Safety Management Plan 2023

Version 14

Kokako Lodge

Contents

Section 1 Document Control

1.1 Document control table

We will keep and maintain a Document Control Table that records the changes to all documentation relating to adventure regulated activities.

1.2 Document control procedures

We will ensure our safety management system (SMS) documents are readable, identifiable, and traceable to our activities.

To achieve this, our SMS documents will be:

- Identified by a footer that states the name of the organisation, version number, the page number, and the number of pages.
- Periodically reviewed by the Manager and revised where necessary.
- Reviewed by an external Technical Adviser.
- Current and available at the Trust premises in Auckland.
- Protected from unauthorised changes and publication, and backed up to the Trust server. All staff are instructed only changes following the above process and approved by the Manager may be made to any documents.
- Removed from circulation if obsolete.
- Archived copies and other safety-related records will be kept for five years on the Trust server.

Note: Once printed, documents are uncontrolled.

Section 2   Business Information

2.1   Introduction

This section provides information about our business and provides context to our SMS.

2.2   Description of business

Legal name

Kokako Lodge Trust (Charity Registration Number: CC29841)

Trading name

Kokako Lodge

Main operating base

235 Falls Road, Hunua, Auckland

Activities

Kokako Lodge is an outdoor education centre providing bush, water, rope and archery activities primarily to school students but also to corporates and community groups.

Kokako Lodge is a registered charity with the charitable focus of providing the students of the AIMHI (Achievement in Multicultural High Schools) the same EOTC (Education Outside of the Classroom) as other students.

The Lodge is situated within the 17,000 hectares of the Hunua Regional Park giving access to multiple bush and water activities. Within the Lodge proper the Trust operates Archery, multiple High and Low rope activities, Team Building and other activities (such as Search & Rescue of 50kg sand filled dummies).

The Trust uses this range of activities to grow the sense of self of each participant ("I am Me – I am Worthwhile"), to build their support networks (resilience), and to help provide a pathway through to a full life in any employment or community (*Mana Taiohi*).

The Trust operate the adventure regulated activities of: Abseiling, High ropes course and Rock climbing outdoors. The Trust also operates multiple non-adventure regulated activities (such as Archery). All adventure regulated activities take place within the Trust leased property.
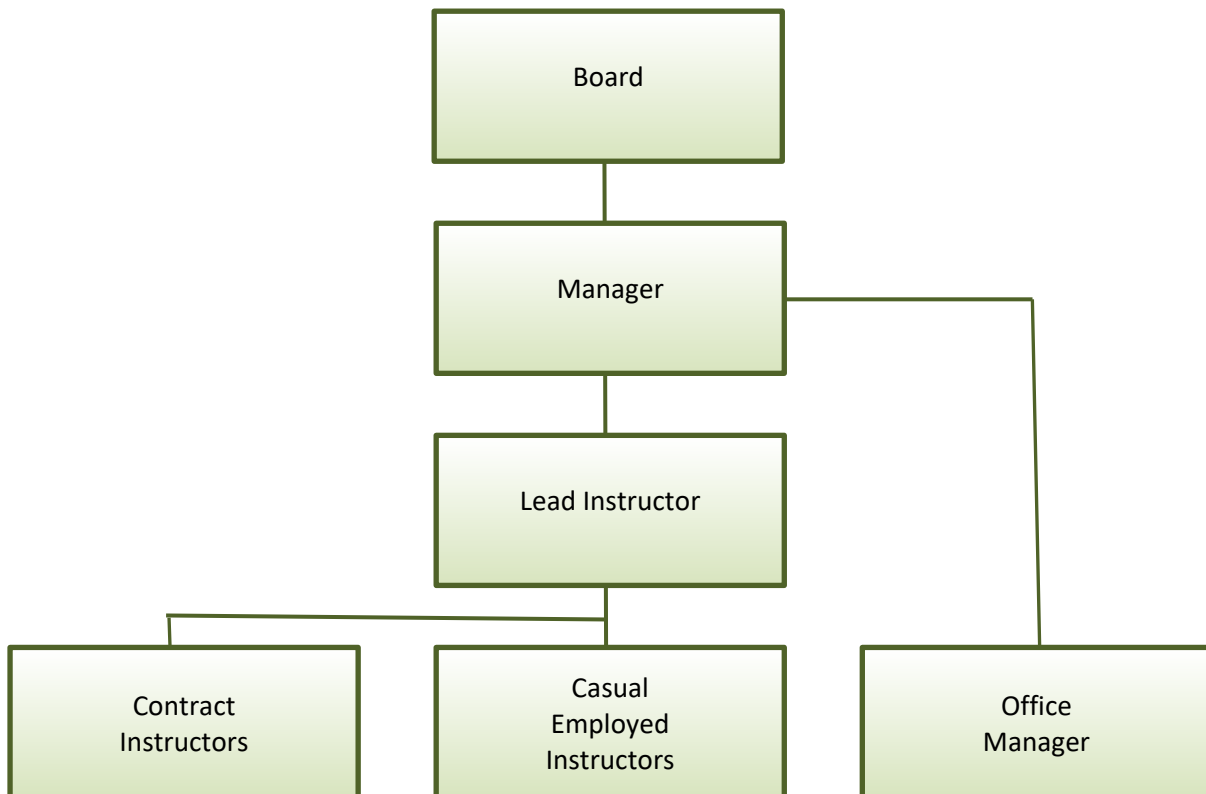
Refer www.KokakoLodge.org.nz for further information.

