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Emergency Protocols Checklist

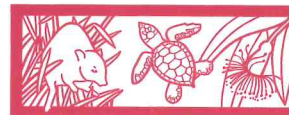
In the event of an accident/incident the following information will be required:

1. Advise expedition staff immediately of the nature of the accident/incident and give details – how, when and what actions have been taken.
2. Has the patient/s been evacuated? By what means? From where and to where?
3. Was the patient accompanied by a LANDSCOPE expeditions leader? If so, who?
4. If volunteer is hospitalised, leaders are to keep expeditions staff informed of patient's medical status.
5. Is the expedition going to continue? Liaise with expeditions staff to jointly assess situation.
6. Contacting next of kin – expeditions staff will contact families.*
7. The expeditions staff will reassure families of those not involved that all is okay.
8. If the accident is serious it is likely to attract media attention. The expeditions staff will advise the Director General and Corporate Executive.
9. Leaders should not respond to media without liaising with the expeditions staff who will contact the principal media person regarding a media strategy and/or media release.
10. Expeditions staff will arrange for a contact number for friends and relatives to ring to obtain more information.
11. Expeditions staff will arrange counselling of staff and/or participants if appropriate.
12. Expeditions staff will advise Volunteer Coordinator of nature of the accident.

In the event of a sudden death

1. Expedition leaders to ensure that instructions contained in the 'Procedures and Operations' Manual (Duty of Care section) have been carried out as follows:
 - They have sought medical advice.
 - They have contacted the police or local authorities and followed their advice
 - They have asked everybody in the group to take careful notes of the date, time, location, who was present and the circumstances surrounding the death as this will assist the police in preparing a report to the coroner.
 - They have made a list of any valuables and equipment belonging to the deceased person and have had the list witnessed. They have given all personal items of value to the police and obtained a receipt.
2. Expedition staff will contact next of kin.*

* **Emergency contact numbers for all volunteers are kept at Kensington. The leaders have copies in the field. The DEC Volunteer Coordinator also has a copy.**



LANDSCOPE EXPEDITIONS
Working at the Frontier of Discovery

EXPEDITION LEADERS

Customer service procedures checklist

- LANDSCOPE Expeditions is a customer-focussed program and although we refer to people joining the expeditions as 'volunteers' they are in reality paying clients.
 - LANDSCOPE Expeditions relies on client satisfaction for its continuing success.
 - On expeditions we are judged by how you treat our clients.
 - We must make it easy and a pleasure for our clients to do business with us.
 - Our service will ensure clients choose the expeditions program and remember us.
- Our clients' safety is paramount at all times.

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Department of
Environment and Conservation



Reliability:

- Always do exactly what you have said you will do for a client - if not more.

Efficiency:

- Make eye contact with visitors within 30 seconds of their arrival and greet them as soon as possible. Introduce yourself and use their names if appropriate. Make sure you are wearing your name badge for the duration of the expedition.
- Explain at all times what is happening.

Presentation:

- Good grooming and personal cleanliness are expected at all times.
- Presentation should be neat and appropriate and voice presentation should portray relaxed professionalism and confidence.

Professionalism:

- Accuracy and knowledge of your subject, combined with a customer-focused attitude, will ensure you maintain professionalism while building client relations.

Courtesy and tact:

- Always treat clients with respect and courtesy. Avoid too much familiarity and monitor their reaction to your approach. Thank them for joining the expeditions program and make them aware that you appreciate their support - both financially and physically.
- Share your attention evenly among the group.

Flexibility and convenience:

- Maintain a 'can-do' attitude. Even if the request is unusual, think about how you can either satisfy their request or provide other options.

Communication:

- Keep customers well informed about things that affect them. Let them know if there are delays and be apologetic if they are inconvenienced. Make sure they know you are concerned about their experience. Build a rapport without intruding and communicate with other staff to ensure messages are consistent. Also, find out what your clients needs are.
- Leaders should sort out differences of opinion/organisational details amongst themselves and never in front of the clients.

Attentiveness:

- Be aware of each client's needs and ensure they have all of the information they require. Be sensitive to clients' religious and ethnic backgrounds. Avoid jokes that may be inappropriate in these situations.
- Remember you are a representative of the LANDSCOPE Expeditions program and need to stay focussed on the clients' needs at all times.

Credibility:

- Do not promise what you cannot deliver. Be sincere and make a genuine effort to fulfil the customer's expectations. Follow up and confirm satisfaction.

Understanding the client:

- Make an effort to 'read' the clients and their reactions. Are they relaxed and comfortable? Do they feel anxious? Are they confused? Once you are aware of any uncertainty, ask questions and put them at ease.

In addition:

- Clients do not like to be told they are wrong - be diplomatic.
- Lack of information creates uncertainty - provide as much information as possible when circumstances require a client's understanding.
- 'Follow-up' often precludes a problem arising - recognise signs of dissatisfaction and do something about it.
- Remember, we want the expedition to be a meaningful experience for all our clients and leaders.