

Risk Management

Register

Stand Up Paddle, Kayaking and Pedal Boat

Enclosed Flat Water Location

RISK MANAGEMENT POLICY STATEMENT

Pro Kayaks aims to use world’s best practice in risk management. Our aim is to minimise reasonably foreseeable harm, and undesirable occurrences, to people, the environment and loss or damage of assets as a result of the shop’s organised events and activities.

We will ensure risk management is an integral part of all our decision-making processes, we identify and take advantage of opportunities, as well as minimising adverse effects and we will strive to continually improve our risk management practices.

PROCESS

A risk management systematic process has been established, based on the Australian Standard AS/NZS ISO 31000:2009. Everyone involved with the application of risk management should use this process for guidance.

Pro Kayaks attempts to address potential hazards before they actually lead to problems. This approach focuses on:

1. risk identification

2. risk assessment

3. a risk elimination or reduction plan

4. implementation of the plan

5. constant evaluation and modification of the plan

MONITORING AND REVIEW

Regular monitoring and review of risks is an important part of Pro Kayaks’ operations. The director regularly reviews the Risk Management Register to ensure it is up to date.

RESPONSIBILITIES

Pro Kayaks’ director is responsible for the implementation of the risk management process and ultimately responsible for the management of risks for Pro Kayaks’ activities.

All staff and volunteers are responsible for managing risks in their areas and have a responsibility to comply with Pro Kayaks’ risk management policy and procedures and not knowingly put themselves or others at risk.

Risk Management Matrix

Likelihood Matrix

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| Level | Descriptor | More Detail |
| A | Almost certain | Is expected to occur |
| B | Likely | Will occur at most times |
| C | Possible | Might occur at some time |
| D | Unlikely | Is not expected to occur / could occur sometime |
| E | Rare | May occur only in exceptional circumstances |

Consequence Matrix

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| Level | Descriptor | Injuries | More Detail | Financial  Impact |
| 1 | Insignificant | None | Little or no impact, injury or disruption or  inconvenience | <$1000 |
| 2 | Minor | First Aid | Minor impact, injury or disruption or inconvenience  requiring minimal effort to manage  Public embarrassment, low impact and low news | <$1-  $10,000 |
| 3 | Moderate | Medical  Assistance | Moderate impact, injury or disruption or  inconvenience that can be managed under normal circumstances.  Public embarrassment, moderate news item | <$10-  $50,000 |
| 4 | Major | Extensive  Treatment | Major impact, injury or disruption or inconvenience  requiring considerable management effort. Loss of production capabilities, public embarrassment, 3rd party action, high news impact | <$50-  $150,000 |
| 5 | Catastrophic | Deaths | Extensive impact, injury or disruption or  inconvenience requiring massive effort to manage. Public embarrassment, 3rd party action, high news and impact | +$150,000 |

Table 3: Level of Risk

Consequence

Likelihood

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| --- | --- | --- | --- | --- | --- |
|  | Insignificant | Minor | Moderate | Major | Catastrophic |
| Almost Certain | M-28 | M-40 | H-60 | E-88 | E-100 |
| Likely | L-16 | M-36 | H-56 | E-84 | E-96 |
| Possible | L-12 | M-32 | M-52 | H-72 | E-92 |
| Unlikely | L-8 | L-24 | M-48 | H-68 | H-80 |
| Rare | L-4 | L-20 | M-44 | H-64 | H-76 |

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| --- | --- |
| Low risk (L-4 to L-20) | Manage via routine procedures |
| Medium risk (M-28 to M-52) | Manage via planned actions |
| High risk (H-56 to H-80) | Manage via prioritised actions |
| Extreme risk (E-84 to E-100) | Manage via immediate actions |

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The following information is specific to Stand Up Paddle (SUP), Kayaking and Pedal Boating.

