Date of Assessment / Review : 29-May-21 **BUSINESS NAME:** Go Surf School Port Fairy

SURF SCHOOL RISK REGISTER - RISK MANAGEMENT PLAN

45 = Next Ref Version No: 1 Next Review Date: 29/10/22

Ref.	Risk Raiser	Date	Risk Name & Description	Causes	Consequences	Existing Controls	Control Evaluation	Risk Category	Consequence	Likelihood	Calculated: Risk Rating	Calculated: Risk Score	Risk Accepted	Risk Owner	Risk Treatment Plan (refer no. & tab)	Updated	Risk Status	Next Review Date
1	owners	11-Jun-16	**Marine Bites & Stings**: including blue bottles & sea urchins	Failure to identify a heightened risks of sea urchins, blue bottles etc. during the Venue Analysis.	Clients suffer immediate and sometimes severe pain; anaphylactic reaction; Negative impact on lesson; poor feedback; substandard experience	Monitor surf conditions for bluebottles during VA. Check with lifeguards regarding bluebottle conditions before entering water. Wear wetsuits and rash-vests to protect skin from stings. Ensure access to first aid treatment is readily available to treat stings. Send person for first aid if minor sting. Cancel session immediately if multiple incidents of stings occur. Avoid walking across rock areas in bare feet (if possible).	Satisfactory	Animals	Insignificant	Unlikely	Low	2	Y					
2	owners	11-Jun-16	**Barnacle** lacerations	Lacerations from barnacles whil	Clients suffer minor lacerations. Negative impact on lesson; poor feedback; substandard experience	Inspect access to surf location prior to lesson. Avoid walking across rock areas in bare feet (if possible). Ensure first aid facilities are available. Warn customers of laceration hazards if reef walking is required	Satisfactory	Animals	Insignificant	Rare	Low	1	Y					
3	owners	11-Jun-16	**Shark Sighting in or close to Lesson Zone**	Failure to identify a heightened risk during the Venue Analysis.	Negative impact on lesson; poor feedback; substandard experience	The session should be suspended. All participants and coaches should calmly but quickly leave the water. Account for all customers. The lesson zone should be closed. Notify lifeguards. Recommence operations only if/when the situation is deemed safe. If it is observed that the shark is a very small shark which is unlikely to present danger to participants, coaches or other swimmers, or is of a nature which is non-threatening to participants, coaches or other swimmers, the Head Coach only may determine to continue the session.	Satisfactory	Animals	Insignificant	Unlikely	Low	2	Y					
4	owners	11-Jun-16	**Shark Attack**	Failure to identify a heightened risk during the Venue Analysis.	Clients suffer immediate and severe pain; possible life threatening injuries; Negative impact on lesson; poor feedback; substandard experience.	Take immediate action in the event of shark sighting: Implement water evacuation procedures. Clear the water – P.A/whistle blasts/Recall signals. Account for all customers. Notify lifeguards, call 000 or Emergency Services. Lifeguard and SES to assist in negating any immediate threat and assisting to bringing victim to shore. After an attack, SLSC jet-ski operators and/or head Coach to assist in bringing victim to shore. Apply First-Aid to stabilize the victim until ambulance arrives. School staff to direct ambulance to emergency access point. Cancel remander off lesson.	Satisfactory	Animals	Major	Rare	Medium	4	Y					
5	owners	11-Jun-16	**Polluted Water**	Heavy rain and spills. Failure to identify a heightened risk during the Venue Analysis	Heavily polluted water possibly causing health problems for staff and clients including diarrhoea, vomiting and stinging eyes. Negative impact on lesson; poor feedback; substandard experience	Inspect surf conditions for pollution levels (particularly after heavy rain). Apply relevant first aid measures if illness occurs. Report to health authorities if obvious link between health complaints and pollution	Satisfactory	Chemical	Minor	Unlikely	Low	4	Y					
6	owners	11-Jun-16	**Rocks**	Failure to identify a heightened risk during the Venue Analysis.	Customer falls on rock and is injured. Negative impact on lesson; poor feedback; substandard experience.	Inspect beach and surf zone prior to lesson for obvious hazards. Advise customers of whereabouts of possible submerged objects. Instructor to maintain close supervision of all participants.	Satisfactory	Coastline	Minor	Unlikely	Low	4	Y					