Business aims

Kokako Lodge Trust aims to provide the most comprehensive opportunity for participants to grow as individuals and in their community, at the best price, within the Auckland region, while safely carrying out activities in nature.

Staff

We employ 4 full time staff (Manager, Lead Instructors and Office Manager) and employ additional instructors as required. All additional instructors are observed to have their stated competency before they are permitted to instruct alone.

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                    │   Manager    │───────────────┐
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                    │Lead Instructor│              │
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      │   Contract   │    │    Casual    │  │    Office    │
      │  Instructors │    │   Employed   │  │   Manager    │
      │              │    │  Instructors │  │              │
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Parameters of responsibility:

We will take all practicable steps to ensure the health and safety of our staff, participants, and visitors to the workplace.

We will ensure that everyone complies with the requirements of our SMS.

Section 3   Safety Management System

3.1   Purpose

Our SMS helps us achieve our business aims and comply with the health and safety legislation, and any other relevant legislation (refer Appendix 2).

This section outlines the high-level policies and procedures that help us to run a safe business.

3.2   Content

Our SMS is made up of a Safety Management Plan ("SMP"), Safe Operating Procedures ("SOP"), and Activity Management Plants ("AMP") most importantly, a strong safety culture.

SAFETY MANAGEMENT PLAN

Health and safety policy (including goals and responsibilities) and the following safety processes:

- Risk management
- Staff competency, induction, training, and monitoring
- Incident reporting and investigation
- Emergency response

STANDARD OPERATING PROCEDURES

ACTIVITY MANAGEMENT PLANS

A STRONG SAFETY CULTURE

Requires:

- Leadership
- Safe behaviour
- Everyone taking responsibility for safety

3.3   Health and Safety Policies

Kokako Lodge will create policies that express the Operator's commitment to:

- Provide a healthy and safe workplace with safe equipment
- Comply with health and safety legislation
- Continually improve health and safety management
- Establish and insist on safe practices at all times
- Prevent notifiable events
- Ensure staff know they have the authority to halt an activity for safety reasons
- Take all practicable steps to ensure the health and safety of staff, participants and visitors
- The Manager is responsible for the SMS

3.4   Health and safety goal

Our goal is to provide participants with the maximum experience possible, while having zero notifiable injuries.

In meeting these commitments, the management of Kokako Lodge will ensure all contractors and staff:

- Are fully conversant with all risks associated with any activity they are involved with; and
- Where reasonably practicable remove identified risks; and
- Where impractical minimise those risks

3.5   Safety objectives

The following safety objectives have been identified as part of our Annual Safety Improvement Plan:

Objectives	We will show we've met this objective by:
To ensure all learnings from moderate incidents are implemented (which includes near-misses to increase safety without the need for actual harm first)	Review Incident Register to 30 June each year and ensure true cause is captured and appropriate changes made to remove or reduce likelihood of recurrence
To ensure all instructors are regularly observed to ensure operating to industry best practice	Review instructor observation reports to ensure each instructor has been adequately observed to 30 June each year
To ensure the Lodge does not operate with any worn or damaged equipment	Review quarterly internal and annual external equipment inspection reports to ensure worn or damaged equipment is repaired or retired

3.6   Responsibilities

We recognise the importance of clear responsibilities and accountability for maintaining a safe workplace. Employers, employees, contractors and others all have obligations under the legislation, including general health and safety responsibilities. More detail is provided in specific job descriptions.