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|  | RISK RATING  (before risk treatment) | RISK RATING  (after risk treatment) |
| Weather and Water Condition Hazards |  |  |
| Wind  Tides and currents  Rain and cold Sun and heat Lightning | H-72  M-52  H-72  H-72  H-80 | L-20  L-20  L-20  L-20  L-4 |
| Location Hazards |  |  |
| Other water users  Power craft (e.g. jetskis, boats) Fishing lines / crab pots  General debris – floating logs, sticks  Bridges and pylons Shallow water Pollution  Sharp objects  Rocks / oysters  Marine creatures – non dangerous  Marine creatures - dangerous  Hot sand  Safe access on and off bus / vehicle  Traffic pick up location  Uneven ground  Other park or footpath users  Insect bites  Public toilets | M-48  H-80  M-32  L-20  H-72  M-32  L-20  H-76  M-32  M-44  M-52  L-24  H-76  H-76  L-24  L-24  H-80  H-76 | L-20  L-20  L-24  L-4  L-20  L-20  L-4  L-20  L-24  L-4  L-20  L-20  L-20  L-4  L-20  L-20  L-24  L-20 |
| Equipment Hazards |  |  |
| Own board/ Kayak  Paddle  Unsafe equipment | M-72  M-32  M-32 | L-20  L-20  L-20 |
| Instruction Hazards |  |  |
|  | H-72  E-92  H-80  M-92  H-80  M-42  H-72  H-76  H-72  M-32  M-32  M-32  H-68  H-80 | L-20  L-20  L-20  L-20  L-20  L-20  L-20  L-20  L-4  L-4  L-4  L-4  L-20  L-20 |

HAZARD

Instructor experience

Low fitness level / swimming skill Student’s stand up paddle ability Class size

Falling off

Loss of communication

Attitude

Medical conditions Language difference Gender differences

Different cultural or religious customs

Equality of instruction

Emergency aid required

Student has an accident in water

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|  | RISK RATING  (before risk treatment) | RISK RATING  (after risk treatment) |
| Instructor Safety |  |  |
|  | E-92  M-52  M-52  H-72  M-52  H-72  M-52 | L-24  L-24  L-24  L-24  L-24  L-24  L-24 |

HAZARD

Sun and heat Rain and cold Burn out

Equipment and students

Sun glare

Carrying SUP boards/ Kayaks

Board repair glue and board cleaners

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| The Risk – Things That May Happen. What is it and how can it happen | Like  Hood | Conse quences | Risk  Rating | Risk Treatments | Risk Rating After Risk Treatment |

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| --- | --- | --- | --- | --- | --- | --- |
| Wind | Paddling against the wind can tire  students. Possible injury occurring as a result of fatigue.  Boards are big so wind gusts have a bigger effect on boards. When carrying boards, student can be blown over. Board could hit student and other people and cause injury  In the water, potential to be blown off board, or be blown onto other users | Possible | Major | H-72 | Prior to activity:  • check wind forecasts for suitable winds  • choose wind conditions suitable for students – in exposed winds of no greater than 10 knots (18.5 kms/hr)  • plan activity so that students paddle against the wind so when coming back, the wind is going with the student (especially for longer paddle trips).  During activity:  • instructor in the water with students at all times  • instructor to monitor for changing conditions  • activity conducted no more than 100 metres (320 ft) from shore. | Rare/minor  L-20 |
| Tides and currents | Can be very strong if the tides turn. Are stronger near river  mouths / bars. Students can be carried out to sea, possibility of drowning.  Students can become tired if they  are paddling back against the tide  – especially at the end of a lesson. Possible injury occurring as a result of fatigue. | Possible | Mod- erate | M-52 | Prior to activity:  • check tide forecasts information for suitable tides  • choose tide conditions suitable for students.  • plan activity so that students paddle into the tide so when coming back, the tide is going with the student (especially for longer paddle trips).  • choose a different route if tides are particularly strong.  During activity:  • instructor in the water with students at all times  • monitor for changing conditions  • activity is conducted a minimum of 200 metres (650 ft) from the river mouth/bar.  • activity conducted no more than 100 metres (320 ft) from shore.  Teach/advise students:  • to be aware of these hazards and the boundaries of the activity area | Rare/minor  L-20 |

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| The Risk – Things That May Happen. What is it and how can it happen | Like  Hood | Conse quences | Risk  Rating | Risk Treatments | Risk Rating After Risk Treatment |