7	owners	11-Jun-16	**Floating Objects**	Failure to identify a heightened risk during the Venue Analysis	Injury sustained from striking log or other large piece of hazardous material floating into surf zone.Negative impact on lesson; poor feedback; substandard experience.	Inspect surf zone prior to lesson for obvious hazards in water. Staff to remove objects if safe to do so. Instructor to maintain close supervision of all participants. Initiate beach evacuation procedure in the event of major obstacle being identified in surf zone.	Satisfactory	Coastline	Minor	Unlikely	Low	4	Y					
8	owners	11-Jun-16	**Submerged Obstacles**	Failure to identify a heightened risk during the Venue Analysis	Customer strikes large submerged object. Negative impact on lesson; poor feedback; substandard experience.	Inspect surf zone prior to lesson for obvious hazards in water. Advise customers of whereabouts of possible submerged objects. Instructor to maintain close supervision of all participants.	Satisfactory	Coastline	Minor	Unlikely	Low	4	Y					
9	owners	11-Jun-16	**Surfboard- Manual Handling**	Inadequate board handling instruction. Poor weather and surf conditions.	Manual handling injury from carrying surfboard. Negative impact on lesson; poor feedback; substandard experience.	Limit number of surfboards carried by instructors and participants in dispatching and collecting equipment. Provide appropriate first aid response in the event of injury. Match physical capability of individuals with tasks requiring manual handling. Use light weight soft boards only. Instruct all customers on safe carrying and lifting techniques for surfboards (particularly if long walk or windy conditions).	Satisfactory	People	Minor	Unlikely	Low	4	Y					
10	owners	11-Jun-16	**Surfboard- Struck in Face**	Inadequate board handling instruction. Poor weather and surf conditions.	Facial injury after being struck by board. Negative impact on lesson; poor feedback; substandard experience.	Inspect and select surf zone for safest conditions prior to each lesson. Instruct safe board handling instructions. Consider modifying session time if weather conditions deteriorate. Provide appropriate first aid response in the event of injury. Use light weight soft boards only. Consult weather and surf conditions forecast. Monitor board handling techniques being used by customers.	Satisfactory	People	Minor	Possible	Medium	6	Y					
11	owners	11-Jun-16	**Surfboard-Run Down by Board**	Surfer running over the top of other surfers.	Lacerations, brusing, concusion and damaged equipment. Negative impact on lesson; poor feedback; substandard experience.	Inspect and select surf zone for safest conditions prior to each lesson. Consider modifying session time if weather conditions deteriorate. Provide appropriate first aid response in the event of injury. Use light weight soft boards only. Consult weather and surf conditions forecast. Monitor board handling techniques being used by customers. Instruct all customers on safe carrying and board handling techniques for surfboards in water (i.e. Duck diving techniques, enter breaking waves parallel to break) * Beginners to not move beyond waist deep water. Instruct customers on how to check tension in leg rope before surfacing. Instruct customers to maintain 'situational awareness' of people around them at all times. Keep other surfers with hard boards out of the designated surf lesson area.	Satisfactory	People	Minor	Possible	Medium	6	Y					
12	owners	11-Jun-16	**Power boats & other water craft**	Not adhering to boating rules in the river and not having effective control over the group.	Paddleboarders get injured by collisions. Lacerations, brusing, concusion and damaged equipment. Negative impact on lesson; poor feedback; substandard experience. Permit at risk.	Explain emergency recall and assistance signals. Explain river boating rules and emphasise the importance of strictly adhering to these rules. Explain river and beach hazards. Set out boundaries of lesson and establish land marks. Maintain a tight group of paddleboards and stick close to the right hand side when paddling out the river. Ensure all paddleboarders wear easily identifiable rash vests and instructor is easily identifiable with a different rash vest and whistle. Enter the water on knees and head directly to bridge area, clear of boat traffic before attempting to stand up. Ensure all participants are comfortable standing before continuing up the river on the right hand side. Ensure surfers stay in a tight controlled group at all times paddling up the river on the right hand side. Explain and ensure that class stays out of the way of all other recreation river users eg. Fishing, sailing, boating. Explain that we exit the mouth of river on our knees to minimise falling. Explain and demonstrate inherent risks and dismount procedure. Explain how to wipe out safely and cover up.	Satisfactory	People	Minor	Possible			Y					