Board responsibilities

The Board has ultimate responsibility for health and safety by:

- Taking external expert technical advice on a regular basis to ensure best practise is followed at all times.
- Maintaining a constant interest in health and safety matters, including by requiring and reviewing regular reports on safety performance.
- Ensuring that the importance of effective safety management and conformance to the SMS is communicated to staff, participants, contractors, and other relevant people.
- Providing resources to establish, implement, maintain, and continually improve the safety management system.
- Ensuring that Kokako Lodge complies with the Health and Safety at Work Act 2015 (the "Act"), the Health and Safety at Work (Adventure Activities) Regulations 2016 (the "Regulations"), the Safety Audit Standard for Adventure Activities, and other relevant legislation.
- Gain a full understanding of each activity and the daily operation of the business.
- Gain a comprehensive understanding of the hazards and risks associated with the activities.
- Ensure the operation has the necessary resources to establish, implement, maintain and continually improve the SMS.
- Verify the provision and use of those resources.

Management responsibilities

The Manager has responsibility for health and safety by:

- Ensuring that Kokako Lodge complies with the Act, the Regulations, the Safety Audit Standard for Adventure Activities, other relevant legislation, and that the SMS achieves the intended goals and objectives.
- Ensuring full and regular reporting is made to the Board to ensure the Board is fully aware of all matters occurring (both good and bad) at the Lodge.
- To seek Board approval for all major changes.
- Setting and achieving specific health and safety goals and objectives, which will take into account: hazards and risks, technology and usage options, financial, operational, and business requirements, and the views of staff and relevant other parties.
- Involving staff in developing, implementing, and reviewing health and safety goals, objectives, policies, and procedures.
- Incorporating health and safety as an element in job descriptions and as a measurable outcome of an individual's performance appraisals.
- Expecting all staff to share the responsibility for meeting health and safety requirements and maintaining ongoing accountability through the roles and responsibilities defined below.
- Recruiting and employing staff with the relevant qualifications/competency, and safety-related attributes, for their job.

- Approve the operator's safety management policy.
- Ensure the importance of effective safety management, and of conforming to the SMS, is communicated to staff, participants, contractors and relevant other parties.
- Require and review regular reports on safety performance.

Lead Instructor responsibilities

Each Lead Instructor has responsibility for health and safety by:

- Providing strong safety leadership to foster and support a strong safety culture.
- Encouraging everyone to take a personal responsibility for safety.
- Ensuring that a strong focus is retained on hazard and risk management out in the field.
- Ensuring that all instructors perform relevant safety tasks and complete safety processes, e.g. hazard and risk identification, intentions, equipment checks, and incident reporting.
- Ensuring that safety is discussed before and after programmes (and regularly during longer programmes).
- Monitoring and supporting staff to operate at or above current good practice standard.
- Ensuring that safety performance is a part of the annual review and regular appraisal processes.
- Coordinating staff training and professional development.
- Providing adequate support and resource so that safety systems and standards are maintained and improved.

Instructor responsibilities

Each Instructor has responsibility for health and safety by:

- Follow all safety management policies and procedures.
- Take such care as is reasonable and in accordance with sound professional practice.
- Take any action required to ensure the level of risk is kept at an acceptable level.
- Take all practicable steps to identify, assess, and manage hazards and risks.
- Report any unsafe work conditions, practices, or equipment as soon as possible.
- Report incidents and assist in their investigation if they are high severity incidents.

Client responsibilities

Where the client is from a school then the TIC (Teacher in Charge) will have full and final responsibility over each participant at all times. Kokako Lodge will nominate a PIC (Person in Charge) to be the central communication point for all instructors (which may be the Manager or Lead Instructor). The PIC shall have full responsibility for the daily operation of all activities, but shall still operate under the direction of the TIC (where such direction is operational and does not go to the safety or best practise operation of any activity).

As Kokako Lodge operate a "Challenge by Choice" instructional model then each participant shall hold personal responsibility for what they will participate in.

Unless all three parties (TIC, PIC and the Participant) agree an activity is safe and appropriate to participate in, at any given time, then no activity shall operate (the "Three Green Light" policy).

Section 4   Planning for Safety

4.1   Safety is paramount

Our staff are expected to take any action needed to ensure that the level of risk that participants, staff, and others are exposed to remains as low as reasonably practicable.

Staff are also expected to take a cautious approach to safety management, e.g. in a situation where staff opinions differ, the safer course of action will be followed. While it is acknowledged that this approach may result in fewer activities proceeding, the Trust would prefer less activities proceed with a higher level of safety than more activities where some reservations are not examined at the time.

Safety is an ongoing process

Activity staff are expected to be knowledgeable of risk assessment and management, and to be able to identify and assess risks in the dynamic environment they work in, and adjust their actions appropriately to manage those risks (including calling a complete halt).

