

StayKCC Site Risk Management Plan

The Risk Matrix used by KCC is as shown below:

Likelihood		Consequences					
		Risk Assessment Matrix	1 Noted and treated	2 Minor	3 Moderate	4 Major	5 Catastrophic
		Assessing the level of risk associated with a hazard before applying management strategies.	Dealt with by staff First Aid	Treatment by medical professional / hospital outpatient	Significant non-permanent injury Overnight hospitalization	Extensive permanent injury e.g. loss of fingers Extended hospitalization	Permanent disabling injury e.g. blindness, quadriplegia, loss of hand/s Death
5	Almost certain to occur in most circumstances	High	High	Extreme	Extreme	Extreme	
4	Likely to occur frequently	Moderate	High	Extreme	Extreme	Extreme	
3	Possible and likely to occur at some time	Moderate	High	High	Extreme	Extreme	
2	Unlikely to occur but could happen	Low	Moderate	High	High	Extreme	
1	May occur but only in rare and exceptional circumstances	Low	Low	Moderate	Moderate	High	

Venue

Activity Or Location	Hazard Identification	Like-likelihood	Consequences	Management Strategy	Who	When	Managed Risk Assessment
General	Buildings unsafe	1	5	<ul style="list-style-type: none"> Buildings are compliant, regularly inspected, and repairs made as necessary KCC maintains public liability insurance. Certificate of Currency available on request KCC is committed to managing WHS issues 	StayKCC Staff	On going site management	Moderate
	Site uninsured	1	1			Regular WHS meetings	Low
	Injury due to WHS issue	3	2				Moderate
Guests walking on or across public or internal roads	Hit by a vehicle when crossing or on a road	2	5	Public roads: <ul style="list-style-type: none"> Cameras positioned at Violet St where pedestrians cross for monitoring purposes Pedestrian road crossing signs at Violet St where pedestrians cross Internal roads: <ul style="list-style-type: none"> Speed limit signs for 10km KCC actively monitors any speeding on site and takes appropriate action KCC to provide Guest Group Leaders with information on the 10km speed limit and their designated parking areas Guest Group Leaders to ensure their group stay within the 10km speed limit on site and their designated parking areas For both public and internal roads: <ul style="list-style-type: none"> KCC to provide Guest Group Leaders with booked centre boundaries and instructions on road crossings Guest Group Leaders to ensure their group is aware and has appropriate supervision when crossing roads and only walk on roads when necessary 	StayKCC Staff Guest Group Leader Guests Volunteers Contractors	Ongoing site management Throughout guest group stay	Moderate
Dining / meeting rooms	Struck by falling equipment	2	2	<ul style="list-style-type: none"> Signage that chairs are to be stacked at a maximum height and tables to be safely stored or stacked Hot water taps are above sinks, out of reach of children with 'Caution Hot Water' signs. Moveable urns are also signed. Guest Group Leaders to ensure people don't run around serveries Any spills to be wiped from tiles as soon as possible 	StayKCC Staff Guest Group Leaders Caterers	Ongoing site management	Low
	Hot Water Burns	4	2			Throughout guest group stay	Moderate
	Slip on wet tiles	3	3				Low
Maintenance	Injury due to unsupervised	4	2	<ul style="list-style-type: none"> KCC to monitor risks when maintaining areas and cordon off areas as needed 	StayKCC Staff	Ongoing site maintenance	Low

	access to restricted areas or areas being maintained			<ul style="list-style-type: none"> • KCC secures tools in workshop or vehicles • KCC has 'Staff Only' signs for restricted areas • KCC maintains Material Safety Data Sheets • KCC promotes a safe working environment • KCC to advise Guest Group Leader of any nearby maintenance or restricted access • Guest Group Leader to ensure their group is aware of any nearby maintenance or restricted access and has appropriate supervision 	Guest Group Leader	Throughout guest group stay	
Site hazards /environment hazards	Tripping on paths/tracks	5	2	<ul style="list-style-type: none"> • KCC illuminates external paths at night • Guest Group Leader to advise KCC of any outage of the external paths lighting and KCC staff will assist the group in this scenario as needed • KCC clearly marks any slip, trip or fall hazards • Guest Group Leader to recommend guests wear appropriate footwear 	StayKCC Staff Guest Group Leader	Ongoing site maintenance	Moderate
	Fallen trees or limbs	5	2	<ul style="list-style-type: none"> • KCC cuts back trees, clears tracks and conducts general maintenance to reduce risks • KCC organise inspection and removal of hazardous trees and limbs 	Guests		Moderate
Native flora and fauna	Animal bites/ stings	3	2	<ul style="list-style-type: none"> • KCC provides a first aid kit in all accommodation centres • Guest Group Leader to collect group medical information prior to arrival, such as allergies, triggers and risks • Guest Group Leader to carry communication equipment i.e. mobile phone • Guest Group Leader to warn group not to handle any wild animal • Guest Group Leader to recommend group wear closed in shoes at all times when outside • KCC briefs Guest Group Leader on what to do in an emergency 	StayKCC Staff	Ongoing site management	Low
	Reaction due to known triggers	3	3		Guest Group Leader Guests	Prior to stay Throughout guest group stay	Low
Sporting equipment	Injury due to unsupervised access	3	2	<ul style="list-style-type: none"> • KCC keeps sporting equipment in good repair • KCC keeps oval grass mown and clear of obstacles • KCC recommends adult supervision of all recreational activities for children • KCC Challenge Course is kept locked at all times and Guest Group Leader to contact StayKCC Staff to arrange access as needed • Guest Group Leader to sign KCC activity waiver form before access to Challenge Course is given 	StayKCC Staff Guest Group Leader	Pre arrival On arrival Throughout stay	Low
	Faulty equipment	3	2				