13	owners	11-Jun-16	**Collisions**	Failure to identify a heightened	Lacerations, brusing, concusion	Inspect surf conditions prior to each session.		People	Minor	Possible	Medium	6	Y					
14	owners	11-Jun-16	**Surfboard- Legrope**	Being struck in face by recoiling board	Facial injuries. Negative impact o	Attach longer leg ropes on larger boards. Regularly check all equipment for damage. Instruct customers to check tension of leg ropes before surfacing and how to protect themselves against recoiling boards.	Satisfactory	Conditions	Minor	Possible	Medium	6	Y					
15	owners	11-Jun-16	**Pre-existing Illness, Allergy or Medical Condition**	Pre-existing Illness, Allergy or Medical Condition	Unable to complete lesson. Customer could be a higher risk of drowning.	Establish fitness level and swimming competency of customers prior to lesson. Determine any significant health concerns through enrolment process, disclosure form and waiver. Ensure adequate first aid facilities are available. Cancel session in the event of major life threatening emergency to customer or instructor.	Satisfactory	People	Moderate	Unlikely	Medium	6	Y					
16	owners	11-Jun-16	**Lost person**	Customer doesn't stay with surfing group and between flaged surfing area.	Lost person during lesson, who is unaccounted for at the end of the lesson. Negative impact on lesson; poor feedback; substandard experience.	Ensure all customers wear easily identifiable rash shirts and stay within the flaged surf area. Initiate emergency procedures and conduct a head count. Commence search procedures immediately. Contact lifeguards and emergency services. Implement buddy system on rough days to ensure pairs monitor each other.	Satisfactory	People	Major	Unlikely	Medium	8	Y					
17	owners	11-Jun-16	**Intoxication**	Drugs and alcohol.	Drowning resulted from intoxicated customer participating in surf school lesson. Negative impact on lesson; poor feedback; substandard experience.	Observe customers to enforce no customers under the influence of drug or alcohol.	Satisfactory	People	Major	Rare	Medium	4	Y					
19	owners	11-Jun-16	**Violence**	Localism, drugs and alcohol.	Instructor assaulted by other surfer without provocation. Negative impact on lesson; poor feedback; substandard experience.	Initiate emergency procedures to protect self and people in your care. Contact emergency services and lifeguards on duty. Keep customers within group. Walk to surf location together. Keep other surfers with hard boards out of the designated surf lesson area.	Satisfactory	People	Minor	Rare	Low	2	Y					
20	owners	11-Jun-16	**Fatigue**	Lack of fitness and health combined with strenuous activity.	Unable to complete lesson. Customer could be a higher risk of drowning. Negative impact on lesson; poor feedback; substandard experience. Reputation impact; Liability claims.	Establish fitness level and swimming competency of customers prior to lesson. Determine any significant health concerns through enrolment process, disclosure form and waiver. Ask all customers at the beginning of session: Can everyone swim? Does anyone have a health condition which I need to be aware of? Ensure adequate first aid facilities are available. Cancel session in the event of major life threatening emergency to customer or instructor. Instructor to maintain close supervision of all participants throughout session for evidence of distress.	Satisfactory	People	Major	Unlikely	Medium	8	Y					
21	owners	11-Jun-16	**Seizure**	Possible pre-exisiing health condition.	Customer suffers a seizure during lesson while in water. Negative impact on lesson; poor feedback; substandard experience.	Establish fitness level and swimming competency of customers prior to lesson. Determine any significant health concerns through enrolment process, disclosure form and waiver. Ask all customers at the beginning of session: Can everyone swim? Does anyone have a health condition which I need to be aware of? Ensure adequate first aid facilities are available. Cancel session in the event of major life threatening emergency to customer or instructor. Instructor to maintain close supervision of all participants throughout session for evidence of distress.	Satisfactory	People	Major	Rare	Medium	4	Y					