4.2   Overlapping duties

We have or may have overlapping duties with other Persons Conducting a Business or Undertaking (PCBUs) (which is primarily the schools that attend, but also corporate groups and contractors working on site), and we will consult, co-operate and co-ordinate with them to control risks.

Every party coming onto the operational site shall share their safety management paperwork and assessments with the Trust (and vice versa) to ensure an appropriate commonality of compliance is achieved at all times.

4.3   Annual safety calendar

Management planning will include:
- Staff induction – new staff.
- Staff training – new and returning staff.
- Emergency response practice.
- Annual external SMS review, including activity management review.
- Regular safety communication, e.g. safety updates, safety meetings, staff notice board.
- Annual external audit of all of our equipment used in adventure regulated activities.

4.4   Maintenance and review of SMS against Safety Audit Standard

We recognise the need to continually improve health and safety systems and performance. We use the processes in this section to support our focus on continual improvement and to ensure compliance to, and/or identify opportunities to improve, the safety management system.

When we conduct SMS reviews and maintenance, we will ensure that:

- Reviews are conducted by people with current competence in the activity.
- Opportunities for improvement are identified.
- Outcomes are communicated to staff and other relevant parties.
- Actions arising from reviews are implemented.

Regular SMS maintenance and review processes

Regular assessment of work processes, equipment, and environments to identify hazards and develop appropriate control measures.

Review of safety management processes following any critical event and/or significant change in work practice.

Internal reviews of activities are also conducted when:

- Prompted by audit findings, changes to the activity, sites, hazards, environment, key staff, incidents, and emergencies.
- Complaints regarding safety are received from participants, staff, or others.
- There are changes in legislation, standards, activity safety guidelines, codes of practices, sector developments, or similar information.

Engaging appropriate Technical Advisors (including within the processes described above) to inform the development of the SMS.

Ongoing monitoring to ensure that the SMS remains up to date, and our operations continue to comply.

The regular involvement of staff (including senior management) in reviewing and developing the SMS.

Annual SMS review against Safety Audit Standard

We will conduct an annual review of the SMS, including:
- Reviewing policies and procedures in line with any organisational changes.
- Checking for ongoing compliance to new and changing legislation, standards, codes of practice, and good practice guidelines.
- Checking for changes in current good practice.
- Reviewing the effectiveness of hazard and risk management processes.
- Analysing incidents and any incident trends.
- Reviewing emergency procedures.
- Reviewing health and safety goals and targets, and developing action plans to improve safety performance.

4.5   External audit

We will get an external audit of our safety management systems on a regular basis annually, and when prompted by an incident, against the Safety Audit Standard and the Health and Safety at Work (Adventure Activities) Regulations 2016.

Section 5 **Hazard and Risk Management**

5.1 Introduction

This section outlines the policies and procedures that we've put in place to manage our activities' hazards and risks.

5.2 Policies

- Staff and a Technical Advisor are involved in the hazard and risk management process.
- Hazards and risks are identified – what are the reasonably foreseeable harms (risks) and what could cause them (hazards)?
- Hazards and risks are assessed – what could cause the risk to be serious?
- Hazards and risks are controlled.
- Hazard, risks, and controls are monitored and regularly reviewed.
- Employees, participants, and visitors will have the necessary safety clothing and equipment.
- Equipment is fit for purpose.
- The hazard and risk management process is reviewed against the Safety Audit Standard.

5.3 Hazard and risk management process flowchart

Hazard identification and control

Kokako Lodge will adopt the following process to identify and control risks:

1	Identifying hazards	Identifying what hazards could cause a risk to people (or property), such as height, flooded rivers, or cold weather
2	Assessing risks	Assessing whether the hazard could cause a serious risk to a person if they are exposed to the hazard – see the hazards and operating conditions that may increase risk in the Safety Audit Standard, section 5.1
3	Managing and controlling each risk	Take all practicable steps to firstly eliminate, then minimise the risk. Then set controls to reduce the risk of causing harm to employees or others.
4	Monitoring the effectiveness of the risk controls	It's important to regularly review these steps when the work environment changes, new technology is introduced, or standards change.

5.4 Assets, facilities, clothing, and equipment

We make sure assets, facilities, clothing, and activity equipment are fit for purpose by:

- Choosing fit-for-purpose equipment. Equipment is fit for purpose when it has been specified by the manufacturer to be appropriate for the intended use (examples include strength, thermal and size ratings).
- Regular and thorough inspections of not less than every 3 months for a comprehensive internal inspection and not less than annually by a qualified and competent external assessor.
- Having one senior staff person (the Manager) in charge of documenting the internal and external inspection process.

