

**DEPARTMENT OF CONSERVATION AND LAND MANAGEMENT
RISK MANAGEMENT SECTION**

To : **SEE DISTRIBUTION LIST**

Enquiries : **J. Ireland**
Phone : **9334 0219**

Subject : **REVISED POLICY STATEMENT - VISITOR RISK MANAGEMENT**

Policy Statement #53 has been reviewed by the Visitor Risk Management Steering Committee with several changes being recommended to Corporate Executive. The policy as attached, reflects a more streamlined approach to the identification, evaluation and treatment of potential risks to visitors and will facilitate the implementation of the visitor risk management process within CALM.

In addition draft operational guidelines and assessment procedures have been distributed to the field for trial and feedback. These guidelines and procedures, in conjunction with the training program which is in the final stages of development, will be integral in the application of the "due diligence" we must display in discharging our moral, legal and professional duty of care to visitors.

Please contact the Risk Management Section should you wish to discuss any aspect of the policy or process.



John Ireland
Principal Risk Management Officer

15 October, 1997

DEPARTMENT OF CONSERVATION AND LAND MANAGEMENT

Policy Statement No: 53

VISITOR RISK MANAGEMENT POLICY

POLICY

In addition to a genuine concern for visitor welfare, CALM has a moral and legal responsibility to consider the personal safety and welfare of visitors to CALM managed lands and waters. We will aim to manage the potential for injuries and misadventure to visitors, in a manner that does not render the environment sterile or unnecessarily diminish visitor use and enjoyment in the process.

CALM will manage the risks presented to visitors by their activities and by the natural, cultural and developed environments under CALM control, by implementing a visitor risk management program. This involves a broad-based understanding of the risks encountered by visitors and provision of funds and staff time in the most efficient and cost effective way possible to minimize the frequency and consequences of incidents.

Our commitment and approach will be part of an integrated risk management program comprising identification, analysis and efficient control of exposure to public liability risks.

Guidelines for CALM area managers on how to conduct a visitor risk management program will be prepared.

GOALS, OBJECTIVES, STRATEGIES AND PERFORMANCE INDICATORS

Goal

We seek to minimize the incidence of injury to visitors to CALM managed lands and waters through the implementation of a comprehensive and structured visitor risk management program and, by so doing, manage CALM's exposure to public liability.

1.1 Objective

To minimize the likelihood and undesirable consequences of misadventure or injury to our visitors through the implementation of measures which are reasonable in the context of hazard, activities undertaken, intensity of use and inherent character of the site.

1.2 Strategies

- 1.2.1 Prepare and disseminate visitor risk management guidelines and provide assistance and training for staff, committees of management, and commercial concessionaires in the management of risks to visitors to CALM managed lands and waters.
- 1.2.2 Apply relevant industry standards and utilise appropriate expertise and quality of materials in the design and construction of facilities and structures.
- 1.2.3 Carry out periodic risk assessments of all CALM recreation sites, facilities and visitor services to identify risks and potential hazards and use this information as part of the basis for preparing and implementing recreation site and facility maintenance programs and refinement of visitor services.
- 1.2.4 Develop and maintain an information gathering and recording system to monitor the risks associated with sites and facilities and the frequency, situation and type of injury and misadventure incidents that occur on CALM managed lands and waters.
- 1.2.5 Consider risk management issues during the process of preparing or reviewing area management plans and interim management guidelines.
- 1.2.6 Promptly investigate all reported visitor accidents and injuries on CALM managed lands and waters and implement appropriate risk mitigation measures.
- 1.2.7 Use specialist expertise to identify and rate risks where necessary.

1.3 Performance Indicators:

- 1.3.1 The number and severity of reported incidents or injuries to visitors on CALM managed lands and waters (per 100 000 visits or similar unit).
- 1.3.2 The relative cost of public liability insurance premiums.

2.1 Objective:

To encourage appropriate visitor behavior with respect to hazards posed by activities and by natural, cultural and developed environments.

2.2 Strategies

- 2.2.1 Provide appropriate training to ensure that staff possess adequate knowledge of codes of safe practice for specific recreation activities, risk assessment, risk control and incident management procedures.
- 2.2.2 Provide brochures and other promotional material, including information on public safety, to enable visitors to consider risks in planning their activities on CALM managed lands and waters, and be empowered to act in an informed manner in providing for their own safety.
- 2.2.3 Adopt codes of safe conduct for popular activities (eg, hiking, swimming, diving, canoeing, abseiling, caving), and promote and publicise them as appropriate.
- 2.2.4 Provide signs to bring to visitors' attention, those hazards associated with structure, facilities or natural attractions which are not reasonably obvious. (Where practicable, standard pictogram or symbol signs will be used for easy comprehension).
- 2.2.5 Encourage safe practices and attitudes with respect to wildlife and other visitors by providing information brochures and displays.
- 2.2.6 Use specialist expertise to identify and rate risks where necessary

2.3 Performance Indicator

- 2.3.1 The number of reported visitor injuries which can be attributed in part or in full to inappropriate visitor behavior.

3.1 Objective

Develop and apply efficient procedures for visitor risk management.

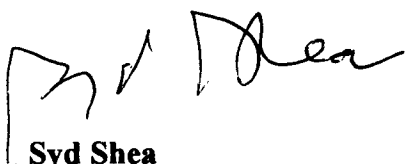
3.2 Strategies

- 3.2.1 Maintain a level of insurance cover appropriate to the level of risk and CALM's exposure to liability claims.
- 3.2.2 Obtain appropriate indemnity from organisations, individuals or their agents in connection with the commercial use of CALM managed estate and/or facilities. In special circumstances apply similar procedures (including evidence of acceptable insurance cover) to non-commercial visitors.

- 3.2.3 Implement an incident reporting procedure for collecting and recording information about visitor injury and misadventure.
- 3.2.4 Regularly review the status of claims and through liaison with our insurers attempt to promptly finalise them on a commercial basis.
- 3.2.5 Structure the liability claims management process in CALM to form an integral part of the overall visitor risk reporting process.
- 3.2.6 Identify and prepare regular management reports on the frequency and severity of events resulting in claims; and on the costs of risk control measures and visitor risk management administration in CALM.
- 3.2.7 Analyse the occurrences of visitor injury and misadventure to determine the best options for a suitable balance between risk control and risk financing management strategies.

3.3 Performance Indicators:

- 3.3.1 The number of claims or possible claims which are investigated in detail and evaluated with respect to potential liability implications within a pre-determined target time.
- 3.3.2 The annual "cost of risk" expenditure by CALM taking into account self-insured deductibles, premium, risk control and administration of the visitor risk management program.



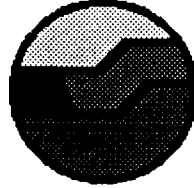
Syd Shea
EXECUTIVE DIRECTOR

10 October, 1997

Distribution: Lists A, B, D, E & L

GLOSSARY OF TERMS

- Action Plans:** How the strategies will be carried out.
- Goal:** A long term desirable situation.
- Hazard:** A situation or condition with the potential to cause injury or damage.
- Objectives:** What we want CALM to achieve in its management to minimise the likelihood and undesirable consequences of misadventure or injury to people, and in upholding its legal and moral duty of care associated with its stewardship of land, waters, and wildlife resources.
- Performance Indicators:** What will be measured to monitor how well the stated objectives are achieved.
- Policy:** Guidelines that express the limits within which management actions should occur. These rules are used to resolve conflicts between specific objectives.
- Risk:** The probability of a hazard resulting in injury or damage; together with the seriousness of the injury or damage.
- Risk Management:** The identification , analysis and economic control of those risks which threaten an organisation or its ability to achieve its objectives. It involves defining answers to the following three questions.
- Risk Assessment:** - *What can go wrong?*
- ie, identifying major adverse contingency situations, measuring their potential effect on an organisation and then defining that potential in terms of frequency, severity and variability from the expected.
- Risk Control:** - *What can we do about it?*
- ie, developing implementing and monitoring policies, procedures and mechanisms for responding to contingency situations, This is the heart of the risk management process.
- Risk Financing:** - *How do we pay for it?*
- ie, the provision of funds to meet contingencies as they occur so as to maintain the fiscal health of, and public confidence in the organisation.
- Strategies:** The means through which objectives will be met.



DEPARTMENT OF CONSERVATION
AND LAND MANAGEMENT

INCIDENT REPORT FORM

REPORT OF THIRD PARTY PERSONAL INJURY OR PROPERTY DAMAGE

DO NOT UNDER ANY CIRCUMSTANCES DISCUSS OR ADMIT RESPONSIBILITY OR LIABILITY WITH THE OTHER PARTY OR ANY WITNESSES.

ADVISE THE OTHER PARTY THAT THE MATTER WILL BE REFERRED TO SOHQ.

DATE OF INCIDENT: ____/____/19____ AM/PM

LOCATION WHERE THE INCIDENT OCCURRED:

THIRD PARTY DETAILS:

NAME OF INJURED PERSON OR OWNER OF PROPERTY

ADDRESS:

PHONE NUMBER: (W) _____ (H) _____

HOW DID THE INJURY OR DAMAGE OCCUR:

DETAILS OF INJURY OR DAMAGE:

ADDRESS AND TELEPHONE DETAILS OF ANY WITNESSES:

DETAILS OF ANY ACTION TAKEN BY CALM TO HELP MINIMISE AND CONTAIN ANY FURTHER DAMAGE OR LOSS:

ANY OTHER ADDITIONAL INFORMATION:

FORM COMPLETED BY: _____

SIGNED: _____

DATE: / /