

Rockwire

Risk Management Policy for Schools and Groups

Date:

21 November 2023

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Review Date:

30 November 2024

Controlled Documents Number:

BSL-PO-HE-0018.03

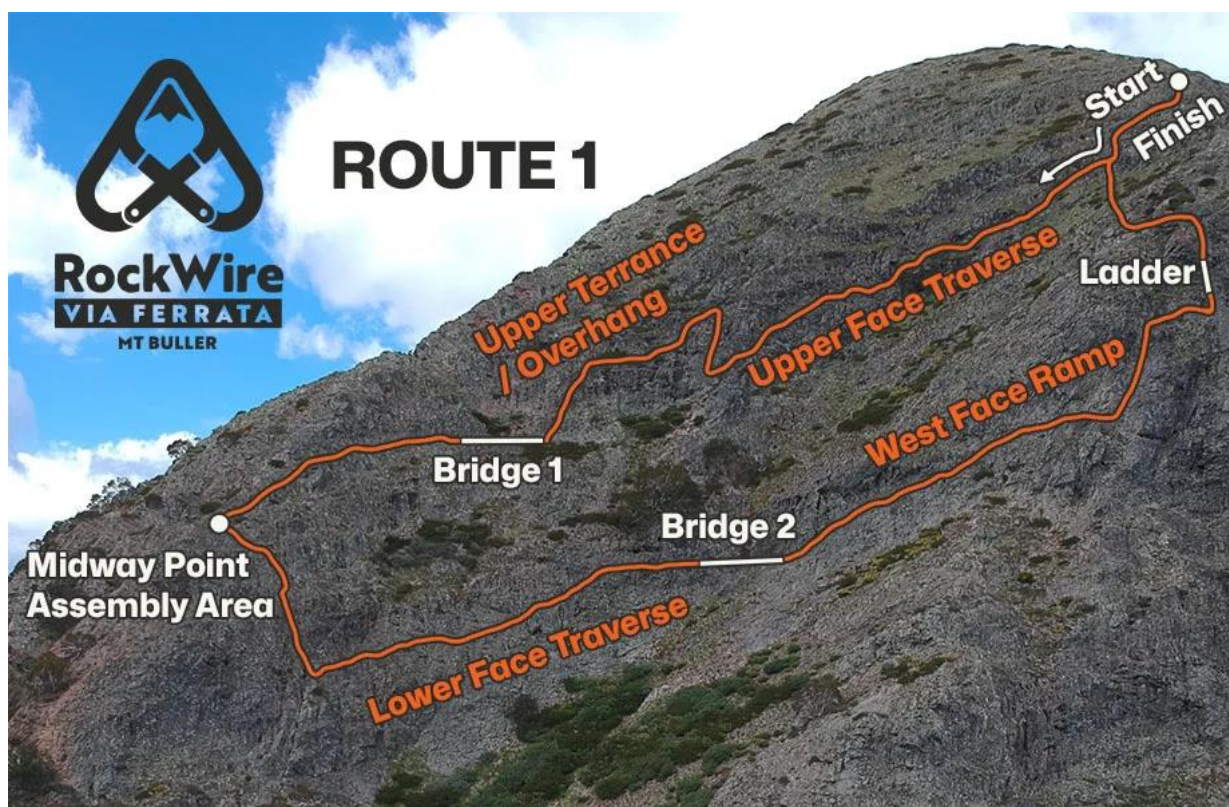


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1 Introduction

Mt Buller is the most accessible major alpine resort in Australia, an easy and scenic three-hour drive from Melbourne. When you arrive, you'll be greeted by a beautifully situated alpine village that offers so much to do on and off the snow. For a challenging taste of adventure Mt Buller has introduced our RockWire course.

RockWire is ideally suited for schools and groups seeking team-building and adventure – a once in a lifetime experience!

What is RockWire?

Enjoy stunning views and an adrenaline rush as you traverse the highest peak of Mt Buller. RockWire, is a guided climb along a secure route exploring the Summit's west face over a series of fixed anchors, steel cables, ladders, bridges and other features such as steps and handholds. You're hooked onto cables and lead by an experienced guide using a harness and special lanyards for safety. People with various levels of climbing experience can enjoy the thrill of high-altitude exploration while minimising the risks associated with traditional climbing.

It's based on a Via Ferrata, which means "iron way", and originated in Italy to help soldiers cross treacherous mountains in WW1. It's now a common adventure throughout Europe and North America, and Mt Buller is excited to have RockWire bring the first alpine Via Ferrata to Australia.

How it works

RockWire is a route along the west face of the Summit. Your experienced guide will lead you using special cables and lanyards that you hook onto with carabiners. You must have a RockWire guide to access the route. It will take about 3 hours to complete the experience from first meeting, gearing up and completing the route.

There is currently one route ready to go along the west face of the Summit of Mt Buller. More routes are planned and being built right now!

To access the route, your guide will take you to the Summit and lead you up along the ridge to the start of the route. Along the way there are some rocks to practice on and get you warmed up.

Route 1 is our easiest and perfect for your first time on the Via Ferrata. This route traverses along two main rock bands. It has two wire bridges and two wire ladders to help you scale the exposed west face and get your blood pumping! The Delatite Valley 1000m below is beautiful and spectacular and creates the sense of a true alpine adventure. RockWire has a continual cable system – once you are safely hooked on you can't come off until you finish - so you can enjoy the journey knowing you are safe!

Risk management and our commitment to safety

The Alpine regions of Australia provide fun activities for people of all ages. Of course, there are a number of inherent risks in all of these activities but we always do our best to make sure that you and your group are safe at all times. This is a two-way street and we always make sure that our guests are aware and understand what these risks are and how to best do them safely.

As an organization we continually work on identifying potential risks that could have an impact on safety. To this end, risk management is vitally important to ensure the effective delivery of our leisure and tourism experiences and for the safety and well-being of our staff, guests, the broader community and our stakeholders. Fortunately, serious accidents are very rare and we have an excellent ski patrol and first aid teams who are always available to respond to any emergency.

Buller Ski Lifts are the only ski lift company in the world to achieve third party certification of the following International and Australia Standards:

- ISO 45001 – Occupational Health and Safety Management Systems
- ISO 14001 – Environmental Management Systems
- ISO 9001 – Quality Management Systems

We are proud of our certifications and see them as our ongoing commitment to achieving continual improvement in all of our operations.

Our risk management methodology is provided at annexe 2.

2 Working with Children Act 2005 (Vic)

We enforce the requirements of the Working With Children Act 2005 (Vic) across our organisation and events. During the ski season we operate the Buller Kids Centre which incorporates the popular 3-6 Bunyips Ski Program. All of our RockWire guides have current Working with Children accreditation.

3 Our Safety, first aid and medical services

3.1 Ski patrol, first aid, rescue services and emergency communications

In winter at Mt Buller we have our own highly trained and fully equipped Ski Patrol team who are available to assist in the rescue and first aid treatment throughout the mountain and maintain emergency communications via radio. Our RockWire guides are all trained in advanced outdoor first aid and many of the Mt Buller team are also first aid qualified.

3.2 COVIDsafe Mt Buller

All Buller Ski Lift businesses and venues have specific COVIDsafe plans in place and are updated to reflect current government requirements.

3.3 Emergency evacuations and medical treatment

We are able provide communications to emergency services to effect time critical emergency evacuations including air ambulance. We recommend that all participants have their own ambulance cover (including air ambulance). The Country Fire Authority has a permanent base on Mt Buller all year round.

Mt Buller Medical Centre

During the winter season the Mt Buller Medical Centre has everything you need in case of an injury or illness and also has pharmacy capabilities. It is located on Summit Road, Mt Buller, phone: 03 5777 6185 or call 000 for an emergency.

4 Equipment standards

We ensure that all of our equipment is fully inspected and checked prior use. Our equipment complies with all relevant Australian and International Standards.

5 Instruction:

All of our instructors are qualified and trained to the highest standards. All groups are thoroughly briefed prior to beginning any activity and are under constant supervision.

6 Recommended clothing

It is important that all participants visiting the Alpine regions are dressed for the conditions that they may potentially encounter. Alpine weather can be unpredictable and can change quickly, even in the “green season”. Appropriate clothing will not only increase the enjoyment of the participant but will reduce the likelihood of hypothermia or sunburn.

We suggest that each individual have the following when outdoors (depending on the weather):

- Waterproof jacket
- Small backpack
- Water bottle
- Sunglasses
- Warm woollen socks
- High grip shoes
- Woollen or synthetic trousers (not jeans)
- Warm underclothing (if the weather is going to be cold)
- Warm shirt (woollen or thermal)
- Woollen jumper or polar fleece top
- Sun hat and SPF+30 sunscreen

We provide:

- A RockWire guide
- Safety harness
- Safety helmet
- Lanyards
- Carabiners

7 Appendix 1: Mt Buller Schools & Groups Risk Assessments and Controls

Activity and/or area	Hazards	Safety controls in place
<p>People:</p> <ul style="list-style-type: none"> • Instructors/guides • Hospitality staff • Ski patrol staff • Mechanics and technicians • Management • All other personnel <p>Children and young adults</p>	<p>Not competent to complete the task required: eg instruction, teaching, repair, safe practices</p> <p>Young persons exposed to exposed to alcohol</p>	<ul style="list-style-type: none"> • All staff are trained and competent to perform their duties. • We provide competent managers and supervisors to monitor work performance. • All plant and equipment is operated as per the manufacturer’s specifications. • We ensure that our safety practices comply with the OHS Act 2004, OHS Regulations 2017 and all relevant Codes of Practice (both state and commonwealth). • Duties and activities, where appropriate, are completed as per written policies and procedures which have been developed using accepted risk management principles (ISO 31000). • BSL is accredited to ISO 45001. • All of our staff are subject to the BSL Code of Conduct. • Students are only allowed in areas that serve alcohol when accompanied by a parent, teacher or guardian and only until 10 pm. • All of our venues promote and abide by Victorian Responsible Serving of Alcohol Laws and photo ID is required at all times.

Activity and/or area	Hazards	Safety controls in place
Insurance cover	Inadequate liability insurance	We carry the appropriate level of public liability insurance at all times and a copy of a Certificate of Currency is available on request.
Environmental management	Poor treatment of the alpine environment leading to loss of habitat, soil erosion, pollution, etc	Mt Buller not only has a comprehensive environmental management plan but our systems have been certified by a third party to the international standard (ISO 14001). We are very proud of our environmental management program and our policy is available on line.
Hire of gear and equipment	<p>Equipment not a correct fit for the person or not for purpose</p> <p>Equipment not in good working order or in disrepair</p>	<p>Our staff are all highly trained in providing the correct fit for all types, sizes and ages.</p> <p>Equipment is checked and maintained prior to hire and again on return. All defective equipment is repaired prior to being re-hired.</p>
Variable weather in the alpine environment	Alpine weather can expose people to extremes of cold, snow, wet, sun and wind regardless of the season.	<p>Ensure that you and your group have the recommended clothing (see above).</p> <p>Always consult the Mt Buller website www.mtbuller.com.au and the Bureau of Meteorology www.bom.gov.au before heading up to the mountain. Also, download our app from the App Store.</p>

Activity and/or area	Hazards	Safety controls in place
		<ul style="list-style-type: none"> • Our emergency management plan addresses rescue and evacuation procedure
Driving to, from and around Mt Buller	Hazardous driving conditions due to weather extremes, ice and/or snow	Vehicles required to carry and use snow chains when appropriate however this is very rare outside of the snow season.
Environmental health	Break out of COVID-19	<ul style="list-style-type: none"> • COVID safe plans in place for all departments • COVID plan for Alpine Areas in place • Medical centre on site • All precautions as advised by Dept Health complied with at all times

8 Appendix 2: Buller Ski Lifts Risk Management Methodology

8.1 Risk Identification

The purpose of this step is to generate a comprehensive list of threats, hazards, opportunities and vulnerabilities based on the criteria that they might enhance, prevent, degrade, create or delay the achievement of the operational and strategic objectives of BSL.

8.2 Risk analysis

This step involves analysing the impact of the risk identified, starting with an assessment of the likelihood (probability) and the consequences (impact) of the risk event occurring. The approach BSL will take will be to use a risk matrix which has been developed and agreed upon during the context establishment phase.

The risk analysis process is a two-step process. The first step in the process is to determine the “raw” risk. This is the level of inherent risk that exists as if there were no controls in place. The second step is to review the existing controls (if any) and determine residual risk. This will establish the verity of the existing controls and what the probable impact will be if the controls fail.

8.3 Risk evaluation

Once the risks have been identified and analysed, they are then evaluated to determine which risks require treatment and the priority for treatment implementation. The different levels of risk arising from the analysis (extreme, high, medium and low) determines the evaluation process. When evaluating the risks it will be important to consider the following:

- The risk context of Alpine recreational and sporting activities
- The risk appetite of our stakeholders (eg employees, guests, competitors, schools, corporate partners,, regulators, etc)
- Compliance, legal and governance issues
- Sound safety practices.

8.4 Risk treatment

Following the analysis and evaluation of the risks, appropriate risk treatments are required. These treatment actions are part of BSL's internal controls. The recommendations contained within this stage utilise risk elimination, substitution, acceptance, avoidance, transfer/share and reduction control measures that will help guide risk management practices during the life of the risk.