5.5   Monitoring and review of hazard management

We ensure risk controls are effective and new hazards and risks are identified by:
- Regularly checking activity areas.
- Regularly inspecting equipment (on each use as opposed to the scheduled inspections).
- Seeking information from participants and interested parties.
- Reviewing incidents.
- Keeping up to date with good practice.
- Internal field reviews of activities.

We will meet to discuss and review risk management and safety issues on the following occasions:

- At the start of every day where activities are being run; and
- Monthly at meetings of the SLT (Senior Leadership Team); and
- If and when an incident occurs that is more than minor (where minor means an actual of level 2 or below, Incident Measurement Scale, Appendix 2), or when a trend is identified; and
- Annually as part of an overall review or our safety systems.

5.6   Complaints

We will adopt an open and welcoming attitude towards all complaints, regardless of the circumstances, to ensure no opportunity for improvement is missed.
The complaints handling process shall be:
- A complaint may be made orally or in writing to any instructor, employee or the Trust directly.
- Where a complaint is received the Manager shall investigate it fully and provide a response to the complainant.
- The Manager shall report the complaint and resolution to the Board on every occasion.
- The Trust shall keep a record of all complaints received to be reviewed annually for trends.

Section 6   Staff

6.1   Introduction

This section identifies the policies and procedures we use in relation to staff recruitment, competency, induction, training, supervision, monitoring, and records.

6.2   Staff policies

Note: As in the Safety Audit Standard for the Standard in place at the time, *staff* may be employees, contractors, or volunteer workers (including parent or teacher helpers).

- Staff will be competent to do their job or be supervised by a competent person.
- Staff will be inducted before they take responsibilities for others.
- Staff and participants will have ready access to someone with suitable and current first aid competence.
- Expectations of professional standards and personal presentation will be set by management and reinforced. At present the Trust does not have a written standard of professionalism or presentation but will create one if the need arises. At present there has not been any history of lapses in this area, and any noticed have been resolved with a quiet chat.
- Staff have the authority to halt an activity if a hazard threatens the safety of any person associated with the activity.
- Staff can raise operational safety concerns with management at any time. Instructors complete individual EOW (End of Work) reports online after every shift and are encouraged to raise any and all issues using this forum.
- Staff have the right to refuse to work if they believe there is an [uncontrolled serious risk](#). They must inform management of their reasons for refusal and, in good faith, work with management to resolve any differences.

6.3   Roles and recruitment

Job descriptions

A Job Description will be developed for each role. This describes the purpose, safety responsibilities, required knowledge, skills, competencies, and experience required.

Safety roles and responsibilities are communicated to ensure clear understanding of who is responsible at any given time for each aspect of ensuring the safety of every person associated with the activity.

Recruitment

New staff will be recruited by checking their ability to professionally facilitate outdoor activities with participants of all ages before being offered work. Once a candidate can demonstrate a natural interest and ability they will undergo a Police Vetting Clearance before they may commence work. Once they have been cleared for working they will undergo an induction into each activity before they may operate that activity unsupervised. Induction will include ensuring the candidate has a comprehensive understanding of the SOP and AMPs for each activity, and that they have been observed to be competent at running the activity.

All staff will have a written IEA (Individual Employment Agreement) for employees and contract for service for contractors.

Competency

The competencies required for each role are identified before staff are employed.

For activity-based roles, such as Instructor:

- Each activity is assessed to determine the required staff competence.
- These competency requirements focus on establishing whether staff have sufficient competence

to independently manage, and instruct/facilitate to the required level, a group of clients in each activity and environment.

- These requirements are benchmarked against industry qualifications and the competencies used by other operators. In the absence of relevant established industry qualifications, we've developed in-house competencies with the assistance of Technical Advisors.
- Instructor competencies is checked against the relevant activity safety guidelines, Accepted Codes of Practice and training syllabus.

All staff must be able to show that they have the minimum competency requirements.

Staff competency is established through:
- Valid qualifications; or
- Attestation of competency and sufficient experience; and
- Observation and skills assessment (practical and ongoing awareness of the SMP, AMPs and SOPs).

6.4   Induction

Staff will take part in an induction process, which includes an introduction to:
- The existence and contents of this SMP; and
- The existence and contents of the SOPs and AMPs for every activity operated; and
- A comprehensive understanding of the facilitation style to be used with each demographic of participant in the activities; and
- A comprehensive understanding of Kokako Lodge's "Safeguarding Children and Young People Code of Conduct" and "Kokako Lodge Safeguarding Children and Young People Diversity and Inclusion" policies.

