



Y Central Kaitoke Outdoor Education Centre and Camp Raukawa

SAFETY MANAGEMENT PLAN (SMP)

Version: 17.0	Approved by:
Prepared by: Robyn Waldrom	Next review: 21 October 2025

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Introduction and Purpose

This Operations Plan details the nature and scope of Y Central's Outdoor Education programmes, the principles it operates under and the management of health and safety.

1. Safety Management System Documents

1.1. Document History and Version table

Version	Date Approved	Approved by	Description
1.0	May 2009	Aidan Tansell	Compiled
2.0	Aug 2010	Aidan Tansell	Reviewed
3.0	Feb 2011	Emily Robinson	OSCAR consent form updated with Facebook
4.0	Nov 2012	Emily Robinson	Added national OSCAR Vehicle/ Transport Policy
5.0	June 2012	Emily Robinson	Horse Float added to Vehicles
6.0	4 March 2013	Aidan Tansell	Updated Activity List Updated Organisation structure Section Zero numbered, layout, Management sign-off altered Codes of Conduct updated & expanded Contractors – clarified responsibilities Sec 4.1c added 4.4c updated
7.0	21 March 2013	Aidan Tansell	Definitions
8.0	May 2013	Aidan Tansell	Wide revisions including OutdoorsMark feedback & streamlining document overall
9.0	13 May 2015	Fabian Bunting	Key changes – H&S goals, staff structure and key staff changes, client induction and safety, fuel storage, aligned supporting documents to operating plan.
10.0	18 Dec 2015	Linda Weterman	Reformatting of document
11.0	18 Jan 2016	Kim Willemse	Review of sections and references. Taken out 2.1.3 and 6.3.1 as no longer valid.
12.0	18 May 2016	Linda Weterman, Kim Willemse, Emily Robinson	Formatted into Support Adventure SMP Template for Adventure Activities. Change of site title to YMCA Greater Wellington Kaitoke Complex. Review of all sections.
13.0	8 July 2016	Reviewed & updated by Russell Jacobi, reviewed by Ben Keat & Linda Weterman	Internal SMS Audit completed by Russell Jacobi. Amendments made to comply with Outdoors Mark audit non conformities. Updates to reflect changes to operational policies and procedures.
13.1	4 August 2016	Russell Jacobi	Amendments to 6.10 staff communications and Appendix 4 Emergency Management plan Included Appendix 2 <i>Legislation: Health and Safety at Work (General Risk and Workplace Management) Regulations 2016</i>
13.2	16 August 2016	Russell Jacobi	Amendments made to align with findings from external Outdoors mark Audit: Appendix 4 EMP Appendix 7 FLASH system added Signed off by top management
13.3	23 May 2017	Russell Jacobi	Internal review (minor changes throughout) Updated "safety objectives" 3.4

			<p>Addition of “water contamination” to 10.3 “responding to emergencies”</p> <p>Phasing out of “colour frame” system</p>
13.4	14 June 2017	Russell Jacobi	Added: competency sign off authority in 6.3 (advised during surveillance audit)
13.5	27 July 2018	Russell Jacobi	<p>Appendix 8 Instructor Handbook</p> <p>Updated safety goals</p>
14	31 July 2019	Russell Jacobi	<p>Update to new template</p> <p>Integration of Kaitoke and Raukawa centres</p> <p>Changed drug and alcohol policy from pre employment to periodic testing</p> <p>Inclusion of third tier to our SMS (instructor handbook)</p> <p>Changes aligning to updated YMCA H&S policy docs</p> <p>Minor changes throughout</p>
14.1	2 September 2020	Russell Jacobi	Include response plan “off site activities”
15.0	October 2023	Ben Keat	<p>Updated logo</p> <p>Removed references to YMCA Greater Wellington and aligned with updated Org Name; Y Central</p> <p>Aligned references to both sites</p> <p>Updated term “serious harm” to “notifiable event”</p> <p>Better aligned incident reporting policy with Org incident reporting policy</p> <p>Updated reference links to intranet</p>
16.0	September 2023	Bob Maxwell	Reviewed and updated.
17.0	October 2024	Robyn Waldrom	<p>Updated Staff Details</p> <p>Internal review and update of Management and Leadership team structure</p> <p>Updated Safety Calendar to include Programme and Safety Manager responsibilities</p> <p>Updated Drug & Alcohol policy to include Pre-Employment testing</p> <p>Added nature walk to non-AA activities provided</p>

1.2. Safety management system document control

We will ensure our safety management system (SMS) documents are readable, identifiable and traceable to our activities.

