

# Adventure & Outdoor Update

**SupportAdventure.co.nz**  
SAFETY SYSTEMS DRIVEN BY SAFETY CULTURE



**Outdoors New Zealand**  
Mahi Ngahau ā-Waho Aotearoa



**Welcome to the May issue of Adventure & Outdoor Update.**

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## Prime Minister launches SupportAdventure website

The [SupportAdventure.co.nz](#) website was officially launched at TRENZ in Queenstown by the Prime Minister and Minister of Tourism John Key. TRENZ is the multi-billion dollar tourism industry's international showcase, attended by about 1000 delegates including international travel Buyers and media.

It was great to have the Prime Minister show his support for this world-leading safety initiative and industry efforts to strengthen safety across the sector. It was particularly timely given the media spotlight on the sector following the release of reports into several adventure tourism accidents.

(Pictured right: l-r, TIA Interim Chief Executive Grant Lilly, Prime Minister & Minister of Tourism John Key, Minister of Labour Kate Wilkinson, Outdoors NZ Board Member Arthur Sutherland.)



Photo: TRENZ/Murray Lloyd

## Supportadventure.org.nz a hit

There have now been over 1000 site visits to [SupportAdventure](#) since the draft website was launched at the start of December 2011. Congratulations to everyone who has contributed to this valuable safety tool.

Developed by TIA with support from Outdoors NZ, [SupportAdventure](#) is very much by industry for industry. Check out the [Staff](#) and [Clients](#) pages which have been updated to reflect feedback received during the draft stage.

## Operator recommendation

Marius Bron, Guiding Manager at Fox Glacier Guiding says the website is very useful.

"I have found by giving my newly hired international guides the link to the Support Adventure website before arriving in New Zealand, it gives them a chance to think about the differences in safety management practices of where they are from and where they are going. They are that much more in tune with our operation before we meet them."



Photo: Fox Glacier Guiding

## We want your contributions

You can help promote a culture of sharing safety information by contributing to the Operator Forum section of the website. We want more [safety management plan examples](#) and [operator speak](#) contributions.

Contact TIA Adventure & Outdoor Project Leader Rachael Moore with feedback or information you'd like to share, email [rachael.moore@tiaz.org.nz](mailto:rachael.moore@tiaz.org.nz), phone 04 495 0817.

## Safety topical at TRENZ

Safety culture was a topic of discussion amongst adventure tourism operators at TRENZ. Our sector takes safety very seriously and it is positive that the culture of sharing safety information is gaining momentum.

It is fantastic to talk with operators about how they are using [SupportAdventure.co.nz](#). It's a positive time for the sector with more resource and energy than ever before being focused on supporting the sector's safety efforts.



Dart River Jet Safaris Photo: TRENZ/Murray Lloyd

## Regulations – notification and audits

### Notifications - "fantastic response"

The Department of Labour (DOL) has received more than 400 notifications under the Health and Safety in Employment ([Adventure Activities Regulations](#) 2011) from operators around the country.

Although notifications were due by 30 April DOL says it's still accepting late notifications. [Click here](#) to notify.

DOL is now reviewing the notifications and says they are likely to fall into one of three categories: those definitely covered by the regulations; those definitely not covered by the regulations and those that fall within the grey area between the two. DOL will contact the operations that fall into the grey area for further information.

"It's critical for the successful implementation of the regulations that the Department understands the breadth of the sector, and the range of activities they will cover and we want to thank all the operators who have notified the Department. It's a fantastic response," say Tracy Mellor, DOL's General Manager Business Process and Innovation.



Photo: Shotover Canyon Swing

If you are unsure whether you are covered by the [Adventure Activities Regulations](#) and need to notify, check out DOL's [guidance document](#) and [FAQs](#). If you are still unsure, phone DOL on 0800 20 90 20.

## Audit standards and providers

DOL has indicated that they will be focusing on the audit standard and audit provider criteria over the coming months.

DOL has developed a list of interim recognised audit providers and expects to engage with those audit providers within the next few weeks. Once agreement has been reached DOL will publish the audit standard and interim list of recognised audit providers.

[SupportAdventure](#) will also be updated to reflect this as soon as it becomes available. We will keep you updated on progress via this newsletter.

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## TIA Projects Update

### Activity Specific Guidelines

Another round of meetings has been held with Activity Specific Guideline (ASG) development teams from the caving, canyoning and indoor rock climbing sectors. Thanks to the specialist team members involved in these meetings.

Final work on these three ASGs is underway and they will be made available for sector-wide comment on the [SupportAdventure](#) website soon.



Rachael Moore

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## Outdoors NZ project updates

### Sector wide incident reporting system

The proposed sector-wide incident reporting system concept model has been presented to DOL and Maritime New Zealand representatives. We discussed the potential of both organisations working with the sector to develop a single incident reporting system. They are open to this idea being explored further and can see the benefits of a joint approach.

The concept model includes:

- a web-enabled incident reporting system that meets regulatory reporting requirements (death and serious harm reporting to DOL)
- tools for operators to record incident information they are required to capture under legislation – this is likely to include a number of existing systems
- an anonymous email reporting system to a neutral third party to encourage improvements in the reporting culture.

### Levels and measures of competency

A scoping exercise into appropriate levels and measures of competency is well underway. Outdoors NZ has been researching the key components and has contacted experts for information and advice. A draft report will be presented to a Project Advisory Group meeting this week for comment.

We welcome input on both these projects. Email [Sue Gemmell](#), Outdoors NZ Project Leader.



Sue Gemmell

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## Safety management system and audit support - workshops

Outdoors NZ is running a series of one-day workshops to provide face to face support for operators who are developing or reviewing their safety management systems.

The workshops will provide:

- guidance in developing an effective safety management system (SMS)
- tips on how to ensure your SMS meets the OutdoorsMark audit criteria
- opportunities to brainstorm ideas and develop your SMS
- feedback on material you've already developed
- networking and sharing ideas with other operators.



Photo: Adrenalin Forest

The workshops are on in Nelson (30 May), Auckland (12 June) and Rotorua (13 June). [Click here](#) for more information and registration.

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## Drugs and alcohol – zero tolerance

There is a zero tolerance of drug and alcohol use in adventure tourism and commercial outdoor sector work places. Please help to reinforce this culture by regularly addressing this important topic with your staff and peers.

We are working to develop guidance on this topic specifically for operators in the adventure and outdoor space and will make it available via [SupportAdventure](#)

In the meantime, DOL has general information, including:

- [laws on drug testing in the workplace](#)
- [information on the effects of drugs in the workplace](#)

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## Collaborating on safety training

If you are planning a safety training event and would like to invite others to attend, let us know and we'll help spread the word. There are numerous benefits from collaborating on training, including reducing costs, sharing ideas and techniques and extending networks.

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## Last word...

It's time for all you summer operators to take a well-earned break. It's also a great time to think about updating your safety plans. Remember to check out [SupportAdventure](#) for practical safety tips, information and checklists.

### Rachael & Sue

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(Main photo by Tika Ram Aryal of Polynesian Spa, Rotorua).

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