6.5   Staff training and supervision

Regular and / or pre-season staff training includes practical skill development, and training in risk management, safety management systems (including emergency responses).

Records are kept of all training (including induction).

Training is reviewed and evaluated for effectiveness by the Manager following external Technical Adviser advice on current industry best practise.

New or inexperienced staff will be supervised by an experienced staff person until they have been assessed as competent to work independently.

6.6   Staff records

Staff competency is recorded.

All personal staff records (employment, tax and private) information is kept private and secure, and accessible by the Manager only. Records of instructor competency shall be available to all employed and Lead Instructors.

Individual staff records will include copies of their:

- IEA and Job Description, contact information (including next of kin), and medical information.
- CV and qualifications (including first aid and driver's licences).
- Competency information (including attestations and competency checklists) that clearly indicates which roles they have been assessed as competent to perform.
- Induction checklist, including a record of a Safety Management System review.
- Records of staff training – needs assessment, plan, and achievements.

6.7   Fit for work

Fit for work means that a staff person is physically and mentally able to perform their tasks competently and in a manner that does not compromise the safety or health of themselves or others. Fitness for work can be impaired by fatigue, illness, psychological and emotional issues, and alcohol and drugs (including some prescription drugs).

We will ensure that staff are aware of these hazards, and when issues are developing, know how to recognise the relevant symptoms in themselves and in others.

We will ensure that staff are aware of the responses expected of them, and understand that they're expected to intervene if something is compromising any staff member's ability to perform their role safely.

Section 7   Drugs and Alcohol

7.1   Introduction

This section outlines our management of drug and alcohol-related risks in our adventure activities.

7.2   Policy

We will operate a workplace free of impairment from drugs and alcohol.

7.3   Assessment

Assessment of activity risk

Our activity risk is at the lower end of risk compared to other activities covered by the Health and Safety at Work (Adventure Activities) Regulations 2016 (and any subsequent updates).

There is a high level of risk in high rope activities that becomes a low risk when operated in accordance with our SOPs by suitably competent instructors.

The balance of our activities (that are not adventure regulated) so not contain any more risk than other everyday tasks people do.

Assessment of workforce risk

We've assessed our workforce (inclusive of contractors, casual workers, parent and teacher helpers) risk as low.

Virtually all instructors attend regularly (so are therefore familiar with our safety systems), we actively train to avoid complacency, we inspect our equipment regularly, and undergo daily start and end of shift briefings, and do not undertake activities in adverse weather conditions. We operate a zero tolerance Drug and Alcohol Policy. Visiting contractors are assessed to be complying with their own safety management systems, and parent/teacher helps always work in conjunction with an instructor.

7.4   Conclusion

Impairment due to drugs and alcohol is a low risk to Kokako Lodge and its operation.

7.5   Monitoring

Staff responsibilities

All instructors have individual responsibility to be fit for work on any day they instruct.

Drug and alcohol testing

Our IEA and Drugs and Alcohol Policy permits requiring an Instructor to submit to drug and/or alcohol testing where management have reasonable cause to suspect it is a factor. Reasonable cause includes any physical appearance or behaviour that would cause an informed person to consider the person may be under the influence of drugs and/or alcohol.

Section 8   Incidents

8.1   Introduction

This section is about reporting, recording, and investigating incidents.

The intent of an incident process is to identify improvements that can be made to prevent a recurrence. There may also be a legislative requirement (such as s56, HSWA 2015).

8.2   Incident policies

All incidents will be reported and recorded.

Incidents will be investigated and the underlying causes identified.

Incidents resulting in a notifiable event will be reported to WorkSafe NZ as soon as possible by the Manager.

Notifiable incidents and notifiable events will prompt a review of the SMS.

A regular review of all incidents occurs to identify any trends and in any event not less than annually.

REPORT

All incidents are reported and classified according to actual or potential severity. The following incidents are documented:

- Actual severity rating 3+
- Potential severity of 6+
- And any others (including safety complaints) as required.

REVIEW

All documented incidents are reviewed by the Manager and staff involved in the incident.

ACTION

When the review identifies a hazard and risk that isn't adequately controlled, you must take immediate action.

The hazard and risk management process is used to identify appropriate controls.

COMMUNICATE

The Manager will ensure relevant details of each incident are communicated to other staff as soon as possible.

Any changes to procedures are incorporated into the SMP and/or SOPs and communicated to staff.