In order to achieve this our SMS documents will be:

- Identified by a footer that states the version number and the page number.
- Periodically reviewed and revised where necessary by the Manager Y Outdoors
- signed off as adequate by Chief Executive Officer
- Current and available at the Kaitoke Outdoor Education Centre and Camp Raukawa offices.
- Protected from unauthorised changes, deletion and publication and backed up on the secure Y Central cloud server by authorised staff members when a new version is approved.
- Removed from circulation if obsolete or marked clearly that they are not to be used.

Archived copies and other safety-related records will be kept for seven years in archive folders in the relevant file area relating to that document.

NOTE: Once printed, documents are uncontrolled.

Other notes:

- Changes and amendments to the SMP will take place as necessary and input from all employees and contractors will be sought.
- When any issue arises (during staff meetings, debriefs or informal conversations) which results in a change to policy or procedure, the change will be noted in the minutes of the meeting, as well as on the Policy/Procedure Change Log in main office.
- Employees and contractors will be made aware of any changes or amendments to the SMP by a specific briefing, linked to the Change Log. Staff will initial the Log page when they have been updated.
- The Chief Executive Officer (Brendan Owens) has overall responsibility for this review. Input will be sought from all key staff and contractors on an ongoing basis to assist with this review. The review will include input from incident reporting and investigations.
- External reviews will be undertaken when and where necessary (at least every three years) for the purposes of gaining accreditations, permits and concessions, or by industry bodies.
- Two copies of the SMP will be printed one will be located at each of the offices of Kaitoke Outdoor Education Centre at Camp Raukawa.
- The word file is located at "YMCA Central\Outdoors - General\Outdoor Education\Safety Management System".
- A PDF file will be saved and located as required on the camp server.
- Management will remove obsolete documents from circulation and dispose of them appropriately or they will clearly mark that they are not to be used.

1.3. Review status:

Read and email any recommended changes to the authorised staff member responsible for update at review.

Initial and date in each box under your name when you have completed a section.

Section	Title	V 13.0	V13.2	V 13.3	V 13.4	V 13.5	V14	V15	V16	V17.0
1.0	Safety Management System Documents	RJ 7/6/16	RJ 18/8/16		RJ 14/6/17	RJ 29/7/18	RJ 22/10/19	BK & CS 10/22	BM 9/23	RW 10/24
2.0	Information on the Business	LW&BK 15/6/16		BO 30/5/17			RJ 22/10/19	BO & BK 10/22	BM 9/23	RW 10/24
3.0	Safety Management System	RJ 7/6/16	RJ 18/8/16	RJ 23/5/17		RJ 27/7/18	RJ 22/10/19	BK & CS 10/22	BM 9/23	RW 10/24
4.0	Planning for Safety	RJ 7/6/16			RJ 14/6/17	RJ 27/7/18	RJ 22/10/19	BK 10/22	BM 9/23	RW & NM 10/24
5.0	Hazard Management	RJ 15/7/16	RJ 18/8/16		RJ 14/6/17	RJ 27/7/18	RJ & JC 2/9/19	BK & CS 10/22	BM 9/23	RW & NM 10/24
6.0	Staff	RJ 7/6/16		RJ 23/5/17	RJ 14/6/17		RJ 22/10/19	BK 10/22	BM 9/23	RW & NM 10/24
7.0	Drugs and Alcohol	7/6/16		RJ 23/5/17	RJ 14/6/17		RJ 22/10/19	BK & BO 10/22	BM 9/23	RW 10/24
8.0	Safety First	RJ 7/6/16		RJ 23/5/17	RJ 14/6/17		RJ 22/10/19	BK 10/22	BM 9/23	RW & NM 10/24
9.0	Incidents	RJ 7/6/16		RJ 23/5/17	RJ 14/6/17		RJ 22/10/19	BK 10/22	BM 9/23	RW & NM 10/24
10.0	Emergencies	RJ 7/6/16		RJ 23/5/17	RJ 14/6/17		RJ 22/10/19	BK 10/22	BM 9/23	RW & NM 10/24
Appendix 1	Terms and Definitions	RJ 7/6/16		RJ 23/5/17	RJ 14/6/17			BK 10/22	BM 9/23	RW 10/24
Appendix 2	Legislation, Standards, Codes of Practice and Guidelines	RJ 7/6/16		RJ 23/5/17	RJ 14/6/17	RJ 26/7/18	RJ 22/10/19	BK 10/22	BM 9/23	RW & NM 10/24
Appendix 3	Notifiable Event Definitions	7/6/16			RJ 14/6/17		RJ 22/10/19	BK 10/22	BM 9/23	RW 10/24
Appendix 4	Emergency Management Plan		RJ 18/8/16		RJ 14/6/17		RJ 22/10/19	BK 10/22	BM 9/23	RW 10/24
Appendix 5	Drug and alcohol policy	RJ 7/6/16			RJ 14/6/17		RJ 22/10/19	BK 10/22	BM 9/23	RW 10/24