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| Rain and  cold | Hypothermia | Possible | Major | H-72 | Prior to activity:  • check weather conditions/temperatures  • recommend wetsuits, sunscreen, drinking water. Can also provide booties/gloves/hood, (as applicable).  During activity:  • instructor in the water with students at all times  • monitor students including asking students how they are feeling and observing if they are shivering  • students to be brought into shelter (warmth) as appropriate.  • activity conducted no more than 100 metres (320 ft) from shore.  .Teach / advise students:  • to wear wetsuits and booties/gloves/hood (as applicable)  • let instructor know if they feel cold | Rare/minor  L-20 |
| Sun and heat | Students paddle along the creek  away from base location. Potential to become dehydrated and possibly suffer heat exhaustion / stroke. | Possible | Major | H-72 | Prior to activity:  • check weather conditions/temperatures  • for skin sensitive people (fair skinned) - could plan activity outside hottest part of day i.e. before 10 am or after 2 pm (if tides and conditions permit)  • provide sunscreen (where applicable), long sleeve rash vests, drinking water, shade tent if no natural shade (as appropriate).  During activity:  • instructor in the water with students at all times  • monitor students for sunburn / heat exhaustion including asking students how they are feeling  • students to be brought into shade / provided with water as appropriate.  • activity conducted no more than 100 metres (320 ft) from shore.  Teach / advise students:  • to wear sunscreen and rash vest (if not allergies to these)  • drink water  • to let instructor know if they feel hot/heat exhaustion. | Rare/minor  L-20 |

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| The Risk – Things That May Happen. What is it and how can it happen | Like  Hood | Conse quences | Risk  Rating | Risk Treatments | Risk Rating After Risk Treatment |

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| Lightning | Students are holding paddles  made from carbon fibre or aluminum – which acts as a lightning rod. Higher potential of being struck by lightning causing injury and possibly death. | Unlikely | Cata- strophic | H-80 | Prior to activity:  • check weather reports for storm activity  During activity:  • instructor to monitor lightning conditions  Lessons are cancelled, or postponed, if lightning storms are threatening.  Paddles are safely stored away. | Rare/  Insignificant  L-4 |

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| The Risk – Things That May Happen. What is it and how can it happen | Like  Hood | Conse quences | Risk  Rating | Risk Treatments | Risk Rating After Risk Treatment |

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| Other water  users | (e.g. swimmers other stand up  paddle boarders, kayaks, canoes)  Collision with other users and/or their equipment resulting in cuts, abrasions. Damage to equipment | Possible | Mod- erate | M-48 | Prior to activity:  • choose activity area away from large crowds and craft.  • put up “Group lesson in progress” signs (as applicable).  During activity:  • instructor in the water with students at all times.  • instructor to position themselves where all students can be seen and assisted.  • monitor for other water users and student’s awareness  • move students if too many water users move into activity area.  Teach / advise students:  • 360-degree surf awareness  • to remain still or to move out of way of other users | Rare/minor  L-20 |
| Power craft  (e.g. jetskis, boats) | Danger of collision and potential  serious injury to student | Unlikely | Cata- strophic | H-80 | Prior to activity:  • choose location suitable for students.  During activity:  • instructor to monitor for power craft  • instructor in the water with students at all times  Teach/advise students:  • to be aware of these hazards and the boundaries of the activity area | Rare/minor  L-20 |

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| The Risk – Things That May Happen. What is it and how can it happen | Like  Hood | Conse quences | Risk  Rating | Risk Treatments | Risk Rating After Risk Treatment |

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| Fishing lines  / crab pots | Danger of becoming entangled.  Minor cuts abrasions. | Possible | Minor | M-32 | Prior to activity:  • choose location suitable for students.  During activity:  • instructor in the water with students at all times  • Instructor to monitor for hazards  Teach/advise students:  • to be aware of these hazards  • the boundaries of the activity area | Rare/minor  L-24 |
| General debris –  floating logs, sticks | Danger of collision. Minor cuts and abrasions. | Rare | Minor | L-20 | Prior to activity:  • choose location suitable for students.  During activity:  • instructor in the water with students at all times  • instructor to monitor for hazards  Teach/advise students:  • to be aware of these hazards  • boundaries of the activity area | Rare/  insignificant  L-4 |
| Bridges and  pylons | Student could fall off board and hit the pylon causing potential  serious injury | Possible | Major | H-72 | Prior to activity:  • Choose location suitable for students.  During activity:  • instructor in the water with students at all times  • instructor to guide students  • instructor to monitor students position in the water  Teach / advise students:  • dangers of falling off under bridges/pylon and to stay in the middle | Rare/minor  L-20 |

