

WAIMARINO' S SAFETY MANAGEMENT SYSTEM



Safety comes first at Waimarino. We believe in fostering a strong conservative safety culture with all significant risks highlighted so that they can be learned from and avoided. The following is a breakdown of our comprehensive 3 tier safety management system, designed to be user friendly, Informative and in accordance with the following legislations:

- Health and safety at work general risk & workplace management regulations 2016
- Health and Safety at work Adventure Activities Regulations 2016
- Bay of Plenty Regional Navigational safety bylaw 2017.
- Ministry of social development - approvals framework (Level 3)
- New Zealand transport Agency – Land Transport act 1998
- Land Transport (Road User) Amendment Rule [2013] (Child restraints)
- Ministry of education – Education outside the classroom Guidelines
- Injury Prevention, Rehabilitation, and Compensation Act 2001

Waimarino is proud to be accredited with Qualworx



Our Safety Management System is broken down into 3 tiers

➤ Tier One

Fundamental Principles: A generic document outlining our key fundamental safety principles
(Not shown)

➤ Tier Two

Safety Management System Manual: This is our central document our “Safety Management System” (SMS) in support of this document are our Standard Operating Procedures (SOP’s).
(Not shown)

➤ Tier Three

Activity Management Plans (AMP): A detailed look into each activity with real insight into hazards and strategies to avoid or manage these hazards. (Hazard register) see below.

On site AMP's

- Adventure park & Life guarding
- On point AMP
- Abseiling – NOT IN USE.
- Adventure Based Learning
- Behaviour/medical
- Water trampoline
- Warm pool slip n Slide
- Kayak & mat slide
- Low ropes course
- The Blob
- Climbing wall
- Big Kanu
- Pedallos

Offsite AMP's

- Open water kayaking Daytime
- Open water kayaking night
- Waimarino river safety programme (River Hop)
- Wairoa River Tour
- Sea kayaking
- Vehicle Driving
- Whitewater kayaking – Aniwheua
- Whitewater kayaking – Tarawera
- Stand Up Paddleboarding


Activity Management Plan - Waimarino

Activity Description:	Adventure Based Learning Activities	Location/Trip:	Waimarino Adventure Park		
		Water:	Yes		Toilets:
Access Permission Required?	N/A	Instructor requirements:		16 yrs & over, current first aid, knowledge of SMS,policies & competencies, competency sign off	
		Client competencies:		Moderate level of fitness and mobility	
Other resources and notes:	Refer to ABL SOP's	Specific Policies:	Clients must sign customer declaration, swim test for all children, buddy system for younger children, 8yrs & under actively supervised by an adult of 18 years old, bouyancy aids correctly fitted,no running in the park, promote sun safe behavior		
Equipment:	Megaphone, Rescue tube & Radio. Refer to park SOP's for dry activities				
Emergency Response:	Use radio to summon help in the first instance, provide first aid as needed.Refer to Safety Management System emergency management plan in the event of a major emergency				
Previous Incidents:	Minor injuries (cuts & bruises) due to clients lack of attention & overenthusiasm. Slipping over due to running.				
Staff Client Ratios	Recommended 1:6 Secondary, 1:4 Primary. 2 instructors needed, 3rd instructor added for 40 students, 4th instructor added for 80 students. Max group size 100 students (instructors can count in adult ratios)				

Safety Management

Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard (Potential for serious harm in bold)	Management Strategy (Minimising strategies unless otherwise specified)
Water, tides	Ensure all clients are briefed on water safety requirements iaw Waimarino activity guidelines, ensure bouyancy aids are used on required activities and are fitted corrcetly. Refer to PARK AMPS
Slippery & uneven surfaces	No running and ensure clients are wearing suitable footwear. Enforced by staff and adult helpers, discussed during morning breifing.
Poor decision making	Instructor or supervisor to manage teams decisions and stop activity if clients are in danger of injury
child left alone.	Ensure all students/clinets are in goups, staff to be stationed at 3 main places 1. point supervising water activities, 2. rockwall operating the rock wall, 3. green area. all 3 areas have high risk activities involving either water or height.
Wasp & Bee stings (anaphylaxis)	Clients informed to bring epi-pen or adrenaline with them to activity if they have a severe allergy to wasp or bee stings. Staff to monitor the presence of wasps or bees in the vicinity of the climbing wall, & to halt activity & inform the operations manager so that nests can be removed. Weekly inspection of known nest sites at top of climbing wall during the summer season.
Sunburn, Heatstroke	Clients briefed to wear a hat & skin covering clothing. Staff to ensure that clients make use of shaded areas and are aware of availability of water on site. Staff to encourage the use of sunscreen for all participants. Staff to rotate off the activity periodically.

Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	
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Activity Management Plan - Waimarino

Activity Description:	Abseiling at Waimarino Adventure Park	Location/Trip:	Waimarino Adventure Park	
		Water:	Yes	Toilets: Yes
Entry & Egress - Access Permission Required?	NA	Instructor requirements:	16yrs or older, current 1st aid, knowledge of SMS, policies & competencies, competency sign off	
Other resources and notes:	Refer to: Abseiling SOP's	Client competencies:	Moderate level of fitness & ability.	
Staff /Client Ratios	Maximum group size – 8 clients to 2 instructors (1 instructor at cliff top & 1 instructor at cliff bottom)			
Equipment:	Staff: Abseil rope, Safety rope, Rigging rope, Safe area rope, Staff harness & PAS, Staff helmets x 2, Alloy HMS Krabs x 5, Steel 'D' Krabs x 4, 120cm sling x 2, Prussik loops x 2, First aid kit, Radios, Mobile phone. Client: Harnesses x 6, Helmets x 6, Extended descender rigs x 6,	Specific Policies:	Staff are to check correct fitting of harnesses & helmets, ensure safe travel to cliff top, safe behaviour of clients waiting to abseil, promote sun safe behaviour	
Emergency Response:	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency.			
Previous Incidents:	clients frozen due to fear having to be pulled back up to top of abseil or lowered to ground.			

Safety Management


Staff are to assess Environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard <i>(Potential for serious harm in bold)</i>	MITIGATING MEASURES <i>(Minimising strategies unless otherwise specified)</i>
Fall From Height - Equipment failure	All abseiling equipment must be CE rated. All abseiling equipment must be fit for purpose and properly maintained. All harnesses and helmets must be correctly fitted
Fall From Height - Anchor failure	anchor points are a rated building and are checked monthly staff also to inspect anchor points prior to setup for signs of damage or weakness. If in doubt as to integrity of anchors the session is not to proceed
Fall From Height - Poor belay technique	Staff are to be trained and assessed as competent belayers before working with clients
Fall From Height - Poor abseil technique	Use of a backup safety rope belayed by an instructor, Technique demonstrated by instructor before abseiling, Briefing to clients of correct abseil technique & coaching of technique during descent, Option to add a prussik to the brake rope
Damaged equipment	All equipment is checked before each climbing session for damage, all equipment is also checked monthly by operations Manager. Any damaged or faulty equipment is recorded taken out of operation and reported to operations.
Equipment failure	All equipment equipment is checked Monthly, and before each absailing session. To ensure in working order.
Falling objects - Loose items dislodged from cliff	Cliff top to be inspected before session start & any loose material removed, clients & staff below the cliff edge must wear a helmet at all times, clients briefed not to look up on hearing the call 'Below', any loose material appearing on the cliff top during the session to be removed. both staff and abseiling clients must wear helmets.
Falling Objects - Cliff face collapse	Staff are to visually inspect the cliff face prior to setting up the activity, if there is any sign of movement or destabilisation in the cliff face the activity is not to proceed, Staff are to immediately halt the activity if they experience any event causing a change in the integrity of the cliff face, and ensure the safety of clients and staff in evacuating the area. both staff members and all abseiling clients must wear helmets.
Unexpected weather events	In the event of an unexpected weather events staff are to halt the activity, assess the likely duration & severity of the event with a view to cancelling the activity & retreating from the site, In making this decision staff are to err on the side of caution