Accommodation

Emergencies	Personal injury	4	3	<ul style="list-style-type: none"> • KCC has emergency and evacuation procedures in place and an on call StayKCC Duty Manager available 24/7 • Emergency assembly area and muster points are clearly identified • KCC requires a guest list from the Guest Group Leader in advance of their stay and for the Guest Group Leader to be able to account for who is onsite during their stay at all times • KCC explains emergency procedures to Guest Group Leader and provides information in the Guest Information booklet • KCC provides contact details for helpful hotlines and local facilities (e.g. doctors, chemist) in the Guest Information booklet • KCC expects guests to take reasonable care of their property while on site. • Guest Group Leader to make their group aware of emergency and evacuation procedures and to make appropriate plans for their group needs • Groups to move to evacuation points if required • KCC and Guest Group Leader to check group guests are all accounted for, stay together, do not leave the site and await further instructions • Guest Group Leader to brief group as appropriate about what to do if a group member becomes separated from the group • Guest Group Leader to alert KCC if there is a missing person • KCC has signs and maps around the site to help people find their way 	StayKCC Staff StayKCC Duty Manager Guest Group Leader Guests	Pre arrival	Moderate
	Loss of property	3	2			On arrival	Low
	Missing person	3	3			Throughout stay	Low
Accommodation	Injury due to inappropriate actions	3	3	<ul style="list-style-type: none"> • KCC to ensure bunkrooms and sleeping areas are safe and compliant • Guest Group Leader to ensure adequate sleeping arrangements for each guest, taking into consideration any specific needs of guests • KCC recommends no top bunks for children under 9 years • Guest Group Leader to manage bunkroom behaviour as needed • Guest Group Leader to ensure separate accommodation for males and females unless a couple or family 	StayKCC Staff Guest Group Leader Guests	Prior to stay	Moderate
	Injury due to inadequate supervision	2	1			Throughout stay	Low

	Injury due to buildings/ fittings failure	2	2	<ul style="list-style-type: none"> • Guest Group Leader/s to ensure their accommodation is within easy access to guests if required • KCC provides Guest Group Leader with Guest Information which has information about accommodation and sleeping arrangements • KCC to advise Guest Group Leader of any maintenance arising during their stay • Guest Group Leader to advise KCC of any maintenance arising during their stay • KCC has evacuation procedures in each room • KCC is committed to managing WHS issues • KCC maintains a site checking system prior to each guest group stay to ensure areas are ready to receive groups and to identify, service and repair buildings and fittings as required 		Ongoing site management	Low
House keeping	Slip in wet area	3	3	<ul style="list-style-type: none"> • KCC utilises “Slippery When Wet” signs when a main bathroom area is wet from mopping or wet weather when in use with guests • KCC cleans toilets in meeting rooms and dining areas during minimum or unlikely use times to minimise guest contact • KCC staff are not to be alone with a guest, i.e. when room cleaning staff knock, call out and only enter if room is vacant, or if there is another adult present with the guest • KCC ensures all KCC electrical cords are wound up when not in use • KCC stores all cleaning materials (e.g. buckets, mops) when not in use • KCC stores chemicals appropriately for their use 	StayKCC Staff	Ongoing site management	Low
	Child protection related incident	2	4		Guest Group Leader	Throughout guest group stay	Low
	Trip Hazard	3	2		Guests		Low
	Ingestion of cleaning chemical	1	3				Low
Fire (in accommodation)	Personal injury	2	5	StayKCC Staff	Ongoing site management		Moderate
	Loss of property	2	5	<ul style="list-style-type: none"> • KCC centres meet Australian Standards in regards to fire compliance, including: the number of hydrants, hoses, fire extinguishers and associated signage, smoke alarms, exit signs, evacuation signs, emergency procedure signs and equipment maintenance (with a six monthly check by licensed contractor) • Fire blankets are available in every kitchen with cooking facilities • Guest Group Leader to seek to ensure their group doesn’t put things in front or on top of any heaters and keeps emergency exits, fire extinguishers, hydrants and emergency service access areas clear, both inside and outside their centre/s. • KCC has emergency and evacuation procedures in place and an on call StayKCC Duty Manager available 24/7 • Emergency assembly area and muster points are clearly identified 	StayKCC Duty Manager	Prior to stay	Moderate
				Guest Group Leader	On arrival		
				Guests	During emergency		