Appendix 6	Hazard management forms				RJ 14/6/17		RJ & JC 2/9/19	BK 10/22	BM 9/23	RW & NM 10/24
Appendix 7	FLASH system		RJ 18/8/16		RJ 14/6/17		RJ & JC 2/9/19	BK 10/22	BM 9/23	RW 10/24

1.4. Sign-off

This Safety Management Plan is authorised / accepted by:

	Name	Signed	Date
Y Central Board	.		
Chief Executive	Anthony de Rose		17.01.2025
Manager Y Outdoors	Robyn Waldrom		31.10.2024
Programmes & Safety Manager	Natasha Mills		31.10.2024

2. Information on the Business

2.2. Introduction

The YMCA Kaitoke Outdoor Education Centre and Camp Raukawa are business units of YMCA Central Inc. (Y Central) Therefore, we operate under Y Central policies unless business unit specific subjects require a separate policy. This SMP relates to procedures undertaken at Kaitoke Outdoor Education Centre and Camp Raukawa.

Y Central policies provide the framework for Employee Policies & Procedures (Health & Safety, vehicle use, employment conditions, and disciplinary procedures)

Full details are in the Y Central “Employee policies and procedures manual” and the Y Central “Health and Safety Policies”. These policies and others are kept in the on the Y Central Intranet and can be found here: <https://ycentral.myhubintranet.com/Our-Organisation/HR/Policy-Procedures>

2.3. Description of business

2.3.1. Legal name

YMCA Central Inc

Registered Charitable Entity, no. CC21628

2.3.2. Trading name

Y Central Inc

2.3.3. Main operating bases

Kaitoke Outdoor Education Centre: 184 Marchant Rd, Kaitoke, Upper Hutt

Camp Raukawa: 5163 Parapara Highway SH4

2.3.4. Contact Details

Postal – YMCA Kaitoke Outdoor Education Centre: CMB 24, Kaitoke, Upper Hutt 5018

Phone – (04) 526 7338

Postal – YMCA Camp Raukawa PO Box 622, Wanganui

Phone – (06) 342 8510

Email – youtdoors@ycentral.nz

Website – www.ycentral.nz

2.4. List of Activities

2.4.1. Adventure Activities:

Abseil	
High Ropes	Zip line (Super Fox)
Flying Kiwi	Giant Swing
Rock climbing	

2.4.2. Other Activities not subject to the Adventure Activities Regulations:

- Air Rifles
- Archery
- Bush based activities
- Campfire and cooking
- Challenge course
- Indoor Abseil
- Indoor wall climbing
- Nature Walk
- Mountain Biking
- Sit on top Kayaking
- Sit in Kayaking (decked)
- Surf kayaking
- Orienteering
- Overnight camp-out (onsite)
- Overnight expedition (offsite)
- Raft Building
- Team building
- Tramping/Guided walks
- UHF Radios
- Water/mud slide
- Water based challenge activities

2.4.3. Ancillary activities

None

2.5. Facility and Grounds

Y Central provides accommodation to groups, catering to groups, and activities to groups and individuals.

The property at Kaitoke is 38 acres, with accommodation for 200 in bunkrooms, 2 sets of meeting facilities, dining and kitchen areas.

The property at Raukawa can accommodate 80 participants in bunkrooms.

Bookings are accepted for any time of year, and our peak season for activity services runs from October to May.

The facilities are subject to provisions of an annual Building Warrant of Fitness. The Manager is responsible for the reporting to Upper Hutt City and Whanganui Council. Colman & Associates, and Redfire Services are the two main sub-contractors.

The Kaitoke Outdoor Education Centre includes on-site water treatment and sewage treatment equipment.

The Raukawa site includes on-site water treatment and septic tanks.

2.6. Business aims

In our operations (Facility, Activity, Catering, Youth, Admin) we will comply with legislative requirements. We will reflect the Mission and the Values of the YMCA. We will meet accepted practice for the education and outdoor sector.