Uncontrolled people on site	Staff are to halt the activity in the shortest possible time whilst ensuring client safety, staff are to inform such people there is a session in progress and make them aware of safety boundaries - also asking the to move out of the area, session may re-commence once the area is clear							
Suspension trauma	waimarino only has a short 8 meter abseil results in the maximum time a participant my spend suspended in a harness is 10-20 mins which largely reduces the risk of suspension trauma							
Incorrectly tied knots	Staff are training and signed off as competent before being able to set up abseil wall, full set up and double check of knots is done before each abseil session.							
Unsupervised access	Barrier fence is in place at top af abseil. Access to the top of the abseil has a padlocked gate in place when not in operation and a double gate system when in operation. when abseil wall is not in use all equipment is locked away in storage shed.							
Incapacitation of belayer	Back up baelay is in place should the belayer become incapacitated.							
Weather	If raining abseil wall will not be operating to ensure no damage to rope or no slippage in belay equipment. If high winds operating the rock wall will be assessed by operations manager onsite.							
Isolation	abseil can be set up from the top platform while connected to an achour via a personal safety.							
pendulum	Participants must stay on the designated path they are decending on to reduce the risk of pendulum. Participants are instructed to keep feet up as they desend in order to reduce impact should they slip and pendulum to the side. (very low risk of this occurring)							
Uncontrolled slip - access path	Detailed brief to clients before taking track to cliff top holding area, if staff have concerns over client behaviour they are to escort them to the cliff top holding area							
Sunburn, heatstroke	Clients briefed to wear a hat & skin covering clothing, Staff to ensure that clients make use of shaded areas and are aware of availabilty of water on site, Staff to provide sunscreen for all participants, Staff to rotate off the activity periodically							
Hair & clothing entrapment	Staff to ensure any long hair is tied back or controlled under a hat. Staff to ensure loose clothing is secured or removed. Clients are briefed to keep their hands clear of potential pinch points							
Risk of inverting	Option to use a chest harness or Parisian baudrier to support abseiler upper body during descent, Staff to demonstrate & coach correct body position prior to & during descent.							
Emotional/Psychological trauma	Staff briefing to emphasise the degree of safety provided by the equipment, Challenge by choice only, Staff are to reassure & encourage participation but not for an overly long time period if the client remains anxious							
Wasp & Bee stings (anaphylaxis)	Clients informed to bring epi-pen or adrenaline with them to activity if they have a severe allergy to wasp or bee stings. Staff to monitor the presence of wasps or bees in the vicinity of the climbing wall, & to halt activity & inform the operations manager so that nests can be removed. Weekly inspection of known nest sites at top of climbing wall during the summer season.							
Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	

Activity Management Plan - Waimarino

Activity Description:	Adventure park 'On Point', Tarzan swing, high & low dive, gladiator pole, swimming.	Location/Trip:	Waimarino Adventure park	
Entry & Egress - Access Permission Required?	N/A	Water:	Yes	Toilets: Yes
Other resources and notes:	Refer to: Life Guard SOP & Adventure park SOP.	Instructor requirements:	16yrs or older, Current 1st aid, Life guard & spine board training, Knowledge of SMS, policies & competencies, competency sign off	
Equipment:	Megaphone, rescue tube & radio, rescue kayak	Client competencies:	Good swimming & fitness level	
Emergency Response:	Use radio to summon for help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency			
Previous Incidents:	Clients from kayak slide colliding with clients in the water, Clients swinging back towards land on the Tarzan swing, Falling due to slippery surfaces, Falling from the gladiator platform, Clients landing 'flat' from the high dive, Kayak pushed over the top of the kayak slide & falling into reception area, clients being washed up against upstream side of UFO. clients missing the tarzan swing get out due to current.			
Safety Management				
Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff				
Hazard <i>for serious harm in bold</i>	<i>(Potential)</i>	Management Strategy	<i>(Minimising strategies unless otherwise specified)</i>	
Kayak slide landing zone		To be run by a responsible supervisor who has been briefed by Waimarino staff, ensure landing site is clear before client slides, use stop go sign, Waimarino staff to operate when busy - refer to slide AMP		
Drowning		Instruct all clients that they must be able to swim to enter the water, use swim test to assess childrens swimming ability, B.A.'s to be worn at all times for required activities (UFO, kayaks, SUPs, pedalos, and if participants are not confident swimmers. person of responsibility to stay on point keep vigilant of clients on and around the water.		
Hypothermia		offer required offer wetsuits. Hot chocolate and towels, and fleeces can be used in serious cases.		
Incorrectly fitted Bouyancy aids		All staff must stay vigilant and step in when noticing ill fitted bouyancy aids, staff must be proactive when assisting clients with choosing and fitting bouyancy aids.		
Tide / current		Be aware at all times of the tide, keep all freedom hire craft upstream of the kayak dock at all times, use megaphone in a polite manner as required. Be aware that lighter clients could be washed up against the upstream side of the UFO during a strong outgoing tide, position staff member at UFO on busy days with strong tide. if tides are strong object takes less than 10 secs to go from ladder to ladder close the slide and tarzan swing.		
River debris		Be aware of floating or submerged debris, remove or dislodge as necessary. Morning check for debris in river to be done by staff during open up process.		
Uncontrolled activity		Instructor to keep a vigilant watch at all times, scanning the waters edge for danger or difficulties, never sit on point with back to water, if speaking to clients ensure the water can still be seen. Blob and rock wall remain closed until open by staff member.		


clients not following rules/instructions		3 strike system - 1 friendly reminder of the rules above. 2. reinstate the rules and mention if they are spoken to again they will be removed. 3. if you have to talk to the same person 3 times they will be removed from the activity.						
Sunburn		Ensure that all clients are aware of the risk & have sunblock to hand.						
Wet & slippery surfaces		Enforce the 'no running' rule.						
Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	

Activity Management Plan - Waimarino

Activity Description:	Behaviour/Medical issues	Location/Trip:	Waimarino Adventure park	
		Water:	Yes	Toilets: Yes
Access Permission Required?	N/A	Instructor requirements:	16yrs or older, Current 1st aid, Life guard & spine board training, Knowledge of SMS, policies & competencies, competency sign off	
Other resources and notes:	Refer to Staff competencies & SOP's	Client competencies:	Good swimming & fitness level	
Equipment:	N/A	Specific Policies:	N/A	
Emergency Response:	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency			
Previous Incidents:	Clients/students with medical issues that Waimarino have not been informed about such as allergy to bees/wasp etc. Behavioural issue with students not listening/disregarding Adventure park rules and instructor directions, leading to a flipped pedallo, and other students getting upset.			

Safety Management

When a programme is booked clients are to receive information regarding our terms and conditions, this includes asking them to notify us of any medical or behavioural issues prior to arrival. We can staff accordingly, give extra instructors/specific instructors to specific groups, or adapt/change the programme to suit the needs of the individuals/groups, to ensure the programme is run safely. It is the responsibility of the accompanying adult/teacher to ensure behaviour of students/clients is respectful and appropriate.

Hazard <i>(Potential for serious harm in bold)</i>	Management Strategy <i>(Minimising strategies unless otherwise specified)</i>
Un notified Allergic reaction	Cease activity and attempt to get a better understand of the severity of the reaction from them/accompanying adult/teacher. Depending on severity perform first aid, if Student/client has EPY pen use it, call 111/ take to emergency room.
Students/Clients disregarding rules and instructions	Go over and explain rules again to students/clients, if disregard for rules/instructions continues warn them that they breaking the rules and if they continue they will not be able to participate in the activities, if behaviour continues speak to accompanying adult/teacher explain the situation and have them removed from the activities. if assistance is needed Radio for onsite Mnager. 3 strike and they get removed.
Un notified recent injuries	Ensure during all briefings instructors mention which activities are high impact activities (Blob and Hydro slide) and if they have had any recent injuries (concussions, broken bones, fractures or dislocations) they should avoid these activities.
Inappropriate/aggressive behaviour	Cease activity and explain that this behaviour is not acceptable within Waimarino and if it continues they will be asked to sit out/leave the premises. speak to accompanying adult/teacher as it is their responsibility. Do not at any time engage with client/student physically. 3 strike and they get removed.
Approved by	Blair Anderson
date	31.07.2024 (V3.0)
Review in	1 year
from date of approval	
Signed	


Activity Management Plan - Waimarino

Activity Description:	The Blob	Location/Trip:	Waimarino Adventure Park	
		Water:	Yes	Toilets: Yes
Access Permission Required?	N/A	Instructor requirements:	16yrs or older, current 1st aid, life guard & spine board training, knowledge of SMS, policies & competencies, competency sign off	
Other resources and notes:	Refer to: Blob SOP's	Client competencies:	Good swimming & fitness level	
Equipment:	Client: Impact vest bouyancy aid, Helmet with ear protection. Staff: bouyancy aid, radio	Specific Policies:	Jumping technique explained & demonstrated to clients before jumping, x2 jumps with wrong technique disqualifies client, bouyancy aids & helmets correctly fitted. Promote sun safe behaviour, watch for client falling between blob & stabiliser, monitor activity on upstream side of UFO	
Emergency Response:	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency			
Previous Incidents:	Back Injuries due to weight mismatch between jumpers & blobbers, Jumpers landing on each other due to poor technique & failure to follow instructions, Slipping on Blob tower, Broken nose due to jumpers colliding, Jumpers sprained/broken joints from poor landings due to poor technique & failure to follow instructions, client falling between the blob & the stabilising float			

Safety Management

Guide/s are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All Staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard <i>(Potential for serious harm in bold)</i>	Management Strategy <i>(Minimising strategies unless otherwise specified)</i>
Drowning	Instructors to ensure that all clients using the Blob are wearing a correctly sized and correctly fitting buoyancy aid.
impact injury- water	Instructors to ensure all clients using the blob are wearing a correctly fitted Blob impact vest bouyancy aid and a helmet with ear protection to minimise the risk of water slapping the water, concussions, burst ear drums. Corrcet PPE must be used.
Impact injury - landing on blob	Staff are to be thorough training and signed off as competent to operate the blob. Clients are given a 2 strike warning as they must be confident when jumping on to the blob and must have the correct technique. If there is any doubt in the staff members mind the the client will not just correctly or confidently they are to turn that client away.
Double Jumpers	Ensure clients are well trained to step off tower together at the same time, ensure that weight restrictions are observed. Only allow double blobbing for clients who have demonstrated good technique on previous blobs.
Un supervised children.	minimum age for participants is 8 years old. As children under 8 years old must be actively supervised by an adult of 18 years old which mean they must be in the water with them and this is not possible with the blob.
Water surface	Minimise impact by ensuring there isnt a large weight difference between blobber & jumper. Ensure clients wear impact vest B.A's & helmets with ear protection, brief clients to try and break the water surface with limbs rather than torso.
Slippery water ladders	Caution clients prior to blobbing. Ladder must be cleaned every week.
Kayaks, water craft & swimmers	Instructor is to ensure that landing area is clear prior to blobbing taking place.
Floating debris	Paddle around the blob & dislodge and remove any logs morning checks, sticks or other debris. Keep a lookout for debris floating towards the blob at all times during operation.

