5289 2712 |
| Lorne SLSC | 03 5289 1724 |
| Torquay Police | 03 5264 3400 |
| Torquay – Surf Coast Medical | 03 4215 7900 |
| Torquay SLSC | 03 5216 4300 |
| Jan Juc SLSC | 03 5261 2602 |
| Ocean Grove Police | 03 5256 2698 |
| Ocean Grove Medical | 03 5255 1022 |
| Barwon Heads Medical | 03 5254 2727 |
| Ocean Grove SLSC | 03 5255 1382 |
| Apollo Bay Police Station | 03 5237 6750 |
| Apollo Bay Otway Health | 03 5237 8500 |
| Apollo Bay SLSC | 03 5237 6765 |

Important Phone Numbers (Queensland)

Police, Fire, Ambulance – 000 or 112 (from a mobile)

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|---------------------------------|--------------|
| Noosa SLSC | 07 5474 5688 |
| Noosa Police | 07 5440 8111 |
| Noosa Hospital | 07 5455 9200 |
| Noosa 7 Day Medical Centre | 07 5442 4922 |
| Noosa Lifeguard tower | 0439 670 601 |
| Noosa West tower | 0439 032 375 |
| Noosa Coast Guard Emergency | 07 5474 3695 |
| Surfers Paradise SLSC | 07 5553 1900 |
| Northcliffe SLSC | 07 5539 8091 |
| Broadbeach SLSC | 07 5527 5154 |
| Surfers Paradise Police | 07 5657 6888 |
| Broadbeach Police | 07 5581 2800 |
| Surfers Paradise Medical Centre | 07 5592 2299 |

Detailed maps for each location, including emergency contact numbers and emergency plans are found in our First Aid Kits, and can be provided if required.