2.7. Staff

Y Central currently employs approx 180 staff across our operational portfolio. Y Outdoors employs five permanent staff and up to 12 seasonal outdoors instructors. Plus, up to five volunteer staff. Some of those have specific technical expertise and some are sourced through a succession pathway provided by the YMCA.

2.7.1. Parameters of responsibility

We will take all reasonably practicable steps to ensure the health and safety of our staff, participants and visitors to the workplace.

We will ensure that everyone complies with the requirements of our SMS.

2.8. Approvals to Operate

Y Central will keep current and display:

- 'Building Warrant of Fitness'
- Commercial kitchen 'Certificate of Registration'
- MSD Level 2 approval certification consisting of MSD Level 2 Social Sector Accreditation Standards, L3 Out of School Care and Recreation (OSCAR) Programmes, Outdoor Pursuits and Camp programmes for Children and Young People.
- Adventure Activities Certification - Qualworx

2.9. Other information during camp and outdoor activities

Terms and Conditions of hire, including cancellation charges are available to all guests, and can be found in our Information Pack.

Information is available to guest's outlining authorities and constraints applying to staff and guests for adapting activities as circumstances may indicate. This information is posted in both dining halls and in the office corridor.

Parents, caregivers, agencies, and organisers are contacted, when warranted, to discuss the suitability of certain programme participants.

Disabilities that may preclude participation are discussed on a case-by-case basis. This is discussed with participants/group organisers at the time of booking.

2.10. Feedback

Feedback from participants is sought verbally after a session and after a group's stay through the guest feedback form. Feedback is encouraged, especially where improvements can be made to the operation, and we have a feedback, complaint and whistleblower policy on our intranet which outlines how we deal with feedback and complaints.

Any feedback indicating an improvement is actioned accordingly.

2.11. Record Keeping

Participants on Y Outdoors programmes – personal details held for a minimum of one year. These details are placed on a database.

Financial information is kept for a minimum of seven years.

2.12. Sites of Significance

Where appropriate, education of participants on the cultural significance of sites visited is to take place. Staff members are trained on this during their induction period.

Sites of cultural importance identified are:

- Remutaka Incline Rail Trail

2.13. Smoke free

There is no smoking allowed at the education Outdoors centres. This includes the workshop compound and, in all vehicles, whilst conducting activities or wearing Y uniform. It is a 'smoke free workplace'. Staff and participants are asked to smoke off the property and to do so discreetly. Any refuse is to be disposed of correctly.

3. Safety Management System

3.1. Purpose

Our SMS helps us achieve our business aims and comply with the Health and Safety at Work Act 2015 including the Adventure Activity Regulations 2016 and any other relevant legislation (refer to Appendix 2). This section outlines the high-level policies and procedures that help us to run a safe business.

Y Central is committed to reaching a high standard of health and safety for its employees, contractors, guests, and participants. Y Central shall take all practicable steps in management of safety for anyone involved in our operations through: identification of hazards, management of risk; and training. Y Central is committed to a process of improvement in health and safety performance.

3.2. Content

Our SMS is made up of a safety management plan, standard operating procedures, Instructor handbook, safety tools and forms and, most importantly, a strong safety culture.

SAFETY MANAGEMENT PLAN

Health and Safety Policy (including goals and responsibilities) and the following Safety Processes:

- Hazard Management
- Staff Competency, Training and Induction
- Incident Reporting and Investigation
- Emergency Response

STANDARD OPERATING PROCEDURES

INSTRUCTOR HANDBOOK

A STRONG SAFETY CULTURE

Requires:

- Good leadership
- Safe behaviour
- Everyone taking personal responsibility for safety.

3.3. Policies

Y CENTRAL IS COMMITTED TO MAINTAINING A SAFE AND HEALTHY WORK ENVIRONMENT FOR EMPLOYEES, VOLUNTEERS, CLIENTS AND VISITORS

Every employee, volunteer and contractor is expected to act safely at all times to ensure their own welfare, that of their fellow employees and others in the workplace.

