

Safety and Risk Management Procedures for Education Programs at the Q Station

Venue name	Q Station – Sydney Harbour National Park		
Location	North Head Scenic Drive, Manly NSW 2095		
Phone number	02 9466 1565	Tour Reservation email	toursdesk@qstation.com.au
Web address	www.qstation.com.au		
Insurance	<i>Does the venue have public liability cover? Yes</i>		

The Quarantine Station Site is a historical site in a National Park now run as Q Station – Sydney Harbour National Park, a hotel, conference and event centre. It consists of 30 hectares with 65 original buildings. The best way to experience the wonder, mystery, and beauty of this site is by discovering it on foot! We encourage physical engagement with the site by walking it, through participation in hands-on activities and free play, including on Quarantine Beach.

Management of tours has been included in the site's emergency response procedures. Management training and competency includes:

- Q Station Training & Experience
- Emergency Evacuation Training
- Working with Children Checks
- Child Safe Training
- Q Station Duty Managers are First Aid trained

The following risk management procedures have been grouped into:

- Hazards for Visitors / Guests
- Hazards to Property and Cultural Values
- Hazards to Natural Areas
- Hazards to Health and safety

Whilst all effort will be made to provide a safe and enjoyable experience, please remember that, ultimately, teachers have duty of care for their students whilst visiting Q Station. We encourage teachers to inform the Tour Reservation team on booking of any concerns, general or specific, that they may have in regards to bringing their students so that the teachers and Q Station Education Team can work together to provide a safe and relevant learning experience for all!

Risk Management Assessment and Control Strategies for Guided Activities

Hazards for Visitors / Guests

Situation List the details of the activity, event or task	Anticipate What could go wrong?	Find out What current controls are in place? Risk rating		Eliminate or control What else can be done to control this risk? Residual risk rating		Talk to others Controls to be actioned by who?	You When do you need to review the control?
Disembarking from coach at entrance to the Q Station & walking on road into the site	Students don't stay in their groups or follow safety instructions and have an accident.	<ul style="list-style-type: none"> Prior to arrival teachers are informed to have their students in their tour groups before disembarking. Students are invited off the bus by Q Station Ed guides one group at a time and taken straight into the site Q Station Ed guides meet groups at the entrance to the Q Station to assist with safe offloading of passengers with the assistance of teachers and accompanying adults. Teachers are informed on booking that coaches are not permitted to enter, park, or turn around on Q Station property and should offload passengers at the bus stop at the round-about at the entrance to Q Station. It is up to the teachers to communicate this to their coach driver(s). 	4	<ul style="list-style-type: none"> Ensure all coach drivers and teachers/supervising adults are aware of the instructions for current controls 	6	Teachers & Supervising Adults Coach drivers Education Guides Tours Manager Tours Supervisor Duty Manager	On arrival at and departure from site

Situation	Anticipate	Find out	Eliminate or control	Talk to others	You		
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Embarking on /disembarking from ferry at Q Station wharf. <i>(currently closed to public ferries, refers to privately organised transport)</i>	Students don't follow instructions and have an accident.	<ul style="list-style-type: none"> Q Station Ed guides meet/accompany groups as they arrive at/leave the wharf. Staff, teachers and ferry crew will assist with the safe loading/offloading of passengers. Ed guides will instruct students and teachers to walk on defined walk way. 	4	<ul style="list-style-type: none"> Ensure all ferry staff and teachers/supervising adults are aware of the instructions for current controls 	6	Teachers & Supervising Adults Education Guides Tours Manager Tours Supervisor Ferry crew (when arriving/departing on the ferry)	On arrival at and departure from site
The site is a historical site within a National Park; it is a natural environment with plant and wildlife, aging buildings, uneven walking surfaces and some reasonably steep hills.	Fatigue from negotiating hills and stairs	<ul style="list-style-type: none"> Excursion & tour participants should expect to walk up & down hills or stairs and ramps for some of their visit and should come prepared with appropriate walking shoes, clothing and water. Excursion organiser to complete details booking form of anyone in their group has special needs, especially regarding mobility. 	5	<ul style="list-style-type: none"> Teachers to alert students & prepare them for this aspect of the visit Teachers to ensure students have adequate water/enclosed shoes prior to leaving school/meeting 	5	Teachers & Supervising Adults Tours Manager Tours Supervisor Education Guides Tours Reservations team	Before the excursion During the excursion
	Slipping or tripping on stairs, loose gravel, uneven road surfaces, or in gutters	<ul style="list-style-type: none"> Q Station guides discuss potential risks with students and teachers at the beginning of the tour. Students are instructed to walk with/behind their 	3	<ul style="list-style-type: none"> Teachers to alert students & prepare them for this aspect of the visit 	5	Education Guides Teachers & Supervising Adults	Before the excursion During the excursion