Landing on the blob	Brief clients to land "on their bum or back not their feet, arms in front of them not behind". Inform them that if they get this wrong twice they will not be allowed to continue.							
Entrapment	Monitor clients on the blob to ensure that they do not fall off the side & slip between the blob & the stabilising floats							
Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	


Activity Management Plan - Waimarino

Activity Description:	Top rope climbing - (artificial wall)	Location/Trip:	The rock wall Waimarino Adventure Park	
		Water:	Yes	Toilets: Yes
Entry & Egress - Access Permission Required?	N/A	Instructor requirements:	16yrs or older, current 1st aid, knowledge of SMS, policies & competencies, competency sign off	
Other resources and notes:	Refer to: Top rope climbing SOP & Adventure park SOP	Client competencies:	Moderate level of fitness & ability.	
Staff /Client Ratios	Maximum group size – 8 clients per instructor Belaying – 1 staff member per rope.			
Equipment:	Rope, GriGri, 2 x steel triple movment (rope end) 1 x steel triple movement, 1 x steel pair & Sling (ground anchor) 1 x snaplink & short sling (staff attachment), 2 x prussiks, Harnesses for staff & clients, scissors, angle wings, Radio	Specific Policies:	Staff are to check correct fitting of harnesses, attachment to rope end, correct setup of anchor system & GriGri, instruct clients of safe climbing, complete gear check & fill out logs, promote sun safe behaviour	
Emergency Response:	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency			
Previous Incidents:	Hair trapped in GriGri, losing haul cord, sprained knee			

Safety Management

Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All Staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard <i>for serious harm in bold</i>	<i>(Potential)</i>	MITIGATING MEASURES <i>(Minimising strategies unless otherwise specified)</i>
Fall from height		All climbing equipment must be CE rated. All climbing equipment must be fit for purpose and properly maintained. All harnesses must be correctly fitted. Ground underneath rock wall is soft padded area with tyres and sawbust, for a soft landing. Fall from height can cause death or major injury.
Fall From Height		Staff to be trained & assessed as competent belayers before working with clients. Use of GriGri belay devices to reduce the likelihood of an uncontrolled descent. Client belayers to be closely supervised & backed up until they have proven competence.
Falling objects		Waimarino has no overhanging trees at rock wall and all holds and objects are secured to the wall. Top area of wall is checked monthly.
Equipment failure		All equipment is checked Monthly, and before each climbing session. To ensure in working order.
Damaged equipment		All equipment is checked before each climbing session for damage, all equipment is also checked monthly by operations Manager. Any damaged or faulty equipment is recorded taken out of operation and reported to operations.
Incorrectly tied knots		Staff are training and signed off as competent before being able to set up climbing wall, full set up and double check of knots is done before each climbing session.
Slack in rope		Having too much slack in the rope can lead to a larger fall, causing wiplash or other injuries. Belayer/staff to be signed off as competent to belay. And if climber is climbing to fast instructor to instruct them to slow down/stop, giving the belayer time to pull in all the slack
Unsupervised access		Barrier fence is in place gate is pad locked closed and all climbing equipment when rock wall is not in use is locked away in storage shed. to restrict unsupervised access, activity closed signage is displayed on gate when closed.
Failure of Structure		Structure is a rated building with code of compliance. And is checked monthly.
Incapacitation of belayer		Gri-gri are used for a belay system and belay system is attached to anchor at the ground.

incorrect Harness sizing/inversion	Use of angle wings/chest harness for participants who are either too small or too large for a standard harness to carry participants weight correctly. If standard harness is too small for participant they will be unable to climb.							
Suspension trauma	Participants are only able to climb for 1 or 2 walls per turn there for the maximum time a participant may spend suspended in a harness is 10-20 mins which largely reduces the risk of suspension trauma							
Communication	Climbing wall SOP clearly states the correct communication to use when communicating with participants. If assistance is needed all staff operating the rock wall use radios and can call for assistance at any time.							
Uncontrolled slip	Regular inspection and maintenance of climbing wall. Pre-use visual inspection of climbing wall before use. Tools kept on hand to tighten loose holds.							
participant stuck up the climbing wall/entrapment	If possible attempt to talk the client into pushing off the wall or down climbing. If the participant is physically stuck call for help and have another person climb and assist with stuck participant.							
Fatigue	Ensure all climbers are receiving breaks between climbing that allow them to recover between climbs. Ensure the belayer has sufficient energy to run a full climbing session 1 hour belaying. Bring water bottle to site.							
Collision	All unclimbing participants supervisors or by passes are kept outside of the climbing area, and only invited in when going to be climbing.							
Isolation	Climbing wall can be completely set up and taken down from the ground without working at height so risk of isolation is reduced.							
Weather	If raining climbing wall will not be operating to ensure no damage to rope or no slippage in belay equipment. If high winds operating the rock wall will be assessed by manager onsite.							
Lightning	If lightning is present do not operate Climbing wall							
Earthquake	In instance of an Earthquake, lock off dead rope and wait for earthquake to cease, instruct climber to go lower position. Once earthquake has ceased bring climber to the ground and call for management/operations to assess for damage before continuing to operate activity.							
pendulum	Clients are instructed to start with the easier walls and work their way up. Participants must stay on the designated wall they are climbing on to reduce the risk of pendulum. Participants are instructed to keep feet up if they fall in order to reduce impact should they pendulum on the blue or green walls.							
Sunburn, Heatstroke	Clients briefed to wear a hat & skin covering clothing. Staff to ensure that clients make use of shaded areas and are aware of availability of water on site. Staff to rotate off the activity periodically							
Hair & clothing entrapment	Staff to ensure any long hair is tied back or controlled under a hat. Staff to ensure loose clothing is secured or removed. Clients are briefed to keep their hands clear of potential pinch points							
Wasp & Bee stings (anaphylaxis)	Clients informed to bring epi-pen or adrenaline with them to activity if they have a severe allergy to wasp or bee stings. Staff to monitor the presence of wasps or bees in the vicinity of the climbing wall, & to halt activity & inform the operations manager so that nests can be removed. Weekly inspection of known nest sites at top of climbing wall during the summer season.							
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Activity Management Plan - Waimarino

Activity Description:	Kayak & Mat slide	Location/Trip:	Waimarino Adventure Park	
		Water:	Yes	Toilets: Yes
Entry & Egress - Access Permission Required?	N/A	Instructor requirements:	16yrs or older, Current 1st aid, Life guard & spine board training, Knowledge of SMS, policies & competencies, competency sign off	
Other resources and notes:	Refer to: Adventure park SOP and Life Guard SOP.	Client competencies:	Good swimming & fitness level	
Equipment:	Client equipment: Slide kayak or mat, bouyancy aid. Instructor equipment: rescue tube, radio	Specific Policies:	Swim test for all children within school groups, buddy system for younger children, 8yrs & under, actively supervised by an adult of 18 years old, bouyancy aids correctly fitted, no running in the park, promote sun safe behavior	
Emergency Response:	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency			
Previous Incidents:	Clients colliding with swimmers in the water, Sprains from holding on to mat when entering water, Back injuries from leaning back in the kayak, cuts & scrapes to hands from holding on to the sides of the slide. Kayak pushed over the back of the slide & falling down hill into reception area.			


Safety Management

Staff are to assess Environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients**

Hazard <i>(Potential for serious harm in bold)</i>	Management Strategy <i>(Minimising strategies unless otherwise specified)</i>
Drowning	Staff are to ensure that all clients in a kayak are wearing a correctly fitted buoyancy aid before commencing the activity.
Drowning	Instruct all clients that they must be able to swim to enter the water, conduct swim test with children for school groups. Water slide to be actively supervised by responsible adult or a staff member at all times. Point person ensure they are focused and doing the 10 sec scan 20 sec help.
Impact on water	Kayak is only used on the slide when the water level is above the allocated point on the bottom pole. Ensure all clients have watched the park safety briefing and understand that the hydro slide is a high impact activity. Sit up and lean forward to avoid back compression and back slap.
Sunburn, Heatstroke	Clients briefed to wear a hat & skin covering clothing. Staff to ensure that clients make use of shaded areas and are aware of availability of water on site. Staff to rotate off the activity periodically
Tide / current	Be aware of tide direction relating to safe exit from the water, ie if the tide is strong outgoing, avoid using the kayak & use the downstream ladder for mat sliders. Current is too strong if an object takes less than 10 secs to go from ladder to ladder at the water front.
Water traffic	When slide is in operation ensure all water traffic is well clear of landing zone. Staff member stationed at bottom of hydro slide during busy park days. Ensure clear commands are being used, use stop go sign.
Distractions	Ensure that supervising adult is focussed solely on slide safety & not on other activities.
clients holding onto side of slide.	signage in place to educate clients, ensure briefings are clear DO NOT HOLD ONTO THE SLIDE . Smooth off all sharp edges and ensure pipe edge is facing the correct way in case someone does grab the side.
kayakers	When tahi/kayak programmes are going out or coming in ensure the slide is closed. Only operate slide when the coast is clear and there are no water craft in the area.
Landing zone	Supervise landing area - ensure it is clear before clients start sliding, with clear signalling. Enforce no swimming in front of the slide. Enforce all water craft up stream.

Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	
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Activity Management Plan - Waimarino

Activity Description:	Low ropes Course	Location/Trip:	Low Ropes Course / Waimarino Adventure Park					
		Water:	Yes		Toilets:	Yes		
Access Permission Required?	N/A	Instructor requirements:		16yrs or older, Current 1st aid, Life guard & spine board training, Knowledge of SMS, policies & competencies, competency sign off				
		Client competencies:		Moderate level of fitness and mobility				
Other resources and notes:	Refer to: Adventure park SOP	Specific Policies:	Weight restriction applies (for use by customers < 90kg), explain/demonstrate 'spotting' technique, promote sun smart behaviour					
Equipment:	Client: Appropriate clothing, Instructor: radio							
Emergency Response:	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency							
Previous Incidents:	Broken arm, kid fell off top of cargo net on to ground, bumps and bruises from slipping off elements							
Staff Client Ratios	1 person on any obstacle at a time, 2 person waiting on any platform at a time, one member of staff or school staff supervising							
Safety Management								
Staff are to assess Environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff								
Hazard	Management Strategy							
Overloading	follow policies listed above							
Falling off activities	Brief clients on correct spotting techniques							
failing equipment	Low ropes course is checked over monthly for stability and wear of equipment.							
clients not following rules/instructions	3 strike system - 1 friendly reminder of the rules above. 2. reinstate the rules and mention if they are spoken to again they will be removed. 3. if you have to talk to the same person 3 times they will be removed from the activity.							
Sunburn, Heatstroke	Clients briefed to wear a hat & skin covering clothing. Staff to ensure that clients make use of shaded areas and are aware of availability of water on site. Staff to rotate off the activity periodically							
Wasp & Bee stings (anaphylaxis)	Clients informed to bring epi-pen or adrenaline with them to activity if they have a severe allergy to wasp or bee stings. Staff to monitor the presence of wasps or bees in the vicinity of the climbing wall, & to halt activity & inform the operations manager so that nests can be removed. Weekly inspection of known nest sites at top of climbing wall during the summer season.							
Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	

Activity Management Plan - Waimarino

Activity Description:	Adventure park 'On Point', Tarzan swing, high & low dive, gladiator pole	Location/Trip:	Waimarino Adventure park	
	N/A	Water:	Yes	Toilets: Yes
Entry & Egress - Access Permission Required?		Instructor requirements:	18yrs or older, Current 1st aid, Life guard & spine board training, Knowledge of SMS,policies & competencies, competency sign off	
Other resources and notes:	Refer to: life Guard SOP, & Adventure park SOP.	Client competencies:	Good swimming & fitness level	
Equipment:	Megaphone, Rescue tube & radio, rescue Kayak	Specific Policies:	Staff memebr on point must always have a radio and must be person of responsibility, always be forward facing, 10 sec scan 20 secs assist. Never sit on point.	
Emergency Response:	Use radio to summon for help in the first instance, provide first aid as needed.Refer to Safety Management System emergency management plan in the event of a major emergency			
Previous Incidents:	Clients from kayak slide colliding with clients in the water, Clients swinging back towards land on the Tarzan swing, Falling due to slippery surfaces, Falling from the gladiator platform, Clients landing 'flat' from the high dive, Kayak pushed over the top of the kayak slide & falling into reception area, clients being washed up against upstream side of UFO. clients missing the tarzan swing get out due to current. Clints causing distraction to person on point.			

Safety Management

Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard <i>(Potential for serious harm in bold)</i>	Management Strategy <i>(Minimising strategies unless otherwise specified)</i>
All hazards that are identified in adventure park AMP	Refer to adventure park AMP.
On point being distracted.	Ensure staff member on point is a person of responsibility they must ensure to stay focused on the clients in and around the water.
heatstrike	Ensure staff have sun proictetion hats sun screen water, encourage those clients around you to do the same.
staff burn out	Ensure all staff are getting moved around the work stations and have the oppportunity to have a break to aviod staff burn out.
communication	ensure all key staff members and key stations have radios for emergency or operational communication.

Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	
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Activity Management Plan - Waimarino

Activity Description:	Open Water Kayaking - Daytime (SLRKT, SLMKT, WRT, Te Waka, Recreational Kayaks)	Location/Trip:	Wairoa river (lower section), Lake McLaren, Lake Rotoiti, Lake Tarawera	
		Water:	Yes: Waimarino, Visitor centre, & hot pools	Toilets: Yes: Waimarino, Visitor centre, Otaramarae carpark & hot pools
Access Permission Required?	SLMKT - Park run by Tga City Council. Park Ranger - Beau - 027 200 3670 / 07 543 3382 SLRKT Only use Otaramarae boat ramp to launch at lake Rotoiti - 07 345 8070	Instructor requirements:	Lead guide 18yrs & over, second 16 yrs & over, Current first aid, Knowledge of SMS, policies & competencies, competency sign off, P endorsement (as required), Assessed as safe to drive & tow	
Other resources and notes:	Refer to: SLRKT SOP, SLMKT SOP, Lake Tarawera SOP, Lake Rotoiti cancelation policy, thunder and lightning protocol	Client competencies:	Moderate level of fitness and mobility	
Equipment:	Instructor: B.A. with knife, whistle & tow line, 1st aid kit, Paddle float, pump, head torch, cell phone in waterproof case, 1 other form of communication.	Specific Policies:	Ensure clients have suitable clothing for the prevailing conditions, bouyancy aids are correctly fitted, spraydeck release has been practised (if used), weather has been checked, client declaration signed, promote sun smart behaviour	
Emergency Response:	Carry Client - guide incapacitated flow chart & Refer to SOP. Nearest AED's - SLRKT West Rotoiti Fire station Dial 111, Lake rotoiti holiday park, Dial 07 362 4860 SLMKT - Lake McLaren Park Information centre, Dial 07 577 7000. Refer to tour map for contact No.s & grid refs. coast guard *500, VHF RADIO CHANEL 16			
Previous Incidents:	Clients capsize - (Top heavy, lack of instruction, weather conditions), leaky boats, rudder failure, fatigued clients, Inform clients to remove jewellery at the hot pools as the minerals can cause discolouration			
Staff client Ratios	1:10			

Safety Management

Guide/s are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard <i>(Potential for serious harm in bold)</i>	MITIGATING MEASURES <i>(Minimising strategies unless otherwise specified)</i>
Drowning	Clients to wear correctly fitting bouyancy aids at all times when on the water, Clients to kayak in very stable double sea kayaks, Staff to supervise client behaviour throughout the activity.
Hypothermia	Provide clients with suitable clothing and gear for the conditions. Clients to kayak in very stable double sea kayaks Staff to supervise client behaviour throughout the activity.
Failure of equipment	kayaks and tours gear (fleeces, jackets, spray skirts and safety gear) gets checked monthly. All broken gear get labelled and pulled out of rotation.
Capsize	Any tours over close to cut descussions are had with operations and guides to ensure clients and guides do not operate tours in dangerous conditions. All guides are training in solo and double rescues. And have great knowledge on the use of rescue equipment and are signed off before guiding.
Loss of client	Guides to continually asses and count client numbers ensure all kayaks and lights are visible - should be checking you have all your clients every 2 -3 mins. Even more regularly in bad wether. Evcery time you stop change direction pass a land mark or regroup.
Powerstation (SLMKT ONLY)	Check SLMKT SOP for how to completely mitigate the risk of passing the powerstation. Guides are training to tow and guide clients through the power station section of the tour.
Sunburn, heatstroke	Clients briefed to wear a hat & skin covering clothing guides to provide sunscreen (& water bottles on SLRKT) for all clients & staff to supervise client behaviour throughout the activity. Guides to make use of natural shade where available.