Y Central is committed to:

- Meeting our obligations under relevant Acts, Regulations, Codes of Practice, Standards or Guidelines.
- Providing and maintaining a safe working environment
- Preventing harm to staff, customers, Volunteers and visitors
- Take all practical steps to ensure the health and safety of staff, customers, volunteers and visitors
- Encouraging, implementing and supporting improvement in Health and Safety procedures

In meeting these commitments, management of Y Central:

- Systematically identify and record all significant hazards in our workplace.
- Take all practicable steps to eliminate isolate or minimize all significant hazards.
- Ensure all employees are not exposed to unmanaged or uncontrolled hazards.
- Inform all employees of these hazards and the hazard controls.
- Ensure all employees are inducted, trained and supervised for all appropriate duties.
- Develop and implement emergency and evacuation procedures.
- Ensure staff are actively involved in the Health and Safety process through a nominated Health and Safety Officer and regular meetings.
- Record all incidents and accidents in our workplace and take all practicable steps to prevent these events from happening.
- Invite feedback on, and regularly Review Health and Safety Policies and performance.

Employees are expected to:

- Take personal responsibility for safety.
- Observe and practice safe work methods and where safety equipment is provided to ensure that it is used correctly and at all times.
- Immediately report any unsafe work condition, unsafe equipment or workplace accident to their supervisor.

CEO has overall responsibility for ensuring the Kaitoke Outdoor Education Centre and Camp Raukawa operates to the SMS.

The Safety Management System must be approved and signed off by the Senior Leadership Team

3.4. Health and safety goal

Our goal is to achieve a nil 'notifiable event' record for operations each year. **See appendix 3 notifiable event definitions.**

Staff engagement and active implementation of health and safety policy and guidelines will lead to a positive, safe, fun work environment.

3.5. Safety objectives

The following safety objectives have been identified as part of our Annual Safety Improvement Plan: These will be reviewed at least annually and reported on quarterly.

Objectives for the current year

Objective	Measured by
ALL Instructional staff are recorded as being competent at running any activity at any time	Digital competency check system is fully integrated into our training system including: <ul style="list-style-type: none"> • Dated safety comp checks • Annual re-checks • System integration into the HR system
Increase technical competency of senior instructor staff	At least one instructor gains an external instructor award at NZOIA one level
Outdoors staff can more effectively manage disclosure of harm from participants	Positive staff participation in Y Central safeguarding programme including: <ul style="list-style-type: none"> • All staff training • At least two staff to attend “safeguarding champion” training • 100% of disclosures reported as per Y Central reporting policy.

3.6. Responsibilities

We recognise the importance of clear responsibilities and accountability for maintaining a safe workplace. Employers, employees, volunteers and contractors all have obligations under legislation, including general health and safety responsibilities. More detail is provided in specific job descriptions.

Instructors (Instructors, Senior Instructors)	<ul style="list-style-type: none"> • Follow and maintain existing H&S systems • Take all practicable steps to ensure their own safety at work, including using suitable PPE provided by the employer • That no action or inaction by you whilst at work causes harm to yourself or any other person • Not to interfere with an accident scene (after a notifiable event, the site may be investigated:(we still do first aid & prevent further harm, but then don't change the evidence before an investigation) • To comply with notices, sampling or other requirements of health and safety inspectors and/or departmental medical practitioners • Notify team (incl Management) of new hazards identified
Programme Coordinator	As per staff, and in addition: <ul style="list-style-type: none"> • Regular reporting to leadership on safety performance • Regular reporting and assisting to maintain Hazards Register and Risk Assessments

	<ul style="list-style-type: none"> • Assist in maintaining Incident and Accident Register including reviewing and investigating incidents as required • Assist in Implementing H&S Policy • Review and evaluate performance of SMP • Induct, train staff and manage staff performance
Outdoor Recreation Manager and Programmes & Safety Manager	<p>As per staff, and in addition:</p> <ul style="list-style-type: none"> • Ensuring the SMS complies with the Safety Audit Standard • Reviewing, evaluating, the performance of the SMS • Regular reporting to top leadership on safety performance • Maintain Hazards Register and Risk Assessments • Ensure action to manage new hazards identified • Notify staff of changes to key H&S documents • Maintain an Incident and Accident Register including reviewing and investigating incidents as required • Notify staff of any changes to Health and Safety policy • Keeping current with any changes to the Health and Safety Act • Work in conjunction with the H+S Advisor and committee to ensure comprehensive H+S policy is in place • Implement, maintain, improve H&S policy via a H&S Management system • Review and evaluate performance of SMP • Induct, train staff and manage staff performance
Senior Management (CEO, CFO, HR, QCS Advisor, Regional Manager, Marketing/Comms)	<ul style="list-style-type: none"> • Regular reporting to board on safety performance • Establishing a sound process for the regular review and updating of H&S policies and procedures to ensure best practise, working in conjunction with the H&S Committee to implement the review process • Ensuring the establishment of relevant H&S structures (e.g. H&S Committee) across the organisation • Leading the implementation of sound H&S practise across the organisation by working in collaboration with business unit managers to implement practise in each business unit • Working in conjunction with business unit managers and the H&S Committee to ensure that H&S systems are 'audit ready' • Monitoring and reporting on budget and other resources applicable to Health and Safety, including providing reports to the Board as requested • Maintaining up-to-date knowledge of relevant legislation and best practise in health and safety that impact on Y Central's business activities, and advising the Chief Executive on recommended response to any changes • Maintaining relationships with WorkSafe, ACC and other external stakeholders as required • Ensuring effective health and safety training programmes exist within the organisation, including providing leadership in the delivery of these as required
Board	<ul style="list-style-type: none"> • Ensures CEO and Senior Managers are adequately safeguarding the people, assets and reputation of Y Central