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		guide while moving as a group on roads. <ul style="list-style-type: none"> Students are split into smaller groups, supervised by Q Station staff, teachers and accompanying adults. Guides use group management skills to manoeuvre group safely around site avoiding potential hazards. Important points about safety and safe conduct are repeated by Guides throughout the visit to the site 					
	Sun and weather exposure	<ul style="list-style-type: none"> Programs at Q Station are primarily out of doors. Teachers should ensure that all students have hats, sunscreen, closed-toed shoes and appropriate clothing for the weather. In case of extreme weather conditions, staff will alter the program for the safety and comfort of the students. Unless there is risk of severe weather, the program will go ahead. 	4	<ul style="list-style-type: none"> Teachers to alert students & prepare them for this aspect of the visit Teachers to bring extra sunscreen, hats, raincoats in case students don't bring these with them on the day 	6	Teachers & Supervising Adults Education Guides Tours Manager Tours Supervisor	Before the excursion During the excursion

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		Therefore, children and staff should come prepared for weather conditions.					
	Violent storm activity / inclement weather	<ul style="list-style-type: none"> Assessment made by Q Staff and Teacher as to whether to continue activity. If lightning seen in vicinity, fire danger or flooding predicted, activity is adapted or postponed Cancellation of tour only occurs in extreme cases. 	4	<ul style="list-style-type: none"> Monitor BOM alerts and advice 	6	Tours Manager Tours Supervisor Teachers & Supervising Adults Education Guides Duty Manager	Before the excursion During the excursion
	Hunger & dehydration	<ul style="list-style-type: none"> The educational programs involve a good deal of walking. Students should be informed of this by their teachers and bring sufficient water to stay hydrated. Guides will allow for rest stops/snack breaks as requested but this may impact the program, including buildings able to be visited & content delivered 	5	<ul style="list-style-type: none"> Remind students to bring morning tea, lunch and water bottles with them Considering school's own travel duration, students could eat on bus before arrival. Q Station cafe on site for teachers as a backup 	6	Teachers & Supervising Adults Education Guides	Before the excursion During the excursion
	Exposure to bush and natural environment – spiders, ticks, snakes	<ul style="list-style-type: none"> Students and teachers are introduced to the Q Station as a natural environment and advised 	3	<ul style="list-style-type: none"> Be aware of poisons hotline number: 13 11 26 	6	Education Guides Teachers & Supervising Adults	Before the excursion

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		<ul style="list-style-type: none"> of the possible related risks, including spiders, ticks and snakes. Students are advised to stay with their guide and on designated roads & pathways at all times. Students are advised not to enter the bush or sit in areas with long grass Proper clothing should be worn including closed-toe walking shoes Tick removal spray located at Q Station reception 					During the excursion
Exposure to bush and natural environment – dust & allergens		<ul style="list-style-type: none"> Some people may experience an allergic or asthmatic reaction to the dust and pollen onsite and should be prepared for this possibility. Organising teachers should inform the Tour Reservation team at time of booking or education guide before the tour of any children with special needs. 	3	<ul style="list-style-type: none"> Bring first aid kit with appropriate items for individuals' needs 	5	Teachers & Supervising Adults Tour Reservation team Tours Manager Tours Supervisor	Before the excursion During the excursion
Drowning		<ul style="list-style-type: none"> Quarantine Beach is a public, harbour beach with no life guard or shark net; students should be 	3	<ul style="list-style-type: none"> Ensure students are reminded before and during break time to stay away from water 	4	Teachers & Supervising Adults Education Guides	Before the excursion

