

Venue Risk Management Guidelines for Groups

Daisy Hill Koala Centre

253 Daisy Hill Road

DAISY HILL QLD 4127

Phone: (07) 3078 3101 Fax: (07) 3299 6595

Email: koala.centre@des.qld.gov.au

Web address: www.des.qld.gov.au

Activity	Hazard	Potential risks/consequences	Control strategies
Car park access	Exiting, boarding and assembling near buses and vehicles in car park	Participants being hit by a vehicle	Group leaders must ensure that participants are aware of other traffic and safely and promptly move away from the car park on arrival.
Personal Belongings	Bags left unattended	Lost property Animals gaining access to food left in bags Theft Blocked access points and walkways	We do not offer bag storage facilities. Groups must keep personal belongings with them or secured in a vehicle at all times. We do not take any responsibility for lost, damaged or stolen items. Food must not be left outside unattended.
Group behaviour	Disruptive groups Groups not following instructions	Level of participant safety becoming compromised Disruption of other visitors activities and experience Disturbance of captive animals Cancellation of activity, request to leave premises	Group leaders must be present at all times throughout the activity. Supervision of the groups is the responsibility of the group leaders. Sufficient supervising adults must be provided for each group with children. Continued disruption may lead to an amendment or cancellation of the activity. The Daisy Hill Koala Centre has preferred ratios of adults to children while on activities, these are: Under 8 yrs - 3:15 8 - 12 yrs - 2:30 13 - 17 yrs - 2:30

Activity	Hazard	Potential risks/consequences	Control strategies
Outdoor activities	<p>Weather exposure</p> <p>Exposure to a natural environment</p> <p>Uneven surfaces</p>	<p>Slipping on wet surfaces</p> <p>Tripping</p> <p>Animal/insect bites/stings</p> <p>Sun or heat related injury</p> <p>Injury due to falling branches</p>	<p>Group leaders must ensure that all participants have hats, sunscreen, insect repellent, warm clothing and rain gear for wet weather. Group leaders must ensure participants wear sturdy, closed shoes suitable for walking in the natural environment. Group leaders must ensure that participants bring sufficient food and water (especially in hot weather) for their visit. A water cooler is available in the Koala Centre.</p> <p>Group leaders must ensure that participants remain a safe distance from wildlife at all times and refrain from feeding them. Group leaders should advise that participants check themselves after visiting natural environments for ticks, leeches etc. Group leaders must supervise students at all times.</p>
Visiting the Midnight Woodland Theatre	Dark environments	<p>Stress due to fear of the dark</p> <p>Tripping or falling in the dark</p>	Groups are required to follow the group leader's instructions while in this darkened area.
Visiting the Treetop Tower	Height	<p>Stress due to height fears</p> <p>Over loading of tower</p> <p>Falling</p> <p>Slipping</p> <p>Animal/Insect bites and stings</p> <p>Sun or heat related injury</p> <p>Injury due to falling branches</p>	<p>Group leaders must supervise participants at all times. Group leaders must ensure that participants keep their pace to a walk at all times.</p> <p>The treetop tower is approximately 15 metres high. Groups must be accompanied by a group leaders and only 10 participants are permitted on the tower at any one time. Safety railings are in place along the stairway and viewing platform. Climbing on or over the safety railings is prohibited.</p> <p>The tower is closed in wet and windy weather conditions.</p>

Activity	Hazard	Potential risks/consequences	Control strategies
Visiting Daisy Hill Koala Centre	Stairs, ramps and raised boardwalks. Self-guided (wildlife officer not present to supervise)	Tripping or injuries from walking in the centre Falling Student separation from the group Groups over-crowding areas and blocking access for other visitors	Group leaders must supervise participants at all times. Group leaders must ensure that participants keep their pace to a walk at all times. Groups must follow the Wildlife Officers instructions, specifically in regard to noise levels and no running in the centre. Noise is to be kept to a minimum while in the centre, noisy groups will be asked to leave the centre. The public cannot access animal enclosures in Daisy Hill Koala Centre. Climbing on or over the boardwalk balustrading is prohibited. Large groups must be broken down into groups no larger than 15 people and be mindful of other visitors wanting to pass them in the centre. Groups with children must have adult supervision at all times.
Participant interactions with interpretive specimens	Contact with fur, specimens plants and animals Bacteria passed on by touching specimens Not covering wounds	Infection from bacteria or pathogens Allergies	After touching specimens, participants must wash their hands thoroughly with running water and soap. Cuts and abrasions must be covered before touching specimens to avoid risk of infection. Group leaders must be aware of any allergies that participants have and decide whether the activity is suitable for them.

Other important safety notes:

- **Insurance:** This venue has public-liability cover.
- **First aid:** Public contact Wildlife officers at Daisy Hill Koala Centre are trained in first-aid. There is a first aid kit and AED on site but it is recommended that group leaders also carry their own first aid kit while visiting Daisy Hill Koala Centre and Daisy Hill Conservation Park.
- **Evacuation plans:** Daisy Hill Koala Centre has an emergency evacuation plan in place. A site map and evacuation plan are displayed on the wall of all exits and can be made available upon request. The designated emergency evacuation area is car park 1.
- **Class supervision:** Supervision of students/groups is the responsibility of the attending teacher/group leader. Please take responsibility for ensuring that your students/groups adhere to the advice provided by the Wildlife Officer.
- **Headcounts.** Group leaders must ensure that they know where participants are at all times and what they are doing. Group leaders must conduct regular headcounts.

The Department of Environment and Science (DES) is committed to the safety and wellbeing of all children and young people who use its services. Our organisation will treat every individual with respect and understanding at all times. To ensure children and young people are kept safe from harm, our organisation adheres to DES 'Risk Management Guidelines for Working with Minors', 'Employment Screening Policy and Procedure' and the DES 'Code of Conduct'. These documents are available to members of the public upon request.