3.7. Key Health and Safety Documents

Key documentation for identifying hazards that may be encountered at this workplace, and the practices and procedures for managing these, consists of:

1. Instructor handbook
2. Activity SOP's
3. Health & Safety Registry (Intranet) which includes the Incident Reports Analysis and complied records
4. "Flash system"- categorises activities by risk profiles, for appropriate management
5. Y Central – Health and Safety Policy
6. Safeguarding Policy

Site specific documents are in the Outdoors Folder on our Server "YMCA Central\Outdoors - General\Outdoor Education\Safety Management System" and all others on our intranet:

<https://ycentral.myhubintranet.com/Our-Organisation/HR/Policy-Procedures>

A hard copy of each of these documents is kept in the offices at both sites.

3.8. Standard Operating Procedures

Y Central will provide quality, educational and fun activities which are culturally-appropriate and developmentally-appropriate. Activities will have minimal impact on the natural environment.

Programme operations will foster respect for self and others in addition to an appreciation for the outdoors environment.

Y Central recognises that outdoor activities have some unique properties requiring specific risk management. We will meet current industry accepted practice in all outdoor activity delivery.

Participants will be informed of risks involved in activities that we offer.

3.9. Standard Operating Procedures

Standard Operating Procedures (SOP's) have been developed for each activity.

SOP's have the following sections:

- Emergency response
- Emergency equipment
- Technical expert
- Ratio
- Cell coverage (yes/no)
- Age
- Flash
- Clothing and equipment
- Instructor requirements
- Ratio participant requirements
- Hazard Management forms
- Location
- Activity policies

The Standard Operating Procedures are kept in the staff meeting room, and on the YMCA server "YMCA Central\Outdoors - General\Outdoor Education\Safety Management System"

3.9.1. New or Variant Activities

Any activity, or new variant of existing activities, which fits risk profile for 'Green' or higher risk categories in the 'Colour Frames', MUST be approved by the Manager before proceeding.

3.9.2. Participants

Instructed activities are organised on a ratio of staff: participants. Generally, this is 1 YMCA instructor to 10 participants, with some variations as noted in the information packs. Adult helpers are required as outlined in the group-specific information pack.

Participant Ratios as outlined in the SOPs are typically 1:10 +1 meaning 1 instructor to 10 participants with one adult helper or 2:20+2 meaning 2 instructors to 20 participants with two adult helpers.

3.10. Risk disclosure

General risk disclosure is communicated to group members before they arrive, in a manner appropriate to the group type. The need for personal responsibility and co-operation with staff is made clear. Our risk disclosure statement can be found on the Y Central website and in our Information Packs.

Activities which are regulated by the "adventure activity regulations" will have risk disclosed before every session.

3.10.1. School, Community groups and Youth groups

Our risk disclosure statement is included in our booking packs, on our website and included as part of our induction, it is the party leader's responsibility to gain consent from parents and caregivers and this is included as part of our general risk disclosure.

3.10.2. MSD Level 2 Programmes

Participants receive this information as part of their personal enrolment process, and sign to acknowledge this. This is done through our Pozaas online booking system

3.10.3. Group Site Induction

Groups on site will have a staff member designated as their Host. The host will induct the group to the site and is first point of contact for any issues. A YMCA phone or radio is available for use when hosts wish to have a YMCA phone for this purpose. Hosting systems and responsibilities are outlined in a set of laminated cards located in the front office, next to the office door.

All hiring group organisers complete, and then sign, an induction form. This process involves health and safety procedures, emergency evacuation, kitchen and waste management, cleaning, boundaries and behaviour expectations, other groups using the facility, contractors scheduled for work, and accident reporting. Discussion is encouraged. As part of this induction, the group organiser must also provide the host with an updated list of any new medical issues that have arisen since the initial documentation was sent in.