22	owners	11-Jun-16	**Heart attack**	Lack of fitness and health combined with strenuous activity.	Customer suffers heart attack during lesson while in water. Negative impact on lesson; poor feedback; substandard experience.	Establish fitness level and swimming competency of customers prior to lesson. Determine any significant health concerns through enrolment process, disclosure form and waiver. Ask all customers at the beginning of session: Can everyone swim? Does anyone have a health condition which I need to be aware of? Ensure adequate first aid facilities are available. Cancel session in the event of major life threatening emergency to customer or instructor. Instructor to maintain close supervision of all participants throughout session for evidence of distress.	Satisfactory	People	Major	Rare	Medium	4	Y					
23	owners	11-Jun-16	**Lack of fitness or poor swimming ability**	Lack of fitness or poor swimming ability.	Drowning from customer being unable to swim after breaking leg rope. Negative impact on lesson; poor feedback; substandard experience. Reputation impact; Liability claims.	Establish fitness level and swimming competency of customers prior to lesson. Determine any significant health concerns through enrolment process, disclosure form and waiver. Ask all customers at the beginning of session: Can everyone swim? Does anyone have a health condition which I need to be aware of? Ensure adequate first aid facilities are available. Cancel session in the event of major life threatening emergency to customer or instructor. Instructor to maintain close supervision of all participants throughout session for evidence of distress.	Satisfactory	People	Major	Unlikely	Medium	8	Y					
24	owners	11-Jun-16	**Rash**	Bare skin rubbing against board	Rash on torso.	Ensure all customers wear a wetsuit or rash shirt. Store and offer Vaseline jelly to any customer already suffering from rash. Explain rash hazard to persons identified as incorrectly attired for surf lesson.	Satisfactory	People	Insignificant	Possible	Low	3	Y					
25	owners	11-Jun-16	**Harassment**	Sexual harassment of staff or customer while in care of surf school	Negative impact on lesson; poor feedback; substandard experience.	Enforce SA Child Protection policy. No entering change rooms alone with customers. No inappropriate relationships with customers. Ensure adult (known to surf school), accompanies children to public toilets. Children to go to toilet in pairs or groups. When instructing on board handling and riding techniques, ensure touching of customer is explained in advance of physical contact. Monitor customers for inappropriate comments or touching.	Satisfactory	People	Moderate	Rare	Medium	3	Y					
26	owners	11-Jun-16	**Depth of water**	Failure to identify a heightened risk during the Venue Analysis	Drowning from getting into deep water after leg rope breaks. Negative impact on lesson; poor feedback; substandard experience.	Inspect and select surf zone away from obvious holes or deep sections. Ensure rescue tube is on beach if non-patrolled locations. Beginners to stay in waist deep water only. Advise customers of whereabouts of possible deep sections. Advise customers of evasive action to take if caught in deep water. Instructor to maintain close supervision of all participants throughout session.	Satisfactory	Conditions	Major	Unlikely	Medium	8	Y					
27	owners	11-Jun-16	**Shallow holes**	Failure to identify a heightened risk during the Venue Analysis	Sprained ankle in shallow hole while wading in water. Negative impact on lesson; poor feedback; substandard experience.	Identify area with known relative flat surface (preferably sand) for lesson. Instruct customers safe water entering procedures including walk only. Advise customers of possible hazard from holes and care required when stepping from board.	Satisfactory	Conditions	Insignificant	Possible	Low	3	Y					
28	owners	11-Jun-16	**Salt/Sand Spray**		Sore and bloodshot eyes after salt spray, sun and wind. Negative impact on lesson; poor feedback; substandard experience.	Ensure first aid kit is readily available for all lessons (carry first aid kit for non-patrolled beaches. Stock first aid kits with saline solutions for eye wash.	Satisfactory	Conditions	Insignificant	Possible	Low	3	Y					
29	owners	11-Jun-16	**Shore Break**	Failure to identify a heightened risk during the Venue Analysis	Neck injury sustained from being dumped in shore break during lesson. Negative impact on lesson; poor feedback; substandard experience. Reputation impact; Liability claims.	Inspect and select surf zone for appropriate surf entry conditions. Cancel lesson if unsafe. Instruct customers on safe entry points for entering water, timing of entry b/n sets, correct water exit techniques. Instruct customers to not ride waves into shore line.	Reservations	Conditions	Moderate	Unlikely	Medium	6	Y					
30	owners	11-Jun-16	**Sand bar**	Failure to identify a heightened risk during the Venue Analysis	Neck and spinal injury resulting from falling from board and striking head on sand bar. Negative impact on lesson; poor feedback; substandard experience. Reputation impact; Liability claims.	Inspect and select surf zone away from obvious sand bars likely to attract 'dumping' conditions. Ensure rescue tube is on beach if non-patrolled locations in case of spinal injuries. Advise customers of whereabouts of sand bars. Advise customers of duck-diving and board handling techniques (i.e. No nose diving). Advise customers of falling 'flat' technique rather than diving when falling from board.	Reservations	Conditions	Moderate	Unlikely	Medium	6	Y					
31	owners	11-Jun-16	**Surf - Unsafe conditions**	Hit by wave in unsafe surf conditions	Negative impact on lesson; poor feedback; substandard experience.	Inspect and select surf zone for safest conditions. Advise customers of correct board handling methods including holding board vertical to wave, do not nose dive board, catch broken waves only. Advise of entering waste deep water only. Advise customers they may be held under in some unforseen circumstance. Consult weather and surf conditions forecast.	Reservations	Conditions	Moderate	Unlikely	Medium	6	Y					
32	owners	11-Jun-16	**Surf - Swell**	Failure to identify a heightened risk during the Venue Analysis	Rising swell conditions creating dumping waves and stronger rip conditions (possibly exposing reef) resulting in possible spinal injuries. Negative impact on lesson; poor feedback; substandard experience. Reputation impact; Liability claims.	Inspect and select surf zone away from obvious rips. Consider modifying session time to suit fitness of customer. Ensure rescue tube is on beach if non-patrolled locations. Implement buddy system to ensure pairs monitor each other Instruct safe board handling instructions	Satisfactory	Conditions	Moderate	Unlikely	Medium	6	Y					
33	owners	11-Jun-16	**Rips and Undertow**	Failure to identify a heightened risk during the Venue Analysis	Drowning as a result of being caught in a rip or undertow. Negative impact on lesson; poor feedback; substandard experience. Reputation impact; Liability claims.	Inspect and select surf zone away from obvious rips. Consider modifying session time to suit fitness of customers. Ensure rescue tube is on beach if non-patrolled locations. Implement buddy system on rough days to ensure pairs monitor each other. Advise customers of whereabouts of rips. Advise customers of evasive action to take if caught in rip. Explain 'buddy' system of paired monitoring. Advise of entering waste deep water only if beginner. Advise customers they may be held under in some unforseen circumstances. Inspect fitness levels of participants. Instructor to maintain close supervision of all participant and monitor conditions.	Satisfactory	Conditions	Major	Rare	Medium	4	Y					
34	owners	11-Jun-16	**Fog**	Failure to identify bad weather conditions during the Venue Analysis	Loss of visibility from sea fog causing cancellation of lesson. Negative impact on lesson; poor feedback; substandard experience.	Inspect visibility prior to lesson. Cancel lesson/s in the event of poor visibility.	Satisfactory	Weather	Insignificant	Rare	Low	1	Y					
35	owners	11-Jun-16	**Water Temperature**	Failure to identify a heightened risk during the Venue Analysis	Cold water temperature affecting some customers with hyperthermia. Negative impact on lesson; poor feedback; substandard experience.	Consider modifying session if weather conditions deteriorate. Customers to wear appropriate wetsuits and rash vests.	Satisfactory	Weather	Minor	Unlikely	Low	4	Y					
36	owners	11-Jun-16	**Air temperature**	Sudden drop in air temperature affecting all surfers in lesson	Negative impact on lesson; poor feedback; substandard experience.	Consider modifying session if weather conditions deteriorate. Customers to wear appropriate wetsuits and rash vests.	Satisfactory	Weather	Minor	Unlikely	Low	4	Y					
37	owners	11-Jun-16	**Strong Winds - offshore/onshore**	Failure to identify a heightened risk during the Venue Analysis	Negative impact on lesson; poor feedback; substandard experience.	Consider modifying or cancelling session if weather conditions deteriorate . Inspect and select surf zone for safest conditions prior to each lesson. Instruct safe board handling instructions. Provide appropriate first aid response in the event of injury. Use light weight soft boards only. Consult weather and surf conditions forecast. Monitor board handling techniques being used by customers.	Satisfactory	Weather	Minor	Possible	Medium	6	Y					
38	owners	11-Jun-16	**Excessive wind - board carrying**	Substantial wind storm occurs during lesson. Failure to identify a heightened risk during the Venue Analysis	Lose of control of board and board hitting customers or staff.	Consider modifying or cancelling session if weather conditions deteriorate . Inspect and select surf zone for safest conditions prior to each lesson. Instruct safe board handling instructions. Provide appropriate first aid response in the event of injury. Use light weight soft boards only. Consult weather and surf conditions forecast. Monitor board handling techniques being used by customers.	Satisfactory	Weather	Minor	Possible	Medium	6	Y					
39	owners	11-Jun-16	**Excessive wind - sand**	Substantial wind storm occurs during lesson.	Sand in eyes of customers and staff. Negative impact on lesson; poor feedback; substandard experience.	Consider modifying or cancelling session if weather conditions deteriorate. Advise customers of hazards of wind in eyes.	Satisfactory	Weather	Minor	Possible	Medium	6	Y					
40	owners	11-Jun-16	**Lightning**	Lightning storm occurs in the middle of lesson. Failure to identify a heightened risk during the Venue Analysis.	Customers and staff in danger of direct or indirectly hit by lightening. Negative impact on lesson.	Cancel lesson if there is lightning in the area and evacuate beach to indoor/undercover location.	Satisfactory	Weather	Major	Rare	Medium	4	Y					
41	owners	11-Jun-16	**Sunburn**	Excessive exposure to face, arms and other unprotected body parts by the sun.	Sunburn and possible heat stroke. Negative impact on lesson; poor feedback; substandard experience.	Provide sunscreen for all instructors and customers. Customers to wear appropriate wetsuits and rash vests.	Satisfactory	Weather	Minor	Possible	Medium	6	Y					
42	owners	11-Jun-16	**Sun - Dehydration**	Hot weather and not drinking adequate fluids.	Dehydration. Negative impact on lesson; poor feedback; substandard experience.	Encourage drinking of water before starting session on hot days. Provide free drinking water to all customers and staff. Consult weather forecast for extreme heat days. Monitor health conditions of customers.	Satisfactory	Weather	Minor	Possible	Medium	6	Y					
43	owners	11-Jun-16	**Inability to adequately staff programmes and lessons with coaches**	Loss of staff, uncompetitive remuneration, not enough work avalable all year. Lack of qualified coaches in the local area.	Impact on programmes and lessons, loss of business, potential reputation impact	Encourage more local surfers to get qualified. Higher remuneration.	Reservations	People	Minor	Likely	Medium	8	Y					
44	owners	11-Jun-16	**Surfer's Myelopathy**	Loss of blood flow to the spinal cord is believed to be caused by the hyperextension of the back while laying on the surfboard for an extended period of time. Mostly effects novice surfers.	Surfers begin to feel a back pain that is followed by decrease sensation and gradual impaired mobility in the legs. Some patients have been permanently paralyzed while others have fully recovered.	Limit the amount of time surfers hypertensing their backs while lying on surfboard. Notice signs of pain and discomfort in surfers backs. Seek immediate medical attention if surfers experience pain or weakness.	Satisfactory	People	Moderate	Rare	Medium	3	Y					