Instructors will be kept up to date on relevant incidents (including near-misses) at the start of shift briefing sessions and in more detail on PD (Professional Development) training days (where they are discussed in depth).

Section 9   Emergencies

9.1   Introduction

This section sets out how we prepare for and respond to an emergency.

The purpose of our structured emergency preparedness and response plan is to:
- Preserve life and property, and prevent further loss in an emergency situation.
- Provide guidance, so we know what to do in an emergency situation.

9.2   Emergency policies

- Potential emergency situations will be identified.
- Responsibilities and procedures to be followed will be identified.
- Staff are involved in developing emergency procedures.
- Adequate first aid supplies are available to all staff and customers.
- All staff receive training and information in relevant emergency procedures.
- In the event of an emergency, management is to be informed as soon as possible.
- Management has sole authority for communicating with the media.

9.3   Emergency preparedness

Emergency response plans will be known by staff and are made available to participants and other relevant parties. These shall appear in the AMP (Activity Management Plan) relevant to each activity.

Site specific emergency response (placement of LPG and pathways to evacuation Assembly Point) shall be made available to all site users in advance.

Appropriate equipment, communication devices, and information for dealing with potential emergencies will be identified and carried by (or be available to) relevant staff.

9.4   Emergency training

All new staff will receive emergency procedures information as part of their induction.

Regular emergency training will take place, involve all staff wherever possible, and include practice scenarios. This training is recorded and evaluated and shall take place not less than annually

Emergency procedures will be reviewed after training, practise, and actual emergency events.

9.5   Media response

Where any incident occurs, how we deal with the media can have significant repercussions on subsequent investigations into the cause of the incident and the determination of liability.

A Media Response Plan has been developed and should be used when necessary.

All instructors will be made aware of the Media Response Plan as part of their induction, and advised of any updates as they occur.
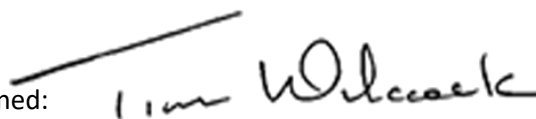
Signed as Accepted and Approved

Approved by: Board Chair   Name: Tim Wilcock

Date: 13 July 2023   Signed:

Appendix 1:   Terms and Definitions

Competent person

A person able (through their knowledge and skills) to perform an assigned task.

Engage

Engaging means consulting with workers who carry out work for the operation, and who are (or are likely to be) directly affected by a matter relating to work health and safety.

Harm

An illness, injury, or both, and includes physical and mental harm caused by work-related stress.

Hazard

Anything that does or could cause harm, and includes a situation where a person's behaviour may be an actual or potential cause or source of harm to themselves or to another person, e.g. due to the effects of fatigue or drugs and alcohol.

Serious hazard

A hazard that does or could cause a notifiable event.

Incident

An event that caused or could have caused harm to any person.

Note: An incident that did not cause harm is also called a *near hit, close call,* or *near-accident*.

Injury

Harm or damage to a person.

Must and should

Must refers to requirements that are essential to comply with the SMS.

Should refers to matters that are recommended.

Notifiable event

Death, injury, illness or a notifiable incident.

https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976868.html?search=sw_096be 8ed81d66965_Notifiable_25_se&p=1

Notifiable incident

An unplanned or uncontrolled incident that exposes a worker or any other person to a serious risk, e.g. a fall from height.

Policy

Intentions and direction of the operator as formally expressed by the top leadership.

Principal

A person who engages any person (other than as an employee) to do work for gain or reward.

Procedure

How the organisation implements the policy.

Risk

A chance of harm.

Serious risk

A chance of a notifiable event.

Risk management

A process of identifying and managing risks to prevent an accident, incident, or loss.

Appendix 2:

Incident Measurement

Severity Ranking	Impact on Participation (IM)	Injury (IN)	Illness (IL)	Social or Psychological Damage (SP)	Equipment Damage (EQ)	Environmental Damage (EN)
1	**MINOR/SHORT TERM IMPACT**	Splinters, insect bites, stings	Minor irritant	Temporary stress or embarrassment	Minor cost	Littering
2	**on individual(s) that doesn't have large effect on participation in activity or programme**	Sunburn, scrapes, bruises, minor cuts	Minor cold, infection, mild allergy	Temporary stress or embarrassment with peers	Greater than $50	Minor damage to environment that will quickly recover
3		Blisters, minor sprain, minor dislocation, cold/heat stress	Minor asthma, cold, upset stomach	Stressed beyond comfort level. Shown up in front of group.	Greater than $100	Scorched campsite, plant damage
4	**MEDIUM IMPACT** **on individual(s) that may prevent participation in the activity or programme for a day or two.**	Lacerations, frost-nip, minor burns, mild concussion mild hypothermia, mild heat stroke	Mild flu, migraine	Stressed, wants to leave activity, a lot of work to bring back in.	Greater than $500	Burnt shrubs, cut live branches, washed group dishes in stream
5		Sprains & hyper-extensions, minor fracture Injured person is **not** admitted to hospital overnight	Flu, food or hygiene related diarrhoea or vomiting Person is **not** admitted to hospital overnight	Distressed, freezes on activity, requires 'emotional rescue', and does not want to participate again	Greater than $2,000	Walked through sensitive ecological area destroying some plant life, toileting close to water course
	Any incident ranked 6 or above <u>must</u> be notified to WorkSafe NZ by the fastest method ● Tel: **0800 030 040** ● Web: [Notifiable event	WorkSafe](#)					
6	**MAJOR IMPACT** **on individual(s) that means they cannot continue with large parts of the activity or programme.**	Frostbite, major burn, fractures, dislocations, concussion, surgery, breathing difficulties, moderate heat stroke or hypothermia Person **is** admitted to hospital overnight	Serious asthma attack, serious infection, or anaphylactic reaction Person **is** admitted to hospital overnight	Very distressed, leaves activity and requires on site counselling, unwilling to participate in activity ever again.	Greater than $8,000	Destroyed or killed flora or fauna

7		Arterial bleeding, severe hypothermia or heat stroke, loss of consciousness Person **is** admitted to hospital overnight	Infection or illness causing loss of consciousness, serious medical emergency Person **is** admitted to hospital overnight	Therapy or counselling required by professional	Greater than $20,000	Killed, destroyed or polluted small area of environment
8	**LIFE CHANGING** **effect on individual(s) or death.**	Major injury requiring hospitalisation *e.g. spinal damage, head injury*	Major illness requiring hospitalisation *e.g. heart attack*	Long term counselling/ therapy required after incident	Greater than $50,000	Killed example of protected species
9		Single death	Single death	Post-traumatic stress disorder, changed profession because of incident	Greater than $250,000	Fire or pollution resulting in area of wilderness being destroyed
10		Multiple fatality	Multiple fatality	Suicide because of incident	Greater than $1,000,000	Major fire or pollution causing serious loss to environment
Davidson, 2005. Incident Severity Scale. Adapted and expanded from the Accident Frequency Severity Chart (Priest, 1996). Adapted Karipa 2023						

Appendix 3:

Legislation, Standards, Codes of Practice, and Guidelines

This section provides an overview of relevant health and safety legislation. It identifies what legislation is relevant to, and imposes responsibilities on each person within the organisation.

It also identifies other legislation that might be relevant to our business.

Document	Reviewer	Date reviewed
Health and Safety at Work Act 2015	Dave Jaques	18 May 2023
Health and Safety at Work (Adventure Activities) Regulations 2016	Dave Jaques	18 May 2023
Safety Audit Standard for Adventure Activities ver 1.1 3/17	Dave Jaques	18 May 2023
Children's Act 2014	Dave Jaques	18 May 2023
Activity Safety Guidelines (Abseiling) v3 9/19	Dave Jaques	18 May 2023
Activity Safety Guideline (High Wire and Swing) v3 5/18	Dave Jaques	18 May 2023
Activity Safety Guidelines (Indoor Climbing) v2 3/16	Dave Jaques	18 May 2023
Guideline for Other Organised Outdoor Activities	Dave Jaques	16 June 2023

Appendix 4:
Crisis Recovery

Objective

To look after and support the people involved (participants, staff, and others), to respond professionally, and to protect our reputation.

Declaring a crisis

A crisis will be declared by the manager or the most senior staff member on site at the time, who will initiate the Crisis Recovery Process.

Crisis Recovery Process

The Crisis Recovery Process describes the steps involved in managing the recovery from a crisis.

Follow up

The Manager will determine and advise staff when the crisis is over.

A full debrief and review of the crisis response takes place, preferably on site as soon as practicable and in any case not greater then within 7 days. This debrief is separate from any investigation into the cause of the crisis.

An external support group provides support and counselling (including critical incident stress debriefing if required) to staff, participants, and families. The Crisis Response Team will deal with difficult and upsetting situations. They should be provided with or have access to counselling during and after the incident.

Following the incident, it's important to openly acknowledge the contributions of people involved, and both management and staff should be supported to develop a realistic return-to-work plan.