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| Pollution | Sickness / injury | Rare | Minor | L-20 | Prior to activity:  • obtain local knowledge of pollutants (e.g. storm water drains)  • choose activity away from polluted area  During activity:  • instructor in the water with students at all times  • instructor to monitor for signs of pollution | Rare/  insignificant  L-4 |
| Sharp objects | Sharp objects around set up area, at park, shore or carpark (e.g.  minor cuts from glass or sharp rocks and sticks).  A needle injury may cause serious infection leading to long-  term illness or death. | Rare | Cata- strophic | H-76 | Prior to activity:  • conduct location risk assessment (no sharp objects).  • Where possible, choose activity area where the council regularly sweep gutters and roads and activity area is swept and groomed mechanically.  During activity:  • instructor to monitor the area for sharp objects  Teach / advise students:  • to wear footwear until they head down to shore. | Rare/minor  L-20 |
| Rocks /  oysters | Fall onto rocks / oysters causing  cuts, abrasions  Damage to equipment. | Possible | Minor | M-32 | Prior to activity:  • obtain local knowledge of location of rocks / oysters  • choose suitable activity area away from rocks / oysters.  During activity:  • instructor in the water with students at all times  • conduct activity away from rocks / oysters.  Teach/advise students:  • to be aware of these hazards and the boundaries of the activity area. Advise children to wear shoes. | Rare/minor  L-24 |

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| The Risk – Things That May Happen. What is it and how can it happen | Like  Hood | Conse quences | Risk  Rating | Risk Treatments | Risk Rating After Risk Treatment |

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| Marine  creatures – non dangerous | Dolphins, turtles, other creatures.  Students could collide with them causing injury | Rare | Minor | M-44 | Prior to activity:  • obtain local knowledge of marine creatures  • choose activity area away from marine creatures.  During activity:  • monitor for marine creatures  • instructor in the water with students at all times | Rare/  insignificant  L-4 |
| Marine creatures –  dangerous | e.g. sharks, cobblers. Bites, attacks, stings, injuries. | Unlikely | Mod- erate | M-52 | Prior to activity:  obtain local knowledge of marine creatures  consult with lifeguard / relevant authorities (as applicable) for warnings of dangerous marine creatures  choose activity area away from marine creatures  During activity:  • monitor for dangerous marine creatures  • Instructor in the water with students at all times | Rare/minor  L-20 |
| Shallow  water | Student can fall off and injure  themselves on creek bottom. Break paddles. | Possible | Minor | M-32 | Prior to activity:  • obtain local knowledge of shallow water  • choose suitable location  During activity:  • activity to be conducted in a minimum water depth of 1 metre  (3 ft)  • instructor in the water with students at all times  • instructor to monitor shallow water  Teach / advise students:  • correct wipe-out/falling techniques  • how to paddle in shallow water so paddle does not break. | Rare/minor  L-20 |

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| Hot sand | Student suffers minor burns to soles of their feet. | Unlikely | Minor | L-24 | Prior to activity:  • check weather reports for hot weather  • conduct location risk assessment (scan area for best route to the wet sand)  Teach / advise students:  • sand is hot and to move quickly as possible  • wear thongs or footwear that is not valuable (in case it is stolen from park/shore whilst in water). | Rare/minor  L-20 |
| Safe access  on and off bus / vehicle | Falling on stairs when exiting bus  / vehicle.  Hit by passing vehicle when exiting/entering bus / vehicle. Twist or break ankle when falling on stairs.  If a passing car hits student there is potential for major injury or death. | Rare | Catastro phic | H-76 | Prior to activity:  • choose safe place for pick up and drop off i.e. bus is parked in a safe place, close to the kerb.  • meet students at set down and pick up.  Teach / advise students:  • to mind their step as they exit the bus. | Rare/minor  L-20 |
| Traffic pick  up location | Hit by passing traffic causing  injury and possible death | Rare | Catastro phic | H-76 | Prior to activity:  • identify the safest location for pick up / set down  • bus drivers informed of safest location for pick up and set down.  During activity:  • escort students to safe beach/park area.  Teach / advise students:  • to be aware of car park traffic before exiting bus. | Rare/  insignificant  L-4 |
| Uneven  ground | Students may roll ankles when  walking over uneven ground in car park or park, creek shore causing injury – twisted ankle, grazing | Unlikely | Minor | L-24 | Prior to activity:  • choose well maintained location and set down areas where there is even ground.  Teach / advise students:  • to watch for holes in the sand, when walking along shore and slippery shore. | Rare/minor  L-20 |

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| The Risk – Things That May Happen. What is it and how can it happen | Like  Hood | Conse quences | Risk  Rating | Risk Treatments | Risk Rating After Risk Treatment |