High Winds		In strong winds hug the bays close to shore, Consistant wind gusts of 30Kts are considered too strong for this tour. weather is closely monitored by the operations manager and open channels of commuincation with the guides is enmcourged when discussing weather conditions and making weather calls.						
Slips, trips & falls		Guides to monitor the state of launching & exit points clearing debris & removing bird waste as necessary. Clients briefed to take special care when entering & exiting kayaks as the ground may be slippery. Guides to place kayaks on shore away from slippery areas.						
Collision		Clients briefed to stay with the group at all times. Guides to monitor group & ensure adequate clearance from other water craft. Guides to ensure that groups give adequate clearance to known hazards.						
Entrapment		Guides to ensure that clients practice spraydeck release before activity begins. Guides to be proficient in rescue techniques for capsized kayaks. Guides to conduct the activity in a manner that will minimise the risk of capsize.						
Lightening		Operations Manager to check weather and liase with guides at least 24 hours prior to trip using (windy, metservice, metvuw. Etc). Guide to establish distance from current position and dircetion weather is moving (3 secs between lightening and thunder is 1km). Guide to monitor conditions if moving away from area. lightening closer than 1 km and moving towards area of operation is considered to dangerous for this tour.						
Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	

kayak


Activity Management Plan - Waimarino

Activity Description:	Open Water kayaking Night-time SLRKT, SLMKT, Waka	Location/Trip:	Lake McLaren / Glow Worm tour/SLRKT	
		Water:	Yes Waimarino, Visitor centre, & hot pools	Toilets: Yes Waimarino, Visitor centre, Otaramarae carpark & hot pools
Access Permission Required?	SLMKT - Park run by Tga City Council. Park Ranger - Beau 027 200 3670 / 07 543 3382 SLRKT - Otaramarae boat ramp to launch at lake Rotoiti	Instructor requirements:	Lead guide 18yrs & over, second 16 yrs & over, Current first aid, Knowledge of SMS, policies & competencies, competency sign off, P endorsement (as required), Assessed as safe to drive & tow	
Other resources and notes:	Refer to: SLRKT SOP, SLMKT SOP, Lake Rotoiti cancelation policy, thunder and lightning protocol	Client competencies:	Moderate level of fitness and mobility	
Equipment:	Instructor: B.A. with knife, whistle & tow line, 1st aid kit, Paddle float, pump, head torch, red light, cell phone in waterproof case 1 other form of communication. Tour map	Specific Policies:	Ensure clients have suitable clothing for the prevailing conditions, torches are issued, bouyancy aids are correctly fitted, spraydeck release has been practised (if used), weather has been checked, client declaration signed	
Emergency Response:	Carry Client - guide incapacitated flow chart & Refer to SOP. Nearest AED's - SLRKT West Rotoiti Fire station Dial 111, Lake rotoiti holiday park, Dial 07 362 4860 SLMKT - Lake McLaren Park Information centre, Dial 07 577 7000. Refer to tour map for contact No.s & grid refs.			
Previous Incidents:	Guide capsize, Clients capsize (leaning on a rock that wasn't there), Distress caused by darkness & confined space in canyon. Clients ending up in front of the power station.			
Staff Client Ratios	1:7			

Safety Management

Guide/s are to assess Environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard <i>(Potential for serious harm in bold)</i>	Management Strategy <i>(Minimising strategies unless otherwise specified)</i>
Drowning	Clients to wear correctly fitting buoyancy aids at all times when on the water, Clients to kayak in very stable double sea kayaks, Staff to supervise client behaviour throughout the activity.
Hypothermia	Provide clients with suitable clothing and gear for the conditions. Clients to kayak in very stable double sea kayaks. Staff to supervise client behaviour throughout the activity. Guides to carry spare fleeces for clients on rotoiti tours. encourage clients to use all equipment provide on col wet nights.
Failure of equipment	kayaks and tours gear (fleeces, jackets, spray skirts and safety gear) gets checked monthly. All broken gear get labelled and pulled out of rotation.
Capsize	Any tours over close to cut descussions are had with operations and guides to ensure clients and guides do not operate tours in dangerous conditions. All guides are training in solo and double rescues. And have great knowledge on the use of rescue equipment and are signed off before guiding.
Powerstation (SLMKT ONLY)	Check SLMKT SOP for how to completely mitigate the risk of passing the powerstation. Guides are training to tow and guide clients through the power station section of the tour.
Loss of client	Guides to continually assess and count client numbers ensure all kayaks and lights are visible - should be checking you have all your clients every 2 -3 mins. Even more regularly in bad weather. Every time you stop change direction pass a land mark or regroup.
High Winds	In strong winds hug the bays close to shore, Consistent wind gusts of 30Kts are considered too strong for this tour. weather is closely monitored by the operations manager and open channels of communication with the guides is encouraged when discussing weather conditions and making weather calls.

Slips, trips & falls		Guides to monitor the state of launching & exit points clearing debris & removing bird waste as necessary. Clients briefed to take special care when entering & exiting kayaks as the ground may be slippery. Guides to place kayaks on shore away from slippery areas.						
Collision		Clients briefed to stay with the group at all times. Guides to monitor group & ensure adequate clearance from other water craft. Guides to ensure that groups give adequate clearance to known hazards.						
Entrapment		Guides to ensure that clients practice spraydeck release before activity begins. Guides to be proficient in rescue techniques for capsized kayaks. Guides to conduct the activity in a manner that will minimise the risk of capsize.						
Darkness		Maximise night vision by not using white light, use water proof red lights on clients boats to show where they are and back of guides head to show the way, use lamp at van for loading. Rotoiti kayaks to have white lights fitted for evening crossings and night paddling.						
Lightning		Operations manager to check weather and liase with guides at least 24 hours prior to trip using (windy, metservice, met vuw. Etc). Guide to establish distance from area of operation and dircetion weather is moving (3 secs between lightening and thunder is 1km). Guide to monitor conditions if moving away from area. lightening closer then 1 km and moving towards area of operation is considered to dangerous for this tour.						
Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	

Activity Management Plan - Waimarino

Activity Description:	Pedalo's	Location/Trip:	Lower Wairoa river	
		Water:	Yes	Toilets: Yes
Entry & Egress - Access Permission Required?	Access from Waimarino pontoons	Instructor requirements:	16yrs or older, Current 1st aid, Life guard & spine board training, Knowledge of SMS, policies & competencies, competency sign off	
Other resources and notes:	Refer to: Adventure SOP and Life guarding SOP	Client competencies:	Good level of fitness & mobility	
Equipment:	Client: Bouyancy aid & pedalo, Staff: megaphone, radio	Specific Policies / Client Ratios:	Ensure bouyancy aids are worn & correctly fitted, Max 4 adults or 6 children per pedalo, encourage swapping around every 10-15 mins during busy periods. Max 4 adults or 6 children per pedalo	
Emergency Response:	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency			
Previous Incidents:	Clients hit by kayak from kayak slide, clients getting cold, individuals separated from group, clients taken downstream past the road bridge, clients separated from gear, clients falling onto other kayaks when standing up. Clients flipped pedalo due to rocking it form side to side.			

Safety Management

Guide/s are to assess Environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard <i>(Potential for serious harm in bold)</i>	Management Strategy <i>(Minimising strategies unless otherwise specified)</i>
Tide / wind	Ensure clients are upstream of pontoon unless with an instructor if clients are struggling due to strong current or wind, return the pedalos to the dock and close activity until the current and or wind slows.
Limb entrapment	Brief clients to keep hands & feet away from the edges of the pedalo's when coming alongside the pontoons and other boats/kayaks
Kayak slide & jumping zones	Keep recreational kayaks & pedalo's clear of kayak slide & jumping zones at all times must stay up stream of the kayak dock.
over loading pedalo	Always abide by maximum as stated above unless clients are over weight then staff discretion must be used as the pedalo must be kept stable and not be sinking.
Flipping pedalo	Ensure clients are supervised and any rocking or over loading is addressed instantly through a staff member stationed there or over the mega phone. instruct participants to keep pedalo stable. Morning check on pedalos to ensure they are not taking on water.
Boat traffic	Brief clients on boat traffic and keep an eye out for boats, report fast traffic over 5 knots to Jennifer Roberts 0800 884 880
Collision	Ensure clients are supervised and any crashing into or towing of other crafts are addressed instantly through a staff member stationed there or over the mega phone.
Blob & water trampoline clients	Keep clients & students well clear of both zones when they are in use. Pedalos must be kept away from the inflatables.
Separation	Brief clients to swim back to the pedalo in the event of falling into the water and to manouvre the pedalo towards a swimmer, To lower the steps or assist a swimmer to get back aboard
Drowning	All Clients are to wear a properly fitting bouyancy aid at all times.

Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	
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Activity Management Plan - Waimarino

Activity Description:	Sea Kayak hire & Sea Kayak tours in decked Sea kayaks in Tauranga harbour	Location/Trip:		Tauranga Harbour	
		Water:	Yes - At Waimarino & boat ramps		Toilets:
Access Permission Required?	Many private land owners around Harbour, stay below high tide mark	Instructor requirements:		Lead guide 18 yrs & over, Second 16yrs & over, Current 1st aid, Knowledge of SMS, policies & competencies / local harbour knowledge, P endorsement as required & assessed as safe to drive & tow, VHF cert when working in the harbour or port.	
		Client competencies:		Moderate level of fitness and mobility	
Other resources and notes:	Refer to: Sea kayaking SOP	Specific Policies:		Be prepared to change plans if situation changes, keep clients & Waimarino informed of any changes, err on the side of caution in decision making. Call Waimarino when 'off water' at end of tour	
Equipment:	B.A. with knife, whistle & tow line, waterproof map, 1st aid kit, spare paddle, paddle float, pump, repair items, VHF radio & waterproof case, cell phone in waterproof case, spare clothing, & drink, emergency shelter.				
Emergency Response:	Carry client 'incapacitated guide' card, refer to tour map for contact no.s & grid refs				
Previous Incidents:	Sunburnt clients, blisters on hands, Be aware of the out going tides pull towards the exit channel at Anzac Bay, Bowentown & position groups sufficiently far away to ensure they are not pulled towards the channel.				
Staff Client Ratios	Minimum group size: 2 clients, Staff/client ratio 1:10 (5 x double kayaks)				