3.10.4. Risk Disclosure at activities

3.10.5. Activity Participants are always welcome to question staff about the activity and can opt for reduced challenge, if it is feasible to do so safely.

3.10.6. Clothing and/or equipment requirements

All participants are required to be dressed for the conditions and wear closed toed shoes, all specialist activity equipment will be provided by Y Central.

3.11. Catering Operations

3.11.1. Objective

We will provide and operate a hygienic and safe catering facility. We will provide healthy food that is nutritious, made from good quality seasonal ingredients, low in fat and of sufficient quantity to satisfy appetites.

3.11.2. Scope

Most weekday camps receive catering. Many weekend groups receive catering. Some weekend groups choose to self-cater.

The catering operation is subject to random checks by the Environmental Health Officer of the Upper Hutt City and Whanganui Councils respectively.

Senior catering staff are trained and assessed to minimum standards pertaining to food hygiene. This is done through an outside provider.

All hiring group organisers and/or catering organisers complete, and then sign, an induction form. Great emphasis is placed on the catering aspect of their stay.

Rubbish is separated into food/organic waste, and general waste. The food/organic waste is fed to pigs; the general waste is collected every Monday morning by Low Cost bins.

3.11.3. Kitchen Hygiene

The Catering Manager is responsible for the management of kitchen hygiene. The Catering Manager will have appropriate food hygiene training and ensure that all staff/helpers working in the kitchen follow recommended industry guidelines in regard to food handling and kitchen hygiene. Food control plans are in place and are audited annually by the Upper Hutt City and Whanganui Councils.

3.11.4. Self-Catering

Community groups that wish to self-cater are given a full orientation of the kitchen they are using, by a Y Central staff person. They are also told how to contact Y Central staff if they require assistance.

These groups are responsible for their own food safety and hygiene in relation to the food they prepare.

All groups hiring Y Central kitchens are responsible for ensuring it is well cleaned before departure, unless prior arrangement has been made with staff.

3.11.5. Outside caterers

Outside caterers will be made aware of the Y Central Health and Safety policies through inclusion in the contract of the Y Central Health and Safety Plan.

The Health and Safety Plan of any outside caterer must be sighted by management before commencement of work by any outside caterer.

3.12. MSD Level 2 Programmes

We will operate MSD Level 2 programmes which provide a positive caregiving environment and positive growth and learning opportunities.

3.12.1. MSD Level 2 compliant

All youth and child programmes, including those not eligible for subsidies, are operated in line with MSD Level 2 requirements, which are intended to ensure a high standard of care.

Both sites are required to meet:

- Level 2 Social Sector Accreditation Standards,
- MSD Specialist Accreditation Standard: Out of School Care and Recreation (OSCAR) Programmes, and
- MSD Specialist Accreditation Standard: Outdoor Pursuits and Camp programmes for Children and Young People.

Certain age groups and programmes are eligible for MSD funding and participants are eligible for subsidies from WINZ.

There is a complete set of operating policies and procedures applied to all youth and child programmes, which is regularly audited. These documents are located on

<https://ycentral.myhubintranet.com/Our-Organisation/HR/Policy-Procedures>

4. Planning for Safety

4.1. Annual Safety Calendar

Management planning will include:

2024-5 Season	Period	Date	Who
Staff induction – new staff	When required (one main induction)	26 th August – 6 th September	New staff (all staff during staff training)
Staff training – new and returning staff	Annually and ongoing		All staff ongoing New staff familiarisation
Safety reviews - activity based, post programme &/or post season	Quarterly and when required		All staff
Regular safety communication (safety updates, safety meetings etc.)	Weekly	After programme “de-brief”	All staff
Emergency response practice	Annually (or when prompted by an incident or change in operation)	During staff training	All staff
Equipment checks	Ongoing pre activity Ongoing Monthly		All staff (senior staff have areas of responsibility)
Annual review of SMS including Adventure Activity review to be peer reviewed by Y North (Mike Cash)	Annually / ongoing	No later than October 2025	Manager Y Outdoors
Implementation & review of Hazard Management forms:	Annually	No later than October 2025	Manager Y Outdoors
External safety audits	Periodically (at least every three years)	No later than Feb 2026	Qualworx (Adventure Activities Certification)
Management meeting	Fortnightly		Kaitoke Leadership team
Incident review	Quarterly		H&S Committee
TE review	Annually	No later than October 2025	Project Adventure

4.2. Maintenance and review of SMS

Y Central recognises the need to continually improve health and safety systems and performance. We use the processes in this section to support our focus on continual improvement and to ensure compliance to, and/or identify opportunities to improve, the safety management system.

When we conduct SMS reviews and maintenance, we will ensure that:

- reviews are conducted by people with current competence in the activity
- opportunities for improvement are identified
- outcomes are communicated to staff and other relevant parties
- actions arising from reviews are implemented.

4.2.1. Regular SMS maintenance and review processes

Regular assessment of work processes, equipment and environments to identify hazards and develop appropriate control measures.

Review of safety management processes following any critical event and/or significant change in work practice.

Internal reviews of activities are also conducted when:

- prompted by audit findings, changes to the activity, sites, hazards, environment, key staff, incidents and emergencies,
- complaints of a safety nature are received from participants or others,
- There are changes in legislation, standards, activity safety guidelines, codes of practices, sector developments or similar information.

Engaging appropriate technical advisors (including within the processes described above) to inform the development of the SMS.

Ongoing monitoring to ensure that the SMS remains up to date, and our operations continue to comply.

The regular involvement of staff (including senior management) in reviewing and developing the SMS.

Annual SMS review

The Manager Y Outdoors will conduct an annual review of the SMS, including: reviewing policies and procedures in line with any organisational changes

- checking for ongoing compliance to new and changing legislation, standards, codes of practice, good practice guidelines and similar
- checking for changes in current good practice
- reviewing the effectiveness of hazard management processes
- analysing incidents and any incident trends

- reviewing emergency procedures
- reviewing health and safety goals and targets and developing action plans to support improved safety performance.

4.3. External audit

We will get an external audit of our safety management systems on a regular basis (every 3 years), and when prompted by a serious incident.

5. Hazard Management

5.1. Introduction

This section identifies the policies and procedures that we have put in place to manage hazards.

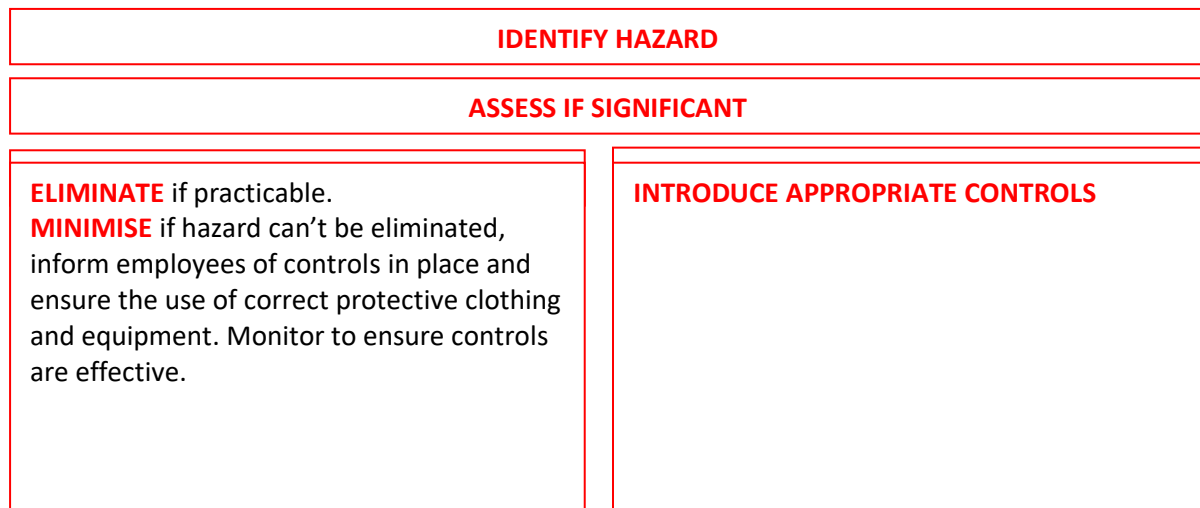
Y Central operates a systematic Hazard management system based on outlined flow chart **5.3**.

Hazard management is central to our safety management system as outlined in **3.2**.

5.2. Policies

- Hazards are identified, assessed and controlled.
- Staff are involved in the hazard management process through regular meetings and open staff safety culture.
- A technical expert, internal or external, is involved in the process of identification and assessment.
- Hazards and control measures are constantly monitored, and regularly reviewed.
- All employees, participants and visitors will have the