				<ul style="list-style-type: none"> • KCC requires a guest list from the Guest Group Leader in advance of their stay and for the Guest Group Leader to be able to account for who is onsite during their stay at all times • KCC explains emergency procedures to Guest Group Leader and provides information in the Guest Information booklet • Guest Group Leader to make their group aware of emergency and evacuation procedures and to make appropriate plans for their group needs • Groups to move to evacuation points if required • KCC and Guest Group Leader to check group guests are all accounted for, stay together, do not leave the site and await further instructions 				
Kitchen and catering	Food poisoning	2	3	<ul style="list-style-type: none"> • KCC kitchens are compliant and regularly inspected with annual Council inspections • KCC's contracted caterer proactively manages all aspects of food safety and hygiene • KCC's contracted caterer is qualified and has the relevant knowledge regarding food safety and safe food handling practices • KCC checks to ensure their contracted caterer has current public liability insurance, appropriate training and systems in place • All KCC caterer food deliveries are controlled and checked • KCC caterer observes and acts upon stock rotation and 'best before' dates as appropriate • KCC has signs in kitchens on strategies to avoid cross contamination between food items, such as colour system for chopping boards • KCC has regular pest control processes in place • Guest Group Leaders to manage guest access to kitchens as appropriate • For catered groups, KCC requires the Guest Group Leader to provide guest group dietary requirements and/or severe allergies at least 7 days in advance. The Guest Group Leader will be advised by KCC if a guest needs to bring their own food if their dietary requirement can't be met by KCC's caterer • KCC's caterer cooks and serves special dietary meals separately • KCC has epi-pens available in Mountain Camp Dining Room and in StayKCC's office (which can be accessed by KCC's caterer and KCC staff) • No nuts or foods containing peanuts or tree nuts are to be brought into the centre. KCC aspires to be a nut free site, but cannot guarantee that the centre is 100% nut free. KCC does not use food with any obvious 	StayKCC Staff	Ongoing site management	Moderate	
	Injury due to unsupervised access	3	3			Contract Caterer	Prior to stay	Moderate
	Insect infestation/contamination	2	3			Guest Group Leader	Throughout guest group stay	Low
	Dietary requirements – medical, religious or ethical	3	3			Guest Group Caterer		Moderate
	Anaphylaxis reaction to known or unidentified trigger	3	3			Guests		Moderate

				<p>peanuts, tree nuts or nut derivative products, but this does not always include foods labelled as 'may contain traces of nuts' for example.</p> <ul style="list-style-type: none"> Self-catered groups are responsible for managing all aspects of their own food handling and safety. KCC expects that self catered groups utilise skilled caterers who have a current Food Safety Certificate. KCC has no responsibility or liability for any issues resulting from any catering not provided by KCC. 			
Severe or extreme weather	Injury caused by lightning strike, storm and/or strong wind	2	5	<ul style="list-style-type: none"> Guest Group Leaders to follow procedures in Guest Information and as directed by StayKCC staff. In the event of a severe storm, Guest Group Leaders are to direct people to stay indoors away from windows where they are until further notice. KCC staff will provide further instructions. In the event of a bushfire, Guest Group Leaders are to direct people to stay indoors and if possible to gather in a large meeting room near where they already are until further notice. KCC staff will provide further instructions. Note that in an extreme situation the language of being in 'lock down' can be used so as to communicate the importance of the situation to people. Also once the immediate threat has passed, it is important to remain in 'lock down' until the StayKCC Duty Manager has coordinated an assessment of all areas and deemed it safe for the 'lock down' to be lifted. In the event of a 'lock down', evacuation or other need to assemble, Guest Group Leaders are to account for people and report back and keep the StayKCC Duty Manager informed about persons not yet accounted for. Guest Group Leader to pre-plan by monitoring the weather forecast and informing their group as appropriate Guest Group Leader to check the weather forecast and conditions before their group goes outdoors. If the conditions are considered dangerous e.g. strong winds, significant rain, very cold or hot temperatures, then the outdoor activity should be postponed or contingencies followed as appropriate Guest Group Leaders can ask StayKCC staff about indoor options for activities in the event of bad weather Guest Group Leaders are to cease outdoor activities in electrical storms for the duration of the storm, usually 30 minutes. Only recommence activity if storm has passed visually or via lightning strike indicator or at direction of StayKCC staff 	StayKCC Staff	Ongoing site management	Moderate
	Bush fire in local area or on site	3	5		StayKCC Duty Manager	Prior to stay	Moderate
	Dehydration	3	3		Guest Group Leader	Throughout guest group stay	
	Sunburn	3	3		Guests		Low
	Hypothermia	2	3				Low