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		<ul style="list-style-type: none"> supervised by Teachers & Supervising Adults at all times. Students should be instructed to stand away from edges of wharf jetty No swimming permitted 	<ul style="list-style-type: none"> Constant teacher supervision 			During the excursion
	Other Incidents	<ul style="list-style-type: none"> Guides carry mobile phones and/or 2-way radios to request assistance as needed. Tours Manager and/or Duty Manager, are on-call as needed Q Station staff regularly monitor the site and all materials to ensure the safety of visitors. School groups are advised to have a minimum of 1 adult for every 30 students to allow for sufficient supervisory coverage; 2 adults per 30 is preferable. 	<ul style="list-style-type: none"> Teachers to be aware of safety precautions and emergency procedures Guides use group management skills to manoeuvre group safely around site avoiding potential hazards. Important points about safety and safe conduct are repeated by Guides throughout the visit to the site 	6	Education Guides Tours Manager Tours Supervisor Duty Manager Teachers & Supervising Adults	Before the excursion During the excursion
Hands-on clay & artifact activities	Use of craft materials, writing implements, touching artifacts	<ul style="list-style-type: none"> Students are briefed on the proper use of materials and supervised when using them All materials used are nontoxic 	<ul style="list-style-type: none"> Constant reminders throughout activity about proper use Constant supervision of usage 	6	Education Guides Teachers & Supervising Adults	Before the excursion During the excursion

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Nature activities	Nature sculpture on Beach	<ul style="list-style-type: none"> Students will receive clear instructions about boundaries Students will be advised of how to collect and move items from nature to use for their sculptures 	5	<ul style="list-style-type: none"> Constant reminders throughout activity about proper use Constant supervision of usage during 	6	Education Guides Teachers & Supervising Adults	Before the excursion During the excursion
Impact of tour experience	People experiencing intense emotions from tour experience	<ul style="list-style-type: none"> Stories of sickness and death may provoke reactions. These experiences are most likely to occur on Ghost Tours, but also possible on history tours. Guides will monitor the group's reaction and modify the tour accordingly Teachers should clarify tour content before the visit and alert the Tour Reservation team and/or Education Guides if there are any sensitive subjects (or students). 	6	<ul style="list-style-type: none"> Guide to have brief warnings before displaying any pictures/telling stories which may be more impactful, while remaining age appropriate for the group 	6	Tours Manager Tours Supervisor Education Guides Teacher & Supervising Adults	Before the excursion During the excursion
Lanterns on evening ghost tours	Burns, Fire Hazard	<ul style="list-style-type: none"> Students are advised of proper use of the lanterns by the guide. One lantern allocated per 6 students Lanterns used are electric lanterns only – not oil 	4	<ul style="list-style-type: none"> Teachers and guides to constantly supervise and be mindful of behaviour of those around/holding lantern Ensure students carry lanterns correctly and do 	5	Tour Guides Teachers & Supervising Adults	Before the excursion During the excursion

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		<ul style="list-style-type: none"> Teachers should help guide assign lanterns to students who will be responsible with them. On entering buildings, guide requests lanterns to be left outside of buildings in a safe area. Teachers may opt to not use lanterns and have students bring torches instead 	not become careless with them				
Vehicles onsite	Deliveries & Q Station Vehicles used for transportation of guests	<ul style="list-style-type: none"> 15 kph speed limit & restricted vehicle access onsite Drivers are advised to stop and wait, when possible, for tour group to pass. Students are advised by their guide to walk on the side of the road or to move off the road to a safe area when a vehicle is approaching. All departmental managers are advised when school tours are onsite and to brief their staff, contractors and vendors accordingly. 	4	<ul style="list-style-type: none"> Guides and teachers placed at front and back of group, to ensure group safety 	5	Tours Manager Tours Supervisor Operational Department Managers HR Manager Education Guide	Before the excursion During the excursion
Use of Wharf Precinct	Multi-use area	<ul style="list-style-type: none"> In the wharf precinct, the beach, and grassy area 	4	<ul style="list-style-type: none"> Teachers and guides to decide on appropriate 	5	Education Guides Teachers	Before the excursion

