

# Visitor Risk Management Plan

---

Goldfields Region



## Contents

|  |    |
|--|----|
| Overview .....                                   | 2  |
| Objective .....                                  | 2  |
| Strategies .....                                 | 2  |
| 1. VRM Officer .....                             | 2  |
| 2. Key People .....                              | 2  |
| 3. Training .....                                | 3  |
| 4. Hazard Identification & Risk Assessment ..... | 3  |
| The VRM Recording forms .....                    | 5  |
| Risk Signs .....                                 | 6  |
| Rules (key processes) .....                      | 6  |
| Notes: .....                                     | 6  |
| <u>Attachment 1 (Policy 56)</u> .....            | 7  |
| Attachment 2 (Training Register) .....           | 11 |
| Attachement 3 (VRM forms) .....                  | 13 |
| Attachment 4 (Site categorie list) .....         | 31 |
| Attachment 5 (VRM planning calender) .....       | 32 |

---

---

# Visitor Risk management Plan

## Goldfield Region

### Overview

*To ensure compliance with the departmental VRM program, this set of guidelines has been developed to assist staff responsible for the management and implementation of the VRM program within the Region.*

In accordance with CALM Policy Statement No. 53 (attachment 1), Visitor Risk Management (VRM) and the associated Departmental guidelines, the Goldfields Region will develop and implement a comprehensive and structured VRM program. This program will include the systematic assessment and treatment of hazards for all DEC reserves, recreation sites and facilities and for the management of hazards to recreational visitors across all DEC estate.

The Parks and Visitor Services program and staff are the primary custodians of the VRM system, with a direct line of responsibility to the regional managers.

These operational guidelines are to be implemented and applied in the Goldfields Region, which is based on the accredited VRM training delivered by DEC and Policy Statement No 53.

### Objective

“We seek to minimise the incidence of injury to visitors to DEC managed lands and waters through the implementation of a comprehensive and structured visitor risk management program and, by so doing, manage DEC’s exposure to public liability” CALM Policy 53.

### Strategies

#### 1. VRM Officer

Goldfields Region will have an officer responsible for Visitor Risk Management. The VRM Officer is responsible for ensuring hazards are identified, risks assessed, mitigation actions are planned and implemented, records maintained and reporting as required. The VRM officer must be a senior person with considerable experience in recreation management. This person should be noted as the VRM officer by placing a record in the VRM file on the corporate filing system.

The VRM officer may choose to have a officer who manages the VRM process (for example the operations officer)

#### 2. Key People

Every staff member has a risk management responsibility. However, the key people in the hazard identification and reporting process are those who visit the reserves and sites most frequently: the site servicing/maintenance staff, other operational staff and the public.

Servicing and maintenance staff visit reserves and sites most frequently, they are therefore vital to the prompt identification of hazards and should be regularly invited to the VRM discussions at regional Team Meetings, be kept up to date with the latest training and be provided with a rigid risk reporting system and procedure.

### 3. Training

All staff regularly involved with the VRM program should receive appropriate training to ensure they are aware of the importance of risk management and their responsibilities. The need for training should be identified through the departments Employee Performance Development Plan (EPDP).

The primary training opportunity is the Departmental nationally recognised VRM course, though other local training opportunities will be available on a needs basis, for example, at toolbox meetings, where VRM issues should be discussed and procedures should be gone over. In addition to this a refresher training session should be provided every 5 years for VRM trained staff.

See attachment 2 for list of personnel trained.

### 4. Hazard Identification & Risk Assessment

The process of hazard identification and risk assessment is ongoing and comprises of 3 components:

**Routine:**(during daily, weekly or regular site visits):

Generally the “key people”, in particular servicing/maintenance staff and operation staff identify a hazard, assess the risk and take immediate action.

Action to mitigate the risk may include: fixing the problem, remove or isolate the hazard; and/or report it to the VRM officer, or senior management personnel. The report is made in writing on a Maintenance and Hazard Report form.

The VRM officer then uses the risk calculator (VRM form 3) and/or other appropriate assessment methods to assess risk, records details and initiates appropriate action.

When immediate action is taken to remove a hazard and there is no further follow up action necessary, details must still be recorded on a VRM Maintenance and Hazard Report form and given to the VRM officer. Hazards that cannot be ameliorated immediately must be recorded on the Regions Risk Register (VRM form 4).

**Periodic:**

Hazard identification and risk assessment will be conducted periodically by the VRM officer (or designated staff) and/or specialists (e.g. Geotechnical consultants, engineers, arboriculturalists etc). When DEC staff members are conducting periodic hazard identification, the Hazard Identification and Maintenance Report (VRM form 1) or appropriate checklist is to be used.

Periodic hazard identification and risk assessment may be required after events such as severe storms or prior to major public events at recreation sites. Recreation sites with high visitor use and facilities/attractions that pose a greater potential risk to visitors will also be assessed periodically (e.g. Kalgoorlie Arboretum). These types of facility should have a regular inspection, recording and reporting process that is signed off by the regional manager. The inspection regime should be agreed to by the responsible manager.

**Annual:**

Systematic hazard identification and risk assessment at all formal facilitated recreation sites is to be completed on an annual basis. This process involves a thorough inspection of each site and completion of VRM forms 1→3. All hazards are then to be amalgamated onto the Regions Risk Register (VRM form 4). Consideration should be given to dedicated cross-region assessment days, to encourage a fresh, non biased assessment of sites and provide an opportunity to gain VRM experience across regions.

Due to the large size of the Goldfields Region, recreation sites have been spilt into three categories, the first category contains sites that are within a maximum of 4 hours drive from the regional head quarters or have high visitation. The second category will contain pastoral leases. The third category contains sites that are outside that 4 hour boundary or have low visitation. (attachment 4)

Sites within the first and second categories will be visited for a formal site inspection that is carried out once a year, at a set date. Sites that fall into the third category shall be assessed for VRM when visited during a yearly reserve management/inspection. These sites inspections will have no set date, but will aim to be achieved once a year. (See attachment 5)

## 5. The Recording and Reporting System

The corporate filing system will contain two files, the first file (currently folder 19.6) will contain any information pertaining to all incoming and outgoing VRM communications. The second file (currently 19.6.1) will contain all annual inspections (and associated forms) of the recreation sites within the Region and any reports made for risks at any particular sites. The second file should also include the annual sign off of the risk register by the Regional Manager.

An additional recording system involving a file for a set of sites which shows the annual inspections and the associated VRM forms for each site, these files are kept by the VRM Officer or Regional PVS Leader as a working file.

The Risk Register (VRM 4) is the compilation of all site hazards identified and while it is in the working document phase will be kept by the VRM Officer. Once the Regional Manager has signed off on the working copy (annual sign off), this document will be filed in the corporate filing system.

Any safety incident at recreation site, involving an employee or visitor, will be followed up with an appropriate report, which will be placed on the VRM corporate file (currently 19.6.1), after it has been sent onto the Risk Management section.

Half yearly VRM meetings will be held between the Regional Manager, the Regional PVS Leader and the VRM Officers. The purpose of these meetings will be to determine regional VRM priorities and works programs. These meetings will be scheduled at the beginning of each year along with the annual site inspections. An annual report should be sent on yearly basis to the Regional Services Director; the report should have a copy of the current or signed off risk register, with a covering note highlighting any particular issues faced by the Region. (See attachment 6 for yearly VRM planning calendar).

**Regional Manager sign off:**

This process is to occur once a year and is to occur on the second regional meeting every year. (See attachment 6 for yearly VRM planning calendar). This sign off process involves the Regional Manager going through the VRM register and signing off on the completed risks and assessing what action has been taken on risks that have not being completed, this process is designed to help set VRM regional priorities.

## The VRM Recording forms

All staff involved with the management of the VRM program should be familiar with the current suite of forms. See attachment 3

- VRM Form 1 –HAZARD IDENTIFICATION & MAINTENANCE REPORT  
This form is for use during formal hazard identification checks during annual or periodic assessments.
- VRM form 2 – RECREATION SITE – HAZARD MAP  
This is a simple map that is to show all hazards identified at the site.
- VRM form 3- INDIVIDUAL HAZARD RISK ASSESSMENT FORM(Risk Calculator)  
This form assesses the risk a hazard poses and includes proposed actions.
- VRM form 4- RISK REGISTER  
This form summarises and rates the hazards (by risk calculator or equivalent). The form nominates risk rating, action taken, responsible persons and deadlines, and monitoring requirements. This is a live form that forms the basis of the VRM works program.
- VRM form 5- WORKS/MAINTENANCE PROGRAM.  
This form compiles the total list of maintenance items that have been derived from VRM form 1.

### **INCIDENT REPORT**

For recording details of injury or damage if witnessed in the course of site visitation by DEC employees. These forms once filled out are to be filed in the District system for future reference. Notification of incidents to Risk Management Branch may also be required. (Refer to Incident Response Procedures)

In addition to this it should be noted that DEC is not the lead agency for search and rescue. The standard emergency response is usually by the Police and/or SES with assistance from DEC if or as requested by the agency. In the case of an incident on site the DEC employee should notify the senior officer immediately.

### **FIRE DIARIES.**

In the event that the appropriate paperwork is not available at the time of an incident or a hazard being identified details must be recorded in a fire diary provided to all maintenance personnel. Fire diaries can be used as an admissible document in a court of law if required. All fire diaries allocated to maintenance personnel are to be handed back to the VRM Co-ordinator at the end of the calendar year and a new diary will be issued.

### **PHOTOGRAPHIC RECORDS.**

Disposable/digital cameras are a useful tool for capturing visual detail of hazards and incidents and can have application in legal proceedings. All disposable cameras issued to maintenance personnel are to be returned when used to the VRM officer and a re-issue arranged. Digital images should be appropriately stored for future reference.

DEC has obligations to Commercial Operators and lease holders as well as the general public. Maintenance personnel should be aware of operators in their area and the nature of their operations to ensure they comply with their license and behave in a safe and appropriate manner. Obligations to lease holders may vary according to the nature of the lease. It is the responsibility of the Regional PVS leaders in conjunction with Regional managers to identify DEC's VRM obligations for the Region.

## Risk Signs

In addition to the procedures already mentioned, the Department of Environment and Conservation recognizes that it is not always possible to remove a hazard that has been identified as many are inherent risks associated with just being in the natural environment. Where hazards cannot be removed, the use of signage is seen as one of the most effective ways to bring an existing or potential risk to the attention of the public, as well as to outline measures on how to safely negotiate the hazard.

To assist staff in the procedures for managing risk signage, the region has developed a risk sign management document. This document outlines in detail the objectives, strategies, procedures and tasks involved in the management of risk signage. All staff involved in the management of risk signage need to be familiar with this document.

## Rules (key processes)

- The 4 key steps to be followed will be 1. Identification, 2. Assessment, 3. Apply treatment and 4. Review, monitor and record actions. This is in line with the accredited VRM training course.
- The Risk Register (VRM form 4) will be live and current. Details including identification of hazards, risk assessment and actions taken will be recorded as they occur. Information may be recorded and stored electronically. Backup files must be made.
- The Maintenance and Hazard reports submitted to the VRM officer will be filed.
- A paper record of each year's summary and sign off is to be retained on the Regional VRM file.
- The VRM sign register is to be kept up to date and accurate.

## Notes:

Visitor risk associated with strategic roads, other agency infrastructure and utilities i.e. powerlines, does not fall within the scope of this guideline.

Lack of funds must not prevent an essential VRM action from being undertaken, if there is a hazard requiring risk mitigation and funds are limited the hazard can at least be isolated until funds become available

All operational guidelines are to be implemented as per the VRM training course. This course will form the basis for the Goldfields Region VRM program and processes. Any changes to the VRM program or processes should be represented by updating this plan.

## Attachment 2

VRM Training Register as at 1/5/09

| <i><b>Name</b></i> | <i><b>Date of completion</b></i> | <i><b>Renewal date</b></i> |
|--------------------|----------------------------------|----------------------------|
| Ryan Butler        | Aug-04                           | Aug-09                     |
| Gary Hearle        | Aug-04                           | Aug-09                     |
| Vanessa Jackson    | Nov-08                           | Nov-13                     |
| Luke.P             | Nov-08                           | Nov-13                     |
| Louise Grubb       | Nov-08                           | Nov-13                     |
| Lawrence Harris    | Nov-08                           | Nov-13                     |
| Ross lynch         | Aug-04                           | Aug-09                     |