				<ul style="list-style-type: none"> • Guest Group Leader to ensure their group has adequate preparation and clothing for the outdoor conditions, including: <ul style="list-style-type: none"> ○ closed in shoes when walking on the StayKCC site ○ long pants, jumpers and warm clothes for cold weather ○ carrying water bottles if outside for extended periods of time ○ wearing and carrying sunscreen as needed for sunburn protection ○ wearing or carrying a raincoat for potential wet weather • StayKCC staff receive Bureau of Meteorology severe weather warnings and any local Rural Fire Service updates and advise Guest Group Leaders as appropriate in regards to these. • KCC recommends Guest Group Leaders staying during the Bushfire Danger Period (usually Sept – March) to download the RFS NSW Fires Near Me App and set a Watch Zone to receive notifications for Katoomba • Guest Group Leader to make their group aware that no fire may be lit by guests on the site without the prior consent or arrangement of KCC staff. Guest Group Leaders must also ensure their group members are diligent and take care to ensure bushfire safety. • Smoke from even distant fires can exacerbate medical conditions such as asthma, Guest Group Leader to consider this along with their group needs as appropriate 			
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Security

Security	Intruder	3	2	<ul style="list-style-type: none"> • Guest Group Leader given keys and master keys for all doors as required • Guest Group Leaders to keep rooms and buildings locked at night or if no one is present, and encourage guests to keep vehicles locked • StayKCC staff members are easily identified by their uniform with a StayKCC logo and/or their StayKCC staff name tags • Visitor and contractor sign in and out process at reception • Groups are only permitted to access the buildings and facilities to which they have been allocated. • KCC to request Guest Group Leader to let KCC know about anyone 'out of place' 	StayKCC Staff	Ongoing site management	Moderate
	Loss of property	3	1		StayKCC Duty Manager	Throughout guest group stay	Low
					Guest Group Leader		
					Guests		

	Assault	2	3	<ul style="list-style-type: none"> • Guest Group Leader to ensure their group is aware and reports any 'out of place' person • KCC utilises security cameras and actively monitors and confronts anyone 'out of place' on site • StayKCC has an on call Duty Manager rostered 24/7 who can respond • In the event of a security threat, KCC and Guest Group Leader to direct guests to move away or stay away from the area of the threat if possible, until further notice • Note that in an extreme situation the language of being in 'lock down' can be used so as to communicate the importance of the situation to people. Also once the immediate threat has passed, it is important to remain in 'lock down' until the StayKCC Duty Manager has coordinated an assessment of all areas and deemed it safe for the 'lock down' to be lifted. • In the event of a 'lock down', evacuation or other need to assemble, Guest Group Leaders are to account for people and report back and keep the StayKCC Duty Manager informed about persons not yet accounted for. 			Low
Privacy of information	Unauthorised disclosure of information	2	2	<ul style="list-style-type: none"> • Information obtained by KCC is used only for the expressed purpose • KCC's access and storage of information meets the Privacy Act requirements and the Freedom of Information Act 	StayKCC Staff	Ongoing Site Management	Low
	Guests accessing illegal or explicit material on the KCC free Wi-Fi	3	3	<ul style="list-style-type: none"> • Guest Group Leaders have the option to turn off KCC's free Wi-Fi on request as appropriate for their group and/or password protect access. (Please advise KCC staff prior to your stay to organise this). • KCC may block access to internet websites and protocols that are deemed inappropriate by KCC. The following protocols and categories of websites may be blocked: Adult/Sexually Explicit Material; Advertisements & Pop-Ups; Chat and Instant Messaging; Gambling; Hacking; Illegal Drugs; Intimate Apparel and Swimwear; Peer to Peer File Sharing; Personals and Dating; Social Network Services; SPAM, Phishing and Fraud; Spyware; Tasteless and Offensive Content; Violence, Intolerance and Hate 	StayKCC Contractors Guests		Moderate