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		<p>besides wharf are suggested areas for lunch and free play</p> <ul style="list-style-type: none"> • Students are instructed to stay behind safety bollards, away from the gravel turning circle • Students should bring their lunch and may buy snacks or drinks in the Café at the teachers' discretion • No more than 5 students should be in the café at one time • Tables and chairs outside the café should be reserved for other guests • Teachers need to supervise students 		<p>areas for the group that day, dependent on weather, busyness of site, and group behaviour.</p>			During the excursion
Interaction with other persons	Interaction with Q Station Staff and public	<ul style="list-style-type: none"> • Students may encounter other Q Station Staff and the public, including hotel guests, conference delegates, and casual visitors • Teachers and Education guides monitor this interaction to ensure an agreeable and appropriate experience for all 	5	<ul style="list-style-type: none"> • Before tour commencement, guide to brief on expectations of behaviour surrounding public guests • Before excursion departure, teacher to brief on behaviour expectations in line with school policies 	6	Teachers & Supervising Adults Education Guides Tours Manager Department Managers	Before the excursion During the excursion
	Unauthorized persons entering the site and	<ul style="list-style-type: none"> • Liaison with Manly Police, restricted access via 	5	<ul style="list-style-type: none"> • Guides and teachers to be aware of students in 	5	Duty Manager Tours Manager	Before the excursion

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	harassing / threatening guests and/or guides	boom gate; keeping gate locked after entry of guests, signage, and presence of Duty Manager to respond and provide assistance.		group, and aware of those not in the group nearby <ul style="list-style-type: none"> Guide to be aware of emergency procedures 		Education Guides HR and General Manager Teacher & Supervising Adults	During the excursion
Hazardous materials	Burns, inhalation of dangerous vapour and materials, toxicity hazards	<ul style="list-style-type: none"> No activity to be conducted within 20 metres of identified hazard materials 	4	<ul style="list-style-type: none"> Guides to be aware of any building/site works, or hazard identified areas, commencing on day of tour 	5	Duty Manager Tours Manager Tours Supervisor Education Guides Teacher & Supervising Adults	Before the excursion During the excursion
Construction activities	Falling debris Electrical equipment	<ul style="list-style-type: none"> All activities are to be kept at least 15 metres from any worksite area. Guides will be notified of any unusual activity in which distance from construction activity needs to be increased 	4	<ul style="list-style-type: none"> External staff onsite to be briefed when entering site of guests and school groups 	5	Duty Manager Tours Manager Tours Supervisor Education Guides Teacher & Supervising Adults	Before the excursion During the excursion
Machinery	Impact Injuries	<ul style="list-style-type: none"> No activity is to be conducted within 15 meters of any machinery when not operational and greater than 25 meters when operational. 	4	<ul style="list-style-type: none"> External staff and guides to be briefed on locations and times of school tours, and location of building works 	5	Duty Manager Tours Manager Tours Supervisor Education Guides Teacher & Supervising Adults	Before the excursion During the excursion
Building fires	Burns, smoke inhalation, fall injuries sustained in evacuations	<ul style="list-style-type: none"> Emergency response procedures to be in place with relevant training provided to all staff with responsibilities for managing guests 	4	<ul style="list-style-type: none"> Schools/teachers of schools to be briefed on emergency procedures before tour commencement 	5	Duty Manager Tours Manager Tours Supervisor HR Manager Education Guides Teacher & Supervising Adults	Before the excursion During the excursion