Safety Management

Staff are to assess Environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All Staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard <i>(Potential for serious harm in bold)</i>	Management Strategy
Drowning	Clients to wear correctly fitting buoyancy aids at all times when on the water Clients to kayak in very stable double sea kayaks Staff to supervise client behaviour throughout the activity
Hypothermia	Provide clients with suitable clothing and gear for the conditions. Clients to kayak in very stable double sea kayaks Staff to supervise client behaviour throughout the activity
Failure of equipment	kayaks and tours gear(fleeces, jackets, spray skirts and safety gear) gets checked monthly. All broken gear get labelled and pulled out of rotation.
Capsize	Any tours over close to cut descussions are had with operations and guides to ensure clients and guides do not operate tours in dangerous conditions. All guides are training in solo and double rescues. And have great knowledge on the use of rescue equipment and are signed off before guiding.
Loss of client	Guides to continually asses and count client numbers ensure all kayaks and lights are visible - should be checking you have all your clients every 2 -3 mins. Even more regularly in bad wether. Evcery time you stop change direction pass a land mark or regroup.
High Winds	In strong winds hug the bays close to shore, Consistant wind gusts of 30Kts are considered too strong for this tour.weather is closely monitored by the operations manager and open channels of commuincation with the guides is enmcourged when discussing weather conditions and making weather calls.
Collision - Large ship port navigation.	Guides to have knowledge of Maritime navigation rules, ensure they are aware of ship lanes and ship movements within the tauranga harbour and port. Have VHF radio available for use when operating within the harbour.
Dehydration	Ensure you and the clients have enough water to last the duration of the tour before launching.
Sunburn, heatstroke	Clients briefed to wear a hat & skin covering clothing Guides to provide Sunscreen and water bottles for all clients & staff Staff to supervise client behaviour throughout the activity. Guides to make use of natural shade where available
Slips, trips & falls	Guides to monitor the state of launching & exit points clearing debris & removing bird waste as necessary. Clients briefed to take special care when entering & exiting kayaks as the ground may be slippery. Guides to place kayaks on shore away from slippery areas.

Collision	Clients briefed to stay with the group at all times. Guides to monitor group & ensure adequate clearance from other water craft. Guides to ensure that groups give adequate clearance to known hazards						
Entrapment	Guides to ensure that clients practice spraydeck release before activity begins. Guides to be proficient in rescue techniques for capsized kayaks. Guides to conduct the activity in a manner that will minimise the risk of capsize. (ie paddling into swell/ wind where possible not accross)						
Weather	Recommended sources - Met service / Tauranga harbour web cam / Metvuw. Consistent Wind gusts of 30Kts are considered too strong for this tour.						
Lightening	Operations Manager to check weather and liase with guides at least 24 hours prior to trip using (windy, metservice, met vuw. Etc). Guide to establish distance and dircetion weather is moving (3 secs between lightening and thunder is 1km). Guide to Monitor Conditions if moving away from area. lightening closer then 1 km and moving towards area of operation is considered to dangerous for this tour.						
Tide	Ensure clients are well aware of the direction, timing and effect of the strong currents in the harbour, Stay clear of all harbour entrances. Ensure the tides are always checke nad taken into consideration when making operational or safety calls.						
Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed 


Activity Management Plan - Waimarino

Activity Description:	Stand Up Paddleboarding - Educational trust & river tour.	Location/Trip:	Lower Wairoa River (Omanawa stream), Lakes
		Water:	Yes - at Waimarino Toilets: Yes - at Waimarino
Entry & Egress - Access Permission Required?	Rowing club	Instructor requirements:	Lead Guide 18 years or over, 2nd 16 years or older, Current 1st aid, Knowledge of Waimarino SMS, policies & competencies, Paddleboard competency signed off, P licence (as required), Assessed as safe to drive & tow
Other resources and notes:	Refer to: adventure park SOP and stand up paddle boarding SOP, Life guarding SOP.	Client competencies:	Suitable for all levels of fitness
Equipment:	Stand Up Paddleboards, paddles, bouyancy aids, appropriate clothing for weather, games equipment for school groups. Guide specific: Bouyancy aid with knife, throw bag (50m), whistle 1st aid kit, communications, spare paddle, blue pump	Specific Policies:	Ensure: boards are correctly inflated & paddles correctly adjusted, B.A's correctly fitted & adjusted, Boards are to be carried not dragged, sroe out of direct sunlight, consider delatin boards slightly for long drives in hot sun
Emergency Response:	Carry client 'incapacitated guide' card.		
Previous Incidents:	students getting cold		
Staff Client Ratios	2 instructors to 32 students (min 2 Waimarino instructors per group) extra instructor joins for more than 32 students, school staff & parent helpers in kayaks are also used to maintain recomended ratios 1:4 adult to child ratio Primary 1:6 seconary.		

Safety Management

Guide/s are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard <i>(Potential for serious harm in bold)</i>	Management Strategy <i>(Minimising strategies unless otherwise specified)</i>
Drowning	All participants to wear correctly fitted bouyancy aids. Swim test to be done with children (cshool groups only). Children under 8 or younger to be actively supervised by an adult of 18 years old.
Tides/strong current	Always check the tides and be aware of what the tides/current is doing always paddle/ work with the tide/current.
Floods	Operations to check weather forcast for upcoiming weather events and make call occurdingly, also chcek what the flow of the wairoa river is at if in flood or high risk do not operate. Always operate the trip paddling with the tide. Guide to double check flow and weather forcecast day of and liase with operations.
Hypothermia	Ensure all studnets have wetsuits in order to keep them warm. Whether they are there own or waimarino education trust.
loss of client	minimum requirment of guides/instructors is 2 so that there is always one at the front and one at the back this is to ensure no gets left behind. Recount group every raft up/ regroup.
Shallow rocks, logs & other obstacles	Guide is to point out known hazards & to indentify new ones to clients, guide is to position His/herself between participants and hazards where possible.
Muddy / slippery banks	Ensure clients are aware of the slippery terrain and not to exit the river (except in an emergency) until they reach the rowing club (06 838 4485) or the last pontoon at Waimarino, Assisst clients with launching & recovering paddleboards.
Take out at Waimarino pontoon	Ensure paddleboards are carried directly to the kayak shed after getting off the water
Cold weather conditions	Guide is to ensure clients have appropriate clothing for the prevailing weather conditions. Wet suits must be used.
Boats traffic	Brief clients about, and inform harbour master of fast traffic over 5 knots. (jaquiline 0800 884 880)

Road traffic, crossing SH29		Indicate & slow down prior to crossing SH29, tap brakes & use hand signals if required for following traffic						
Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	

Activity Management Plan - Waimarino

Activity Description:	Vehicle Driving	Location/Trip:	Public & private roads
		Water:	No Toilets: No
Entry & Egress - Access Permission Required?	Permission to be requested when required for private land access	Instructor requirements:	Current first aid, knowledge of SMS,policies & competencies, valid appropriate drivers licence, P endorsement or class 1,2,3,4 (as required), assessed as safe to drive & tow
Other resources and notes:	refer to: vehicle Driving SOP's, NZ road code	Client competencies:	Passengers under 15yrs must wear a seat belt & use child/booster seat if applicable. Passengers over 15 must be advised to wear a seatbelt at all time when the vehicle is moving.
Equipment:	Drivers licence, endorsement ID card, Log book (as required), 1st aid kit, motion sickness kit for long journeys child & booster seats if required, Cargo straps, trailer spare wheel, Incapacitated driver chart in vehicle	Specific Policies:	Check the following before driving EVERY time: Boats properly tied on to roof racks & trailers, trailers properly attached to tow bar with electrics & safety chain attached, towing attachment firmly attached to trailer draw bar, trailer/roofrack structure is sound & free of defects, complete daily vehicle checks - inform Operations if oil or coolant needs filling
Emergency Response:	Pullover & stop the vehicle, assist passengers to exit the vehicle & move to a place of safety, provide any immediate first aid required, contact emergency services & Waimarino as required, collect information from any other drivers involved & witnesses, provide own & Waimarino's details. DO NOT ACCEPT LIABILITY AT THE SCENE OF AN INCIDENT		
Previous Incidents:	Reversing into other vehicles and permanent structures, fender benders, losing boats & other large items from trailers & roof rack, mis-fuelling, not retracting jockey wheel, trailer unhitching (hitch not properly attached).		
Staff client Ratios	Maximum number of passengers for each vehicle must not be exceeded		

Safety Management

Drivers are to assess environmental & weather conditions prior to and throughout the journey, dynamically assessing the hazards and modifying or cancelling the trip if changes in hazards will put clients & staff at risk. **All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard <i>(Potential for serious harm in bold)</i>	Management Strategy <i>(Minimising strategies unless otherwise specified)</i>
Excessive speed / Extreme weather	Always drive below the speed limit and adjust for Extreme weather and poor road conditions
Loss of control	Driver is to focus on one thing only, DRIVING , not the passengers in the vehicle or passing scenery, pull over to deal with issues that may arise.
Mechanical Failure	Vehicles are to kept in good working order with current relevant W.O.F or C.O.F, REGO. and defects are to be reported to management immediately. Vehicles are thoughtfully checked every month.
Over loading	Driver to ensure that vehicles do not carry more passengers or cargo than stated limits allow & that all loads are securely fastened
Long / heavy vehicles	Driver must be trained & signed off to tow trailers, keep extra distance between yourself & other vehicles when towing. Large passenger vehicle drivers hold current and valid licences for vehicles and have driver training significant to the vehicle (ie class 1, 2, 3, 4, passenger endorsement)
Other road users	Driver to be aware of other roadusers behaviour & try to anticipate their actions.
Busy park area	Drive at walking pace, be ready to stop at any time, drive slowly down the hill.
Injury due to not wearing a seatbelt	Driver is to ensure that all passengers under 15 wear a seatbelt & use approved child or booster seat if applicable. Passengers 15 & over are recommended to wear a setbelt at all times when vehicle is moving.
Driver Fatigue	All staff hours are monitors through mean of the pay roll system to ensure fatigue is not a factor. open channels of communication are encouraged with operations manager. Passenger licence drivers hours are monitored through means of log books. Trailer Driving/working hours are monitored through Operations Manager. All staff to be open and forward if they are feeling fatigued.

Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	
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Activity Management Plan - Waimarino

Activity Description:	Wairoa River Tour - kayaking in recreational kayaks and sea kayaks, day trip during daylight hours.	Location/Trip:	Lower Wairoa River (Omanawa stream)	
Entry & Egress - Access Permission Required?	On the left past Belk Rd (SH29). The meeting point is around the corner Just past the Omanawa stream bridge. No permission required	Water:	Must be carried	Toilets: At Waimarino only
Other resources and notes:	Refer to: Wairoa River tour SOP, open water kayak day AMP. thunder and lightning protocol. Tidal information.	Instructor requirements:	Lead guide 18yrs & over, second 16 yrs & over, Current first aid, Knowledge of SMS, policies & competencies, competency sign off, P endorsement (as required), Assessed as safe to drive & tow	
Equipment:	Kayak & paddles, Cell phone in waterproof case, B.A. Paddle float, Split paddle, Bilge pump, Appropriate clothing for weather, Spray decks & paddle jackets only in wet & cold weather. Tour map	Client competencies:	Good level of fitness, listened to & understood full pre-trip briefing	
Emergency Response:	Carry client 'incapacitated guide' card, refer to tour map for contact no's & grid refs.			
Previous Incidents:	Capsize at pontoon when exiting, Waiting at end of trip for assistance, fatigued clients			
Staff Client Ratios	1:10 for guided tours only			

Safety Management

Guide/s are to assess Environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard <i>for serious harm in bold</i>	(Potential)	Management Strategy	(Minimising strategies unless otherwise specified)
Drowning		Clients to wear correctly fitting buoyancy aids at all times when on the water, Clients to kayak in very stable double sea kayaks, Staff to supervise client behaviour throughout the activity.	
Entrapment		Guides to ensure clients practice spray skirt release before activity begins. Guides are proficient in rescue techniques for capsized kayakers. Guides to conduct activity in a manner that will minimise risk of capsize.	
Hypothermia		Provide clients with suitable clothing and gear for the conditions. Clients to kayak in very stable double sea kayakers Staff to supervise client behaviour throughout the activity.	
Capsize		If guide is on tour all guides are trained to perform rescues. Clients are only put into stable double and single sea kayakers. Wairoa river tour only occurs when the tide is flow out to ensure current is assisting with the direction of paddling. at all times clients are within 10 meters of the side so they can get to the side should a capsize occur.	
High Winds		In strong winds hug the bays close to shore, Consistent wind gusts of 30Kts are considered too strong for this tour. weather is closely monitored by the operations manager and open channels of communication with the guides is encouraged when discussing weather conditions and making weather calls.	
Collision		Clients briefed to stay with the group at all times. Guides to monitor group & ensure adequate clearance from other water craft. Guides to ensure that groups give adequate clearance to known hazards.	
Muddy / slippery banks		Ensure clients are aware of the slippery terrain and not to exit the river (except in an emergency) until they reach the rowing club (06 838 4485) or the last pontoon at Waimarino, Assist clients with entry into kayakers at put in.	
Take out at Waimarino pontoon		Tour arrivals take precedence over school group clients, ensure guides are keeping an eye out for arrival of clients.	

Boats traffic		Brief clients about, and inform harbour master of fast traffic over 5 knots. (Jennifer Roberts 0800 884 880)						
Lightening		Operations Manager to check weather and liase with guides at least 24 hours prior to trip using (windy, metservice, metvuw. Etc). Guide to establish distance from current position and dircetion weather is moving (3 secs between lightening and thunder is 1km). Guide to monitor conditions if moving away from area. lightening closer than 1 km and moving towards area of operation is considered to dangerous for this tour.						
Road traffic, crossing SH29		Indicate & slow down prior to crossing SH29, tap brakes & use hand signals if required for following traffic						
Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	


Activity Management Plan - Waimarino

Activity Description:	Warm pool & slip n slide	Location/Trip:	Waimarino adventure park		
		Water:	Yes		Toilets:
Access Permission Required?	N/A	Instructor requirements:	16yrs or older, Current 1st aid, Life guard & spine board training, Knowledge of SMS, policies & competencies, competency sign off		
		Client competencies:	Moderate level of fitness and mobility		
Other resources and notes:	Refer to: Adventure park SOP, Life Guarding SOP	Specific Policies/ Client ratios:	No standing on Slip N Slide, No whirlpools in warm pool, children under 8yrs to be directly supervised by adult of 18 years old. 1 staff member to supervise both activities positioned by warm pool, plus additional teacher / parent supervision during busy periods. Max 15 clients at any time		
Equipment:	Radio, sunscreen, sunhat				
Emergency Response:	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency				
Previous Incidents:	Kids colliding on slide, Falling while running, Stubbed toes, Dislocated shoulder from standing on slide, front teeth knocked out due to standing on slide, head injury from falling over.				

Safety Management

Staff are to assess Environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard <i>(Potential for serious harm in bold)</i>	Management Strategy
Drowning	Staff are to clearly brief clients on what is and is not permissible when using the warm pool & hydro slide. Staff to supervise client behaviour throughout the activity & enforce safe behaviour. Staff to ensure no whirlpools or bombs pool is to be used for 'soaking' only. Staff to ensure only one person at a time on the hydro slide & that each person exits the slide
Slips, Trips & Falls	One person on the slide at a time, exit slide immediately and walk up path NOT SLIDE
Missing child under water	No whirlpools in the warm pool, Ensure all children under the age of 8 years old are actively supervised by adult of 18 years old when in pool area
Head knocks	Enforce no standing/running rule on slip n slide, staff to periodically supervise slip n slide, ensure supervising parents/teachers understand rules. Kayak/barrier in place to stop/restrict standing/running down slip n slide.
Sunburn, Heatstroke	Staff to ensure that clients make use of shaded areas periodically and are aware of availability of water on site. Staff to remind all participants to apply sunscreen. Staff to rotate off the activity periodically.

Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	
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Activity Management Plan - Waimarino

Activity Description:	Inflatable Water Trampoline (UFO)	Location/Trip:		Waimarino Adventure Park (Lower Wairoa River)		
		Water:	Yes		Toilets:	Yes
Access Permission Required?	N/A	Instructor requirements:		16yrs or older, Current 1st aid, Life guard & spine board training, Knowledge of SMS, policies & competencies, competency sign off		
		Client competencies:		Ability to swim, good level of fitness and mobility		
Other resources and notes:	Refer to: adventure park SOP and Life Guarding SOP	Specific Policies/Client ratios:		6 persons maximum on activity at all times		
Equipment:	Instructor : Megaphone, PFD, Radio, Rescue tube					
Emergency Response:	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency					
Previous Incidents:	Sliding off the blob and going under the tramp, getting stuck on upstream side of UFO & out of sight of point, bouyancy aids loose or not worn.					

Safety Management

Staff are to assess Environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard <i>(Potential for serious harm in bold)</i>	Management Strategy
Drowning & Impact injury	Guides to ensure that all clients using the water trampoline are wearing a correctly fitting bouyancy aid.
Slippery water ladders	Caution clients before they use the water tramp.
Clients swimming under Tramp	Instruct clients to not swim under tramp, they may get jumped on and its hard to supervise them, use grab lines on side of tramp. During busy periods an extra point position on the blob tower is to be manned, staff on pedalo dock to supervise upstream side of UFO.
Kayaks, water craft & swimmers	Instructor is to ensure that the area around the water tramp is clear, water craft are not to come within 5m.
Floating debris	Paddle around he water tramp & dislodge and remove any logs , sticks or other debris. Keep a lookout for debris floating towards the water tramp at all times during operation. Morning debris check.

Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	
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Activity Management Plan - Waimarino

Activity Description:	Waimarino River Safety Programme - (River Hop)	Location/Trip:	Upper Wairoa River (Rollercoaster to McLarens falls) & Poripori Rd area	
		Water:	Carry water bottles	Toilets: Long drop, McLaren falls. Porta loo at wairoa take out.
Access Permission Required?	Call Jeanette Miller for Land access to mid-way point 1549 SH29 - ph: 07 543 1092 / 021 767 759 (only for upper section)	Instructor requirements:	Lead guide 18yrs & over, second 16 yrs & over, Current first aid, Knowledge of SMS, policies & competencies, competency sign off.	
Other resources and notes:	Refer to: Wairoa river safety program SOP	Client competencies:	Good swimming & fitness level	
Equipment:	Client: Helmet, wetsuit (shorts over top), poly pro's, Buoyancy Aids. Instructor: Backpack, 1st aid kit, Throw bag, B.A with knife & whistle, Cell ph (waterproof), Warm clothing, High energy snacks, thermos with hot drink	Specific Policies:	Check the day before trip to make sure there will be no dam release. Call 0800 878787 & press 1. Cancel or rearrange trip if a release is planned for the next day.	
Emergency Response:	Carry Client - guide incapacitated flow chart & Refer to SOP. Nearest AED's - Lake McLaren Park Information centre, Dial 07 577 7000. Refer to tour map for contact No.s & grid refs.			
Previous Incidents:	Burst eardrum from flip off rock, Cold clients due to inappropriate gear/slow trips/cold weather, Bumps & scratches from slippery surfaces.			
Staff Client Ratios	2:32, minimum of 2 Waimarino instructors per group. 3rd instructor added for 33 - 45. 4th instructor added for 46+ recommended adult to child ratio 1:4 primary 1:6 for secondary			

Safety Management

Guide/s are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard <i>for serious harm in bold</i>	<i>(Potential)</i>	Management Strategy <i>(Minimising strategies unless otherwise specified)</i>
Drowning		Guides to ensure that all clients are wearing a correctly fitting buoyancy aid & helmet.
impact injury		helmet and wetsuit must be worn to minimise the risk of head injury or impact injury on the body.
Cold environment/Hypothermia		Keep group moving and active, ensure all participants are wearing adequate appropriate clothing, all participants must be wearing wetsuits. carry extra warm clothing. (No cotton) (no wet suit no trip) carry warm drinks with you in a flask.
Floods		Lead instructor is to ensure that the pre-trip checklist is completed & signed off, including a full weather and rainfall assessment - river levels go to: https://envdata.boprc.govt.nz/Data/DataSet/Summary/Location/CO884445/DataSet/Stage/Primary/Interval/Latest Trip not to be run on release dates or if levels are above 800mm.
Foot entrapment		Ensure students are briefed and understand defensive white water position, and when to use it. Have instructors stationed at high risk areas.
Slippery surfaces		Ensure all participants are aware of different terrain and appropriate ways of dealing with them to avoid falling over, check suitability of footwear.
Submerged rocks debris		All jumping points are checked for depth and obstructions by an instructor before students are aloud to jump.
Canyon environment		Don't spend too much time in the shade, be aware of your exits at all times - see activity map for emergency exits.

Separation	Lead instructor to keep in contact with instructor or adults at rear of group, head count made after each obstacle. Always have an instructor at the back and at the front to ensure no ones gets left behind. And to keep groups together.							
Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	


Activity Management Plan - Waimarino

Activity Description:	Grade 2 White Water Kayaking	Location/Trip:	Aniwhenua River / Grade 2	
		Water:	Camp ground and put in	Toilets: At power station put in and camp ground
Access Permission Required?	Public access, don't park past the power station gate. Lock all vehicles and hide valuables	Instructor requirements:	Kayak 1 or relevant industry experience/quals, lead guide 18yrs & over, second 16yrs & over, current first aid cert, Knowledge of Waimarino SMS, policies & competencies, WW competency signed off, Plicence (as required), assessed as safe to drive & tow	
Other resources and notes:	Refer to: White water kayaking SOP's	Client competencies:	Must have completed a minimum of a full day of basic river safety with basic kayaking skills	
Equipment:	Bouyancy aids, kayaks, helmets, paddles, spray decks. Guide specific: bouyancy aid with knife, whistle & cows tail, spare paddle, tour map, repair kit, first aid kit, communications, spare clothing, head torch, emergency food & drink	Specific Policies:	ensure clients have suitable clothing for the prevailing conditions, bouyancy aids are correctly fitted, spraydeck release has been practised, river level & weather has been checked, river signals explained promote sun smart behaviour	
Emergency Response:	Refer to Safety Management System, Carry Client - guide incapacitated flow chart. Refer to tour map for contact No.s & grid refs.			
Previous Incidents:	Cold clients			
Staff Client ratios	Guide /client ratio 1-4, Maximum group size – negotiable with client, Minimum number of staff –2			

Safety Management

Guide/s are to assess environmental & weather conditions as well as river flow prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard <i>(Potential for serious harm in bold)</i>	MITIGATING MEASURES <i>(Minimising strategies unless otherwise specified)</i>
Drowning	All participants to be wearing correctly fitting white water bouyancy aid at all times when in river situation. Participants to do not enter river/water without instructor instructions/supervision.
Sound of river/distance	All participants to understand river signals to be used as communication when needed.
Strainers	Instructors manage these hazards closely and when practical stay between the hazard and the clients. Clients briefed on both avoidance and what to do if you come up against a strainer.
Cold Water/hypothermia	Ensure all paddlers are dressed appropriately for the conditions, paddlers without kayak roll should wear a wetsuit or dry suit, spare warm clothing kept at take out (no cotton)
Separation	Instructors must stay in sight of clients at all times, ensuring all paddlers are accounted for at the end of each rapid
Entrapment	Paddlers are briefed on river safety, including the white water float position, throw bag rescue techniques and to never stand up in the river
Head knock/submerged rocks	All participants to wear white water helmet while in or around the river.
Sliping/falling over	Ensure all participants are wearing suitable footwear and moving along banks in an appropriate manner. Instructors carry through bags when exiting kayaks.
Power station	Staff to manage students entering the water and ensure they are kept well away from the powerstation paddle up stream towards the water fall. Have at least 1 staff member on the water and 1 assisting with clients getting into their boats.

Floods	Check River flows before activity via online gauges and check upcoming weather to determine whether flooding might occur.							
Mental trauma	Build participant up slowly with simple tasks/moves build water confidence/confidence being upside down in kayak. Instructor to constantly check in with participant throughout activity.							
River Access	ensure clients work in 2s to bring boats and gear down to launch site.							
Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	

Activity Management Plan - Waimarino

Activity Description:	White Water Kayaking Course	Location/Trip:	Tarawera River (Kawerau) / Grade 2	
		Water:	Firmin Lodge	Toilets: Public Toilets - Firmin Field
Access Permission Required?	Public access at Waterhouse Street. Lock all vehicles and hide valuables. ACCESS TO GATE VIA Kawerau info centre	Instructor requirements:	Kayak 1 or relevant industry experience/quals, lead guide 18yrs & over, second 16yrs & over, current first aid cert, Knowledge of Waimarino SMS, policies & competencies, WW competency signed off, Plicence (as required), assessed as safe to drive & tow	
Other resources and notes:	Refer to: White water kayaking SOP	Client competencies:	Must have completed a minimum of a full day of basic river safety with basic kayaking skills	
Equipment:	Bouyancy aids, kayaks, helmets, paddles, spray decks. Guide specific: bouyancy aid with knife, whistle & cows tail, spare paddle, tour map, repair kit, first aid kit, communications, spare clothing, head torch, emergency food & drink	Specific Policies:	ensure clients have suitable clothing for the prevailing conditions, bouyancy aids are correctly fitted, spraydeck release has been practised, river level & weather has been checked, river signals explained promote sun smart behaviour	
Emergency Response:	Refer to Safety Management System, Carry Client - guide incapacitated flow chart. Refer to tour map for contact No.s & grid refs.			
Previous Incidents:	Cold clients			
Staff Client ratios	Guide /client ratio 1-4, Maximum group size – negotiable with client, Minimum number of staff –2			

Safety Management

Guide/s are to assess Environmental & weather conditions as well as river flow prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. **All Staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff**

Hazard <i>(Potential for serious harm in bold)</i>	MITIGATING MEASURES <i>(Minimising strategies unless otherwise specified)</i>
Drowning	All participants to be wearing correctly fitting white water bouyancy aid at all times when in river situation. Participants to do not enter river/water without instructor instructions/supervision.
Sound of river/distance	All participants to understand river signals to be used as communication when needed.
Strainers	Instructors manage these hazards closely and when practical stay between the hazard and the clients. Clients briefed on both avoidance and what to do if you come up against a strainer.
Cold Water/hypothermia	Ensure all paddlers are dressed appropriately for the conditions, paddlers without kayak roll should wear a wetsuit or dry suit, spare warm clothing kept at take out (no cotton)
Separation	Instructors must stay in sight of clients at all times, ensuring all paddlers are accounted for at the end of each rapid
Entrapment	Paddlers are briefed on river safety, including the white water float position, throw bag rescue techniques and to never stand up in the river
Head knock/submerrged rocks	All participants to wear white water helmet while in or around the river.
Sliping/falling over	Ensure all participants are wearing suitable footwear and moving along banks in an appropriate manner. Instructors carry through bags when exiting kayaks.
Floods	Check River flows before activity via online gauges and check upcoming weather to determine whether flooding might accure.

Mental trauma	Build participant up slowly with simple tasks/moves build water confidence/confidence being upside down in kayak. Instructor to constantly check in with participant throughout activity.						
River Access	clients to wear river gear while walking down steep bank						
Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed 