



### **Arrival Time**

Please arrive at least 15 minutes prior to your experience departure time. Delayed arrival makes it difficult to start on time. Please contact us on 02 4780 0200 if you are running late.

### **Teacher and Student Responsibility**

A supervising adult must accompany students throughout the experience to monitor and manage student behaviour. It is the teacher's responsibility to oversee the general behaviour of individuals and groups, and to intervene when necessary.

You have a duty of care under the WHS Act 2011 and WHS Regulations 2017 to look out for the safety for yourself and others while at Scenic World. Scenic World has this same duty of care toward you and will ensure this duty is exercised.

### **School Bags/Belongings**

School bags are not permitted inside Scenic World as there is a limited amount of space for them to be stored. Scenic World accepts no responsibility for any items left unattended.

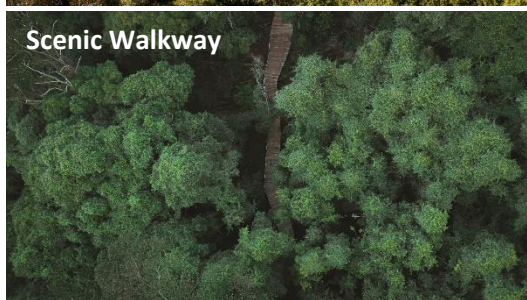
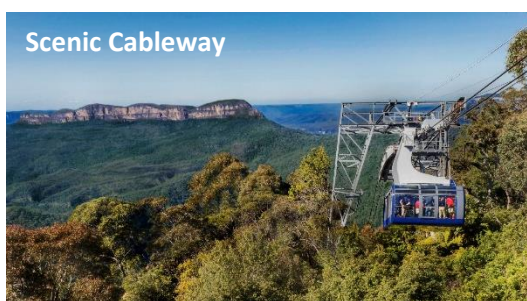
### **Understanding the Scenic World Attractions**

Scenic Skyway is suspended 270 metres above the Jamison Valley. The cabin has floor to ceiling glass walls and a glass floor which becomes transparent. Members of the group with a fear of heights may find Skyway challenging.

Scenic Cableway is the steepest aerial cable car in the Southern Hemisphere. As the cabin has floor to ceiling glass walls, members of the group with a fear of heights may find the centre of the cabin more comfortable.

Scenic Railway is the steepest passenger railway in the world. The train travels 310 metres including through a tunnel before stopping in the Jamison Valley. Please speak to us about any members of your group with access needs prior to visiting, as Scenic Railway does have some accessibility limitations.

The Scenic Walkway is an elevated boardwalk which immerses visitors in our Jurassic era rainforest. There is a short 400m wheelchair accessible walk between the Railway and Cableway as well as longer (limited accessibility) walks, subject to availability. There are no toilets in the Valley, so please ensure all members of the group have visited the bathrooms prior to leaving the Main Building.



## EMERGENCY EVACUATION

In case of the need to evacuate Scenic World, the following will occur:

Main Building Evacuation:

- Main Building warning alarm tone is **beep beep** - this means it is time to prepare to leave the building and will trigger staff to prepare for evacuation.
- Main Building evacuation alarm tone is **whoop whoop** - upon hearing this, you need to leave the building or take direction from the area warden.

Team members located throughout the building will act as fire wardens and will direct your group to the most appropriate and safe exit point to leave the building.

Scenic World's Assembly Point will be determined by the Chief Warden and communicated by the team members.

Please note, in case of an evacuation of the Scenic World buildings on the cliff top, the Scenic Walkway will not be evacuated unless required to do so. In this instance you may be required to wait in the valley until it is safe to return to the Main Building. Please follow the directions of your Guide or other team members.

Walkway Evacuation:

If the Walkway needs to be evacuated you will be alerted by a team member who will direct you to the best ride (either the Railway or Cableway) to leave the valley. Please follow their instructions.

Other External Areas of Scenic World Evacuation:

If an external area of Scenic World needs to be evacuated you will be directed by team members to an assembly point. Please follow their instructions.

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## RISK MANAGEMENT

Managing risks is an integral part of safety management, good operational practices, governance and decision making at Scenic World.

### Risk Management Process

Our risk management process is conducted in seven steps:

- Establish the context
- Identify the hazards
- Assess and rank risks
- Prioritise risks
- Eliminate or control risks
- Communicate and consult
- Monitor and review

### Risk Management Responsibilities

Visiting school staff are responsible for managing risk within their span of control, for the application of risk management whilst onsite and for assisting with the identification of risks that could impact Scenic World. School staff have responsibility for their students before arriving at and once they have left Scenic World.



## Scenic World

### Risk Assessment of Workplace: School Group Visits

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**Date of assessment:** 18/06/24

**Risk Assessment Method Used:** See Scenic World Risk Definitions and Risk Matrix

**Organisation:** Scenic World

**Scope:** This risk assessment covers school groups as they visit Scenic World and experience the three rides and the walkway. It does not include risks to staff.

Risk #	Hazard	Risk	Controls	Consequence	Likelihood	Risk Rating
SW Risk Table	Power outage	Visitors caught in valley	<ul style="list-style-type: none"> <li>Emergency Procedure in place</li> <li>Two onsite generators which can power the whole site, including the rides</li> <li>Evacuations from the Valley can be done using Cableway Auxiliary Drive</li> <li>Chief Warden desktop training scenarios</li> </ul>	Moderate	Unlikely	9. Low
	Ride outage	Visitors caught on ride	<ul style="list-style-type: none"> <li>Emergency Procedure in place</li> <li>Two onsite generators which can power the whole site, including the rides</li> <li>Ride Evacuation Procedures in place</li> <li>Cableway Auxiliary Drive installed</li> <li>Railway can be lowered to the Valley if required</li> <li>Relationships with Police Rescue and Fire Brigade to support ride evacuations</li> </ul>	Moderate	Unlikely	9. Low
PO.1 PO.37	Moving vehicles	Person hit by vehicle causing serious injury or death	<ul style="list-style-type: none"> <li>Speed limited shared zone signage across all roads and parking areas</li> <li>Speed limited to 10kph</li> <li>Traffic slowing measures in place: speed bumps, tight corners; slow signage on ground; give way signs</li> <li>Sign-posted, marked pedestrian crossings at busy/obvious crossing points</li> <li>Deliveries outside open hours where possible and via rear workshop during peak times</li> <li>Permanent bollards and guttering between road and front of main building to clearly delineate between walkway and road</li> <li>Staff supervision/training/awareness</li> </ul>	Major	Unlikely	14. Medium
PO.9 PI.12 SP.40 CP.3, 16 RP.8, 31 VP.2	External, internal and cabin steps and stairs	Slips, trips and falls leading to injury	<ul style="list-style-type: none"> <li>Stairs and steps comply with standards, including hand rails, tactiles, nosings</li> <li>Non-slip stair nosings or edges on step edges</li> <li>Non-slip materials used on stair treads and nosings where possible (eg: sand finish paint on checker plate treads)</li> <li>Ramp access points available where possible</li> <li>Elevator available in main building for semi-ambulant people to move between levels</li> <li>Slippery When Wet signs in use when wet from rain and spills</li> </ul>	Moderate	Unlikely	9. Low

PO.10	Wet/icy surfaces from rain/snow	Slips, trips and falls leading to injury	<ul style="list-style-type: none"> <li>• Non-slip stair nosings on step edges</li> <li>• Non-slip surfaces in known slippery areas</li> <li>• Surfaces designed not to drain freely and not hold water</li> <li>• Regular maintenance check of known slippery areas</li> <li>• Use of salt/sand for black ice areas</li> </ul>	Minor	Possible	8. Low
PO.40	Uneven surfaces across site	Trips, slips and falls on uneven surfaces at Scenic World	<ul style="list-style-type: none"> <li>• Hazard identification procedure: staff trained to identify and report potential hazards</li> <li>• Full time maintenance team</li> </ul>	Major	Unlikely	14. Medium
PI.3	Square corners on retail fixtures and fittings	Injury to person due to hitting corner of shop fitting	<ul style="list-style-type: none"> <li>• Retail fixtures and fittings have rounded corners where possible</li> <li>• Retail fixtures and fittings placed with ample circulation space between</li> </ul>	Minor	Unlikely	5. Low
PI.7	Drinks fridge doors in retail area	Someone opens doors onto child hitting them/knocking them over	<ul style="list-style-type: none"> <li>• Fridges placed in location with ample circulation space</li> <li>• Open front refrigerated units utilised for cold drinks in 'tighter' locations</li> <li>• Staff supervision/training/awareness</li> </ul>	Minor	Unlikely	5. Low
PI.16	Hanging souvenir prongs in retail	Child gets poked in eye by long hanging prong	<ul style="list-style-type: none"> <li>• U-shaped prongs used at eye height for adults or children</li> <li>• Prongs do not extend beyond fixture depth</li> </ul>	Insignificant	Unlikely	2. Very Low
SP.3	Holding area/entry gate at Skyway West Station	People crowding at entry or pushing through could cause crushing/minor injuries	<ul style="list-style-type: none"> <li>• Newly designed entry at both East and West Station has large single gate which removes single/double file entry</li> <li>• New cabin has large single door which removes single/double file entry</li> <li>• Area is supervised by staff</li> <li>• Staff advise passengers that there's ample viewing space for everyone in the cabin</li> </ul>	Minor	Unlikely	5. Low
SP.12	Fold-up seats on Skyway	Person hitting legs walking past seat leading to bruising/minor injury	<ul style="list-style-type: none"> <li>• Seat edges rounded</li> <li>• Seats fold up when not in use</li> <li>• Staff fold seats up prior to customer boarding if left in 'down' position</li> </ul>	Minor	Unlikely	5. Low
SP.19	Wire in Skyway cabin windows	Person throws item out of cabin leading to injury of someone in the valley	<ul style="list-style-type: none"> <li>• New cabin wires are closer than old cabin - very difficult to get item out of window</li> <li>• Cabin does not travel over tracks and trails, aside from the Prince Henry Cliff Walk at entry to East Station</li> <li>• Staff member in cabin at all times watching patrons for unusual activity</li> <li>• CCTV in cabin</li> </ul>	Minor	Unlikely	5. Low
SP.32	Bump as Skyway ride docks (East and West)	Bump may result in unsteady passengers falling, leading to minor injury	<ul style="list-style-type: none"> <li>• Handrails provided</li> <li>• Ride operator procedure to manually slow the cabin when coming into the station if it's windy</li> <li>• Ride Operator script includes commentary to hold on when docking in case of bump</li> </ul>	Minor	Unlikely	5. Low
SP.38 SP.22 CP.11 CP.22 VP.8	Hot weather in cabins and across site	Long exposure to heat across site, exacerbated leads to heat exhaustion of passenger or staff member	<ul style="list-style-type: none"> <li>• Misting stations across site on hot days</li> <li>• External covered area across site</li> <li>• First Aid stations, including defib. Across site</li> <li>• 40% of Skyway cabin walls are open and allow breeze through</li> <li>• Water bottles in Skyway cabin</li> <li>• Cableway has windows that can be opened to allow breeze through</li> <li>• Cableway has extractor fan in roof to dispel hot air from the cabin</li> </ul>	Moderate	Unlikely	9. Low


			<ul style="list-style-type: none"> <li>• Tinting on Cableway windows during summer</li> <li>• Much of the boardwalk shaded by trees</li> <li>• Water, drinks and ice-cream sold in Valley during busy summer periods</li> </ul>			
CP.4	Cableway entry gates/doors	Doors close on passenger leading to bruising/minor injury	<ul style="list-style-type: none"> <li>• Area is supervised by staff</li> <li>• Sensors reopen door automatically on contact</li> <li>• Doors have soft rubbers on the leading edge</li> <li>• Driver checks doors prior to closing</li> <li>• Mirrors on platform provide visibility by rides staff</li> <li>• Whistle procedure in place at bottom station - blow when doors are clear</li> </ul>	Minor	Unlikely	5. Low
CP.5	Cableway gap between platform and cabin (top and bottom)	Slip/trip, get foot caught leading to bruising/minor injury	<ul style="list-style-type: none"> <li>• Area is supervised by staff</li> <li>• Gap is &lt;100mm</li> <li>• Ramps available for wheelchairs</li> <li>• Cabin able to be stabilised and rides procedure in place (07/19)</li> <li>• "Mind the Gap" voiceover at top and bottom station (07/19)</li> <li>• Yellow line on Cableway floor</li> <li>• Signage on floor "Watch the Gap"</li> </ul>	Minor	Likely	12. Low
CP.9	Bump as Cableway ride docks (top and bottom)	Bump may result in unsteady passengers falling, leading to minor injury	<ul style="list-style-type: none"> <li>• Ride operator commentary alert for passengers</li> <li>• Handrails provided</li> <li>• Ride operator procedure: manually slow cabin when coming into the station if it's windy</li> </ul>	Minor	Unlikely	5. Low
CP.13	Wind (causing bump at Cableway ride end to be worse)	Severe wind (<60k/h) may push cabin when docking, causing fall/injury.	<ul style="list-style-type: none"> <li>• System has wind warning built in.</li> <li>• Design of rides is very stable</li> <li>• Ride operator slows or stops cabin manually when winds are high</li> <li>• Ride Operator script includes commentary to hold on when docking in case of bump</li> </ul>	Minor	Unlikely	5. Low
RP.16	Railway Carriage Divider Walls Corners	Child bumps into head height barrier. Bump. Collision.	<ul style="list-style-type: none"> <li>• New barriers have rounded edges</li> <li>• Staff on platform to supervise and make sure children aren't running.</li> <li>• Clear stairway access between barriers and edge of building</li> </ul>	Minor	Unlikely	5. Low
RP.17	Fingers Jamming in Doors of Train	Squashing/crushing of fingers against two screws beside seat	<ul style="list-style-type: none"> <li>• Padding on Carriage door so if person's hand is in vicinity it will touch them with soft padding first giving them a chance to remove their hand.</li> <li>• Warning bell and staff announcement when door closing.</li> <li>• Staff announcement of door closing.</li> <li>• Staff on platform/Driver to watch passengers.</li> <li>• Door E-Stop. Torque limit settings on door motor set to the minimum.</li> </ul>	Minor	Unlikely	5. Low
RP.18	Children Falling Off Seat while train is moving	Slide off seat into footwell, feet jamming under seat in front (minor injury due to slipping)	<ul style="list-style-type: none"> <li>• Staff announcement about steepness of ride.</li> <li>• Can recline seat to a position where seat is close to flat the whole trip.</li> <li>• Information and advice at booking and throughout site that the ride is steep</li> </ul>	Minor	Unlikely	5. Low
RP.19	Entering Train from Platform	Trip and Fall while boarding/disembarking train	<ul style="list-style-type: none"> <li>• Contrasting Platform Edges.</li> <li>• Train has handholds to grip as getting in and out.</li> <li>• Staff announcement</li> </ul>	Minor	Unlikely	5. Low

RP.20	Getting in and out of train	Bumping head on carriage superstructure while boarding/disembarking train	<ul style="list-style-type: none"> <li>No sharp edges</li> <li>Good head clearance due to gullwing doors</li> <li>Staff announcement</li> <li>Handles have rounded edges</li> <li>Rubber padding on entry and exit of carriage</li> </ul>	Moderate	Rare	6. Low
RP.22	Slippery train floor	Slipping whilst moving across seat to take position, leading to minor bruising etc	<ul style="list-style-type: none"> <li>Foot rails to stop slide</li> <li>Handrail padded (this is what you would slide towards if you slipped)</li> <li>Floor grated to allow water to run off</li> </ul>	Minor	Unlikely	5. Low
RP.26	Person climbing between seats within carriage	Climbing between seats leads to person slipping and falling into a footwell	<ul style="list-style-type: none"> <li>Handrail between seats makes it harder to climb between them</li> <li>Handrail is padded should they do this and slip</li> </ul>	Minor	Unlikely	5. Low
RP.40	Railway - Hot weather	Long exposure to heat across site, exacerbated by heat in top Railway Station queuing leads to heat exhaustion of passenger or staff member	<ul style="list-style-type: none"> <li>Misting system with fans through queuing areas</li> <li>Open air queuing area for breeze to flow through</li> <li>Platform staffed when queuing is busy</li> <li>First Aid station, including defib. on platform</li> <li>Additional misting stations across the site to minimise long heat exposure</li> </ul>	Moderate	Unlikely	9. Low
RP.45	Access to Railway ropes at bottom station	Person injured through trip, slip, fall or abrasion from train ropes	<ul style="list-style-type: none"> <li>E-Stop available</li> <li>Driver has video of bottom station in cab</li> <li>Driver trained to E-Stop if anyone seen on the tracks</li> <li>The risk is only when the train is coming into or leaving the station</li> </ul>	Minor	Unlikely	5. Low
VP.1	Boardwalk	Slips, trips and falls leading to injury	<ul style="list-style-type: none"> <li>Boardwalk maintained on an as needs basis, depending on weather - power washing undertaken to remove moss and debris</li> <li>Steep/icy sections of the boardwalk carpeted</li> <li>Handrails on all sections of boardwalk</li> <li>Daily inspection prior to opening to identify and mitigate high risk sections</li> <li>Boardwalk closed during significant rain events</li> <li>'Slippery When Wet' signage at both ends of the boardwalk and entrances to steep sections</li> <li>Rides operators remind passengers of slippery boardwalk on wet days</li> <li>First aid kits available across site and on rides</li> </ul>	Major	Unlikely	14. Medium
VP.3	Falling trees/ branches/vines	Person hit by falling trees, vines or branches leading to injury	<ul style="list-style-type: none"> <li>Regular tree inspections</li> <li>Daily inspection to ensure nothing has fallen on the boardwalk</li> <li>Boardwalk closed in extreme weather</li> <li>Vines are supported, rather than cutting on order to avoid weakening the natural vegetation structures</li> <li>Arborist review and removal of 'at risk' trees</li> </ul>	Extreme	Rare	15. Medium
VP.4	Vines across boardwalk	Person walks into vine leading to bump or bruise	<ul style="list-style-type: none"> <li>Low hanging vines supported to lift above head height</li> <li>Daily inspection to ensure no vines have dropped over boardwalk</li> </ul>	Minor	Unlikely	5. Low

VP.5	Boardwalk elevation	Person falls off boardwalk leading to injury	<ul style="list-style-type: none"> <li>• Handrails on all sections of boardwalk</li> <li>• Wire railing on handrails to reduce ease of climbing</li> </ul>	Major	Unlikely	14. Medium
VP.10	Caught in the valley during a hail storm	Customer caught in an uncovered area of the boardwalk during a hailstorm, leading to minor injury	<ul style="list-style-type: none"> <li>• Severe weather procedure to bring as many customers as possible out of the valley when a storm warning is issued</li> <li>• Covered areas at both bottom stations and on the Lillipilli link</li> <li>• Customers informed of pending storms prior to going to the valley if anticipated</li> </ul>	Minor	Unlikely	5. Low
VP.14	Snake or spider bite	Spider or snake bite leading to death or injury	<ul style="list-style-type: none"> <li>• Boardwalk is elevated above the valley floor</li> <li>• First Aid station, including bandages for pressure immobilisation available</li> <li>• Wi-Fi through most of the valley to enable call for assistance from mobile phone</li> <li>• Ride operators First Aid qualified</li> <li>• Emergency phone at both bottom stations</li> <li>• Staffed rides in the valley at each 5-15 minutes</li> </ul>	Major	Unlikely	14. Medium
VP.15	Leech bite	Leech bite leading to distress or panic	<ul style="list-style-type: none"> <li>• Boardwalk is elevated above the valley floor</li> <li>• First Aid, including salt/sanitiser for removing leeches available</li> <li>• Ride operators First Aid qualified</li> <li>• Emergency phone at both bottom stations</li> <li>• Staffed rides in the valley at each 5-15 minutes</li> </ul>	Minor	Unlikely	5. Low
VP.16	Rock fall	Rocks fall onto boardwalk leading to injury or death	<ul style="list-style-type: none"> <li>• Geotech review and recommendations for rocks above the boardwalk</li> <li>• Rock fall fencing installed above boardwalk in potentially hazardous areas</li> <li>• Daily inspection to ensure no rock falls have occurred</li> <li>• Boardwalks closed during extreme weather</li> </ul>	Extreme	Unlikely	15. Medium
VP.19	Mining pony	Fall of mining pony leads to bruise or bump	<ul style="list-style-type: none"> <li>• Step in place for people to use to get on and off the pony</li> </ul>	Moderate	Unlikely	9. Low
VP.21	Wire on handrails	Trips, scratches or abrasions from fraying wires on the handrails	<ul style="list-style-type: none"> <li>• Daily inspection by rides team</li> <li>• Hazard identification process</li> <li>• Maintenance program</li> </ul>	Minor	Unlikely	5. Low
VP.25	Native plants and berries	Illness or injury as a result of ingesting native berries or plants	<ul style="list-style-type: none"> <li>• No poisonous plants or berries within reaching distance from boardwalk</li> </ul>	Moderate	Rare	6. Low
VP.26	Dropping items onto Railway platform from boardwalk	Injury to person waiting on the platform caused by falling object from boardwalk above	<ul style="list-style-type: none"> <li>• Handrails</li> <li>• Boardwalk crosses the waiting area for the rear of the train where fewer customers wait (train generally fills from the front seats back)</li> <li>• Rides Operators First Aid qualified</li> <li>• First Aid station on the platform</li> </ul>	Moderate	Unlikely	9. Low



## Document Control

DOCUMENT REFERENCE	Risk Management Plan for Schools
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APPROVAL AUTHORITY	Anthea Hammon
SIGNATURE OF APPROVAL AUTHORITY	
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EXPIRY DATE	N/A
FUNCTIONAL UNIT	Industry Relations
AUTHOR	Anthea Hammon / Justine Murphy
ENQUIRIES CONTACT	Industry Relations Manager

REVISION DATE	REVISION NO.	CHANGE	BY	APPROVED
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27/09/22	1.1	Updated	JM, SP	APH
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APH – Anthea Hammon

JM – Justine Murphy

SP – Sarah Patterson

ST – Shannen Trudgett