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| --- | --- | --- | --- | --- | --- | --- |
| Other park or  footpath users | e.g. someone riding bikes,  running, playing ball sports, roller skating, skate-boarding – student knocked over and suffers minor bruising, grazes / cuts | Unlikely | Minor | L-24 | Prior to activity:  • choose set up area safe set up area away from footpath and other park users.  During activity:  • Instructor to escort students at all times.  Teach / advise students:  • to watch out for other park and footpath users and to stay out of their way. | Rare/minor  L-20 |
| Insect bites | e.g. spider, ant, bee, wasp, or any  other insect – student is bitten and suffers stringing, itching. If student is allergic, may result in death | Unlikely | Cata- strophic | H-80 | Prior to activity:  • obtain local knowledge of insects that inhabit the location area and their locations  • choose safe location free of insects and possible insect nests.  • student completes Indemnity Waiver form (that identifies medical conditions).  • if allergic, ask students if they have any medication and keep in handy location | Unlikely/  minor  L-24 |
| Public toilets | Children could be abducted or  harassed, physical harmed | Rare | Cata- strophic | H-76 | Prior to activity:  • obtain local knowledge of dangers in the location.  • choose a safe location.  An adult (known to the instructor) escorts minors to toilets.  Children go in groups / pairs to toilets. | Rare/minor  L-20 |

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| Own Craft | Injury received from damaged  boards.  Board/kayak collision with others and own craft - potential injury to self and others.  Can hit head on board/kayak when resurfacing.  Lose balance and fall on rails of SUP board – potential rib injuries. | Possible | Major | M-72 | Prior to activity:  • check craft and fins for damage.  • choose a location that does not have a high number of other water users.  During activity:  • instructor in the water with students at all times.  • monitor and correct student’s craft handling, cover up, 360 awareness.  • stay 3 to 4 metres apart (9 to 12 ft) (due to large turning circle of SUP boards)  Teach / advise students:  • how to protect from own craft.  • areas of craft that can cause injury.  • correct craft handling techniques.  • 360-degree awareness.  • how to fall with paddle if lose balance. | Rare/minor  L-20 |
| Paddle | Paddle can hit student, (if they fall off SUP) or when kayaking close together.  Can break the paddle in shallow water – broken paddle can cause injury. | Possible | Minor | M-32 | Prior to activity:  • check equipment for damage  • conduction location risk assessment  • choose suitable activity location - minimum water depth of 1 metre (3 ft) – to avoid damage to paddles  During activity:  • instructor in the water with students at all times  • instructor to monitor and correct students paddling skills  Teach / advise students:  • which way to fall with the paddle  • how to paddle in shallow water so paddle does not break. | Rare/minor  L-20 |

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| The Risk – Things That May Happen. What is it and how can it happen | Like  Hood | Conse quences | Risk  Rating | Risk Treatments | Risk Rating After Risk Treatment |

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| Unsafe  equipment | Injury to student – cuts /  abrasions | Possible | Minor | M-32 | Prior to activity:  • check equipment for damage, in good working, suitable for students | Rare/minor  L-20 |

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| Instructors  Experience | Inexperienced instructors, with  poor skill, choose unsafe locations - not able to assess water/weather conditions, suitable location for student group, tides, correct equipment, etc.  Putting students at risk of injury from equipment and other water users.  Instructors not skilled in first aid, surf rescue. If students get into danger, the instructors are not able to provide immediate aid (i.e.  before help arrives, or in unpatrolled areas) which could result in more serious injury / death to students. | Possible | Major | H-72 | Activities delivered by skilled instructors with minimum enclosed flat water stand up paddle and kayaking skill  Instructors should hold current water rescue and first aid qualifications. | Rare/minor  L-20 |
| Low fitness  level / swimming skill | Students may tire out easily, and could drown.  May not be able to pull themselves back up on the board/kayak if they fall of in deep water.  Feet become sore / numb.  Arms become tired. | Possible | Cata- strophi c | E-92 | Prior to activity:  • assess student fitness level and swimming ability  • if student cannot swim, assess risk including advising them that may not be able to take them for the lesson.  • children to be a minimum 8 years old age (guide only)  During activity:  • Instructor to be in the water at all times with students  • monitor students fitness and swimming ability (including asking them if they are ok)  • student to wear a bouyancy aid AT ALL TIMES  • have frequent breaks on the park / shore. (e.g. practice and discuss more theory.)  • activity conducted no more than 100 metres (320 ft) from shore.  Teach/advise students:  • how to SUP paddle on knees if feet are sore. | Rare/minor  L-20 |

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| Student’s  stand up paddle ability | Wrongly assessed.  Student is put in conditions that are above their ability resulting in serious injury or possible death. | Unlikely | Cata-  strophic | H-80 | Prior to activity:  • children to be a minimum 8 years old age (guide only)  • check student has pre-requisite skills: ability to swim 50 metres  (130 ft)  During activity:  • activity conducted no more than 100 metres (320 ft) from shore. | Rare/minor  L-20 |
| Class size | With a high instructor to student ratio, instructor may not be able to effectively watch all students. Accident occurring, possibly leading to injury. | Possible | Cata- strophic | E-92 | Prior to activity:  • organise class sizes according to instructor to student ratios  • adjust class size to suit conditions and student skill.  During activity:  • instructor to be in the water at all times with students  • instructor to position themselves where all students can be seen and assisted.  • recommended student instructor ratio of 1:8 craft | Rare/minor  L-20 |
| Falling off a Stand Up Paddle Board | Hit the board. Hit bottom – sand  Cuts, abrasions, possible spine damage. | Unlikely | Cata-  strophic | H-80 | Prior to activity:  • children to be a minimum 8 years old age (guide only) – to take into consideration strength needed to get back on board  During activity:  • instructor in the water with students at all times.  • activity conducted no more than 100 metres (320 ft) from shore.  Teach / advise students:  • correct wipe-out procedures.  • how to get back on board if they fall off | Rare/minor  L-20 |

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| The Risk – Things That May Happen. What is it and how can it happen | Like  Hood | Conse quences | Risk  Rating | Risk Treatments | Risk Rating After Risk Treatment |

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| Loss of  commun- ication | Distance from student may mean it is difficult to communicate. Student not aware of danger, possibly resulting in injury | Possible | Minor | M-42 | Prior to activity:  • teach/advise students of relevant information  During activity:  • instructor in the water with students at all times.  • instructor to position themselves where all students can be seen and assisted.  Teach / advise students:  • arm signals e.g. there has been an accident; proceed out, go to the left, go to the right, remain stationery, call for assistance.  • whistle signals (as appropriate to location). | Rare/minor  L-20 |
| Attitude | Frightened, loss of confidence  Not listen to Instructor (negative), or takes risks (too keen) resulting in injury | Possible | Major | H-72 | Prior to activity:  • assess students confidence by asking they how they feel, advise relevant information  • provide girls only groups (as required).  During the activity:  • monitor students confidence  • if there is a person putting others at risk, talk to the person.  • remove them from water if they continue to be a risk.  • if all the group is too confident (e.g. a group of young men showing off to each other) and putting themselves and others at risk, remove students from water and cancel lesson.  • activity conducted no more than 100 metres (320 ft) from shore.  Teach / advise students:  • at any time during the lesson, they are not comfortable or feel safe, they should advise you and the student should return to shore | Rare/minor  L-20 |

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| Medical  conditions | Student has an attack whilst in the water causing injury.  Pre-existing condition may cause more complications. | Rare | Cata- strophic | H-76 | Prior to activity:  • student completes indemnity waiver form that asks if student has medical conditions assess students medical conditions by asking specific questions in relation to medical conditions including any medication they use, wearing contacts, hearing aids, any previous injuries  • student medication to be on hand.  • refuse to take on a student due to a pre-existing medical condition that cannot be accommodated by Pro Kayaks.  During the activity:  • activity conducted no more than 100 metres (320 ft) from shore.  • instructor in the water with students at all times. | Rare/minor  L-20 |
| Language  difference | Misunderstanding that leads to students taking unnecessary risks | Possible | Major | H-72 | Prior to activity:  • assess student’s language skills.  • organise a foreign language instructor (as appropriate).  . | Rare/ insignificant L-4 |
| Gender  difference | Inappropriate touching, sexual  harassment, assault | Possible | Minor | M-32 | Prior to activity:  • instructor to be appropriately trained.  During activity:  • instructors not to touch sensitive and personal areas and not to touch inappropriately.  Teach / advise students:  • that a simulation situation may involve some physical contact with the instructor. | Rare/  insignificant  L-4 |
| Different  cultural or religious customs | Offending individuals and groups  religion | Possible | Minor | M-32 | Prior to activity:  • assess cultural beliefs (as applicable)  • instructor to be appropriately trained and act accordingly. | Rare/  insignificant  L-4 |

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| Equality of  instruction | Offending individuals | Possible | Minor | M-32 | Prior to activity:  • instructor to be appropriately trained.  During activity:  • use appropriate language for all students.  • do not single out one group for more attention based on gender.  • give both genders the same opportunity to learn. | Rare/  insignificant  L-4 |
| Emergency  aid required | Student may hurt themselves at a  distance from the base location, and not be near immediate medical assistance. | Unlikely | Major | H-68 | Prior to activity:  • Instructor to test for mobile phone coverage before taking students on the paddling route.  • If no mobile phone coverage – choose another paddling route /  location.  During activity:  • Instructor encouraged to carry basic first aid contents (e.g. bandaids, bandages, gauze, pads, resuscitation mask) and mobile phone in waterproof kit bag, at all times.  • activity conducted no more than 100 metres (320 ft) from shore. | Rare/minor  L-20 |
| Student has  an accident in water | Other students are neglected and  left in the water unsupervised. Possible serious injury. | Unlikely | Cata- strophic | H-80 | Prior to activity:  • instructor to know emergency procedure for the location  • teach/advise students of relevant information  • instructor holds current first aid and water rescue qualifications  During activity:  • follow emergency procedure.  • instructor in the water with students at all times.  • activity conducted no more than 100 metres (320 ft) from shore.  Teach / advise students:  • what to do in the event of an accident. | Rare/minor  L-20 |

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| Sun and  heat | Sunburn, blisters, dehydration.  Heat exhaustion, heat stroke, suffer bad burns, potential for skin cancer. | Possible | Cata- strophic | E-92 | Pro Kayaks advises Instructor to:  • regularly drink water  • wear long sleeved rash vest  • wear wide brimmed sun hat  • wear sunscreen  • get into shade if feeling hot  • if possible, conduct lessons early or late to minimise hottest part of day | Unlikely/  Minor  L-24 |
| Sun glare | Eye strain caused by glare from sun  and reflection off sand and water. | Possible | Mod- erate | M-52 | Wear “water” sunglasses when delivering lessons, where applicable | Unlikely/  Minor  L-24 |
| Rain and cold | Become cold, develop flu. | Possible | Mod- erate | M-52 | Pro Kayaks advises instructor to:  • wear wetsuit, wear booties, gloves, hood, as required when conducting lessons  • get into a warm place, and get warm, if starting to shiver and feel cold | Unlikely/ Minor  L-24 |
| Burn out | Exhaustion from conducting  lessons | Possible | Major | H-72 | Pro Kayaks advises instructor to:  • use correct paddle technique and correct size equipment. If you are doing a lot of paddling, incorrect technique/equipment you could overuse your muscles and cause injury.  • advise your Manager, or have a break, if feeling stressed and exhausted  • during lessons, get to a place where are able to rest, if required  • have long lunch breaks | Unlikely/  Minor  L-24 |

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| Equipment  and students | Hit by students or others crafts.  Potential injury. | Possible | Mod- erate | M-52 | Warm up prior to lesson.  Make sure you are not in a position where student can fall on you. | Unlikely/  Minor  L-24 |
| Carrying craft | Moving craft can result in strain to back muscles. | Possible | Major | H-72 | Staff are trained in correctly handling of boards and kayaks.  The trailer for storage of boards is set up to ensure minimal strain injury | Unlikely/ Minor  L-24 |
| Craft  repair glue and board cleaners | Hazardous substances gets on skin,  fumes are overwhelming. | Possible | Mod- erate | M-52 | Use and store according to manufacturers instructions.  Staff training - advised of manufacturers instructions. | Unlikely/  Minor  L-24 |

WORKING WITH CHILDREN CHECK – Names and Numbers of staff who have been verified online.

Matthew Blundell WWC0191042E 09/07/1971  
Jessy Blundell WWC0853479E 26/02/1981  
Jack Gillis WWC0765673E 10/04/1996  
Georgia Weston WWC2182178E 31/01/2002  
Matthew Tarlington WWC1766093E 14/07/1999  
James Pralija WWC2105659E 21/03/1989  
Mark Anderson WWC0499426E 11/08/1977  
Kailey Harlen WWC2159876V 13/09/2001  
Neville Bradshaw WWC2540750V  
Evelyn Rose Ritchie WWC2526387E 07/07/2004

Renee Olifent WWC2260993E 10/08/1981