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Hazards to Property and Cultural Values							
People entering buildings	Willfully or accidentally destroying fabric of the buildings	<ul style="list-style-type: none"> No entry to building without supervision. If needing to enter without supervision relevant training to be undertaken beforehand. Guides to be made aware of delicate and 'off-limit' buildings 	6	<ul style="list-style-type: none"> Teachers to reinforce behaviour policies of school before and during tour 	6	Education Guide Tours Manager Tours Supervisor Teachers & Supervising Adults General Manager	Before the excursion During the excursion
People removing moveable heritage items	Loss of items from site	<ul style="list-style-type: none"> No entry to building without supervision If needing to enter without supervision, relevant training to be undertaken by individuals Guides to be made aware of delicate and 'off-limit' buildings 	6	<ul style="list-style-type: none"> Teachers to reinforce behaviour policies of school before and during tour 	6	Education Guides Teachers & Supervising Adults Tours Manager Tours Supervisor	Before the excursion During the excursion
Contact with moveable heritage & built environment	Willful and / or accidental adverse impacts on moveable heritage items and built environment	<ul style="list-style-type: none"> Students and teachers are advised by education guides when and how they can interact with the moveable heritage 	6	<ul style="list-style-type: none"> Teachers to reinforce behaviour policies of school before and during tour 	6	Education Guides Teachers & Supervising Adults Tours Manager Tours Supervisor	Before the excursion During the excursion
Hazards to Natural Areas							
People walking off formed tracks	Increase potential for <i>Phytophthora</i> infections of bushland areas	<ul style="list-style-type: none"> Walkers to remain on formed tracks 	6	<ul style="list-style-type: none"> Briefings to tours about significance and importance of site and soil 	6	Education Guides Teachers & Supervising Adults	Before the excursion During the excursion

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Risk Assessment Matrix

How serious could the injury be? Severity – is how seriously a person could be harmed	How likely is it to be that serious? Likelihood – is an estimate of how probable it is for the hazard to cause harm.			
	Very Likely	Likely	Unlikely	Very Unlikely
Death or permanent injury	1	1	2	3
Long term illness or injury	1	2	3	4
Medical attention & several days off	2	3	4	5
First aid	3	4	5	6

Legend

1 and 2 Extreme risk; deal with the hazard immediately

3 and 4 Moderate risk; deal with the hazard as soon possible

5 and 6 Low risk; deal with the hazard when able.

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	Increase potential for <i>Phytophthora</i> infections of bushland areas	<ul style="list-style-type: none"> Walkers to remain on formed tracks 	6	<ul style="list-style-type: none"> Briefings to tours about significance and importance of site and soil 	6	Education Guides Teachers & Supervising Adults	

Hazards to Health and Safety

Applicable to Education Program Visits, Q Station has registered two detailed Covid 19 Business Safety Plans - Overarching and Education programs with NSW Government. Copies of these can be provided as required. Summary points are included below.

Covid-19 Infection Control	Wellbeing of Q Station Staff and Education program participants	<ul style="list-style-type: none"> Q Station staff and education guides asked to remain home if unwell and have covid symptoms and to test when possible 	2	<ul style="list-style-type: none"> Hand sanitiser stations available and refilled often 	4	Education Guides Teachers & Supervising Adults Cleaning Staff	Before the excursion During the excursion
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Other Requirements – Schools specific Supervision/ services	Teachers have duty of care for their students at all times whilst on-site	
	Sturdy, closed-toe walking shoes, sun screen and hats required for students taking part in activities.	
	Provision of water bottles and food for the whole visit as there may be no or limited opportunities for students to purchase food and drink.	
	The education programs consist of walking around the entire site. If anyone in your group has special needs especially in regards to mobility, please inform the Tour Reservation team at the time of booking.	
	Some areas of the site are accessible by wheelchair but others are not. There are no lifts or escalators at the Q Station and activities will require walking up some reasonably steep hills (approximately 200 meters).	
	There is no provision for wheelchair-bound guests to enter or ride securely in the Q Station transport vehicles without getting out of their wheelchair.	
	Education Guides are allocated to school programs and will be responsible for guided tours of Q Station with students. Teachers are encouraged to work with the education guides to establish a safe and productive learning experience.	
	All staff, guests and visitors to Q Station are required to comply with the registered Covid 19 Business Safety Plans	
Access	<i>Are access to and egress from the premises safe and without risk to health?</i> <i>Is the venue wheelchair accessible?</i> <i>Are disabled toilets available?</i> <i>Are Q Station vehicles wheelchair accessible?</i>	Yes Partially Yes No
Emergencies	<i>Are emergency procedures in place in the venue?</i> <i>Are staff trained to deal with emergency situations?</i> <i>Are first aid kits available for each activity?</i> <i>Is there a trained first aid officer at the venue?</i>	Yes Yes Yes & teacher(s) should bring their own Yes
Construction/ Maintenance/ Repair	<i>Are licensed personnel used for all construction, maintenance and repair work?</i>	Yes

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