People

Child protection	Child protection related incident	2	3	<ul style="list-style-type: none"> Child safety is the responsibility of each group. KCC expects that all groups bringing children to the centre ensure that supervisory staff attending with the group have been carefully recruited and screened according to Working with Children legislation and guiding principles. All KCC staff are comprehensively screened according to KCC's Code of Conduct, including Police Checks, Working With Children Checks and multiple reference checks KCC has a Child Protection Policy in place and an appointed Child Protection Officers Procedure in place for management of allegation. StayKCC staff members are easily identified by their uniform with a StayKCC logo and/or their StayKCC staff name tags Visitor and contractor sign in and out process at reception Guest Group Leader to be able to account for who is onsite during their stay at all times Guest Group Leader to ensure they identify at risk factors for any children and plan accordingly No individual guest information regarding location of minors is disclosed to external parties by KCC staff unless directed by Guest Group Leader 	StayKCC Staff Guest Group Leader	Ongoing site management	Low
	External identification of child at risk	1	3				Low
Behaviour of guests	Injury due to other participant	3	3	<ul style="list-style-type: none"> The person booking the site will be responsible for the safety, welfare and conduct of the group, including ensuring that KCC requirements are observed and that there are an adequate number of group leaders who are appropriately skilled. KCC staff are to be provided with a list of all group participants and supervising staff names (the room planner is sufficient). KCC does not permit illegal drugs, smoking or alcohol on site. An exception can be made to allow one alcoholic drink with a meal with the prior written approval of KCC staff. Information is detailed in the Booking Contract Terms and Conditions and the Guest Information provided for each group Action will be taken for infringements of these rules Guest Group Leaders to inform KCC of any damage or breakages which may result in injury to other guests immediately, then KCC to respond accordingly. Guest Group Leader to ensure they identify at risk factors for their guests and plan accordingly 	StayKCC Staff Guest Group Leader Guests	Ongoing site management Prior to stay Throughout guest group stay	Moderate
	Injury to self through inappropriate actions	3	3				Moderate
	Ingestion of non-prescription drugs or alcohol	2	3				Moderate

Specific needs and/or disabilities	Incident due to inadequate specific needs considerations	2	2	<ul style="list-style-type: none"> Groups to advise StayKCC of requirements prior to stay. StayKCC to explain accommodation centre options when booking in. Guest Group Leader to plan in advance with guests with special needs about what to do in an emergency or evacuation Guest Group Leader to discuss with guests with special needs about their ability to participate in the stay or specific activities 	StayKCC Staff Guest Group Leader Guests	Ongoing site management Prior to stay Throughout guest group stay	Low
Medical	Aggravation of existing medical condition or injury	3	3	<ul style="list-style-type: none"> Guest Group Leader to obtain information identifying allergies, special needs and other health related issues in advance of stay and plan accordingly Guest Group Leader to seek to ensure in advance that guests bring any medication they require First aid is the responsibility of each group. All groups are asked to bring their own first aid kit (KCC provides a limited emergency supply only), and have someone in the group as a designated First Aid Officer. StayKCC staff are to be informed of any calls made for emergency services immediately after the call is placed. KCC to point out the location of first aid kits to Guest Group Leader on arrival at their accommodation StayKCC staff trained in first aid with current first aid qualifications Defibrillator available at the door of the StayKCC office 	StayKCC Staff Guest Group Leader Guests	Ongoing site management Prior to stay On arrival	Moderate Moderate
	Access to first aid and equipment	3	3				

Travel

Activity Or Location	Hazard Identification	Like-likelihood	Consequences	Management Strategy	Who	When	Managed Risk Assessment
Transfer of a guest in a KCC vehicle	Child Protection related incident	3	2	<ul style="list-style-type: none"> Only to occur in circumstances where there is no other feasible option Permission to be obtained from parent, caregiver or Guest Group Leader for any guest under 18 years old and an adult is to accompany the KCC employee with the child being transferred KCC ensures vehicle is insured, registered and employee licensed KCC screens employees and maintains Working with Children Checks KCC ensures there is another adult present with any guest in a KCC vehicle with a KCC employee 	StayKCC Staff	Throughout stay	Low
	Vehicle faulty	3	2		Guest Group Leader		Low
	Vehicle accidents	3	4		Guests		Low