### **Potential training**

Kym Pearce  
Ian Kealley  
Barry Hooper  
Ben Kober  
Rick Lane  
Mark Harbour



## Attachment 4

### Site category listings

| Category 1                         |
|------------------------------------|
| Goldfields Woodlands National Park |
| Victoria Rock Nature Reserve       |
| Boondi Rock                        |
| Holland Track- Thursday Rock       |
| Kalgoorlie Arboretum               |
| Burra Rock Conservation Park       |
| Cave Hill Nature Reserve           |
| Walleroo Rock Conservation Park    |
| Rowles Lagoon Conservation Park    |

| Category 2                       |
|----------------------------------|
| Credo Former Pastoral Lease      |
| Goongarrie Former Pastoral Lease |
| Mt. Elvire Former Pastoral Lease |
| Lorna Glen Former Pastoral Lease |
| Lake Mason Former Pastoral Lease |
| Jaurdi Former Pastoral Lease     |
| Wanjarri Nature Reserve          |

| Category 3   |
|--|
| Bullock Holes Timber Reserve                             |
| Earaheedy Former Pastoral Lease - Syd head               |
| Goongarrie National park (dead man soak)                 |
| Helena and Aurora Range Conservation Park                |
| Kambalda Timber Reserve                                  |
| Kangaroo Hills Timber Reserve                            |
| Kurrawang Nature Reserve                                 |
| Lakeside Timber Reserve                                  |
| Queen Victoria Spring Nature Reserve                     |
| Coonara Timber Reserve                                   |
| De La Poer Range Nature Reserve                          |
| Dordie Rock Nature Reserve                               |
| Emu Rocks Timber Reserve                                 |
| Great Victoria Desert Nature Reserve                     |
| Karramindie State Forest                                 |
| Majestic Timber Reserve                                  |
| Mount Manning Range Nature Reserve and Conservation Park |
| Randell Timber Reserve                                   |
| Scahill Timber Reserve                                   |
| Wallaby Rocks Timber Reserve                             |
| Yallari Timber Reserve                                   |
| Yeo Lake Nature Reserve                                  |
| Neale Junction Nature Reserve                            |
| Gibson Desert/Mangkili Claypan Nature Reserves           |
| Mt Fosset / Ida Valley                                   |
| Casmere & Bulga Downs                                    |
| Proposed Woodline Hills                                  |

## Attachment 5

### VISITOR RISK MANAGEMENT ANNUAL CALENDAR

Goldfields Region

| Time of Year    | Task  | Action   | Comments   |
|-----------------|---|--|--|
| <b>December</b> | <ul style="list-style-type: none"> <li>Prepare recording packages for annual category 1 site assessments</li> <li>Prepare materials for report to regional service director</li> </ul>      | Regional VRM co-ordinator  |  |
| <b>Jan</b>      | <ul style="list-style-type: none"> <li>Provide regional report to the director</li> <li>VRM pre site assessment meeting (this could be held on the first day of the inspections.</li> </ul> | Regional VRM co-ordinator  | For all personnel involved in the site assessments.  |
| <b>Jan/ Feb</b> | <ul style="list-style-type: none"> <li>Conduct field assessments for categories 1 &amp;2, allocate one week</li> </ul>  | VRM Trained staff to carry out Regional VRM inspections.                       | Inventory signs at same time   |
| <b>Feb</b>      | <ul style="list-style-type: none"> <li>Compilation of information gathered at the annual inspections</li> </ul>   | Regional VRM co-ordinator  | A copy of all site assessments placed on corporate filing system   |
| <b>March</b>    | <ul style="list-style-type: none"> <li>Confirm specialist needs and availability i.e. by aboriculturalist, engineer, geotecnician,</li> <li>Hold 1st regional VRM meeting</li> </ul>        | R/M endorses program and priorities.   | <ul style="list-style-type: none"> <li>Review specialist contracts.</li> <li>Confirm budget for next financial year</li> </ul> |
| <b>April</b>    | <ul style="list-style-type: none"> <li>Specialist assessments</li> </ul>  | Regional VRM co-ordinator or operation officer oversees specialist assessments |  |
| <b>Ongoing</b>  | <ul style="list-style-type: none"> <li>Carryout program and update records</li> </ul>   | ALL  |  |
| <b>October</b>  | <ul style="list-style-type: none"> <li>Compile/ chase up all VRM assessments from category one and two sites</li> </ul>   | Regional VRM co-ordinator  |  |
| <b>November</b> | <ul style="list-style-type: none"> <li>2<sup>nd</sup> half yearly meeting</li> <li>RM update on achievements and annual sign off.</li> </ul>  | <b>RM sign off</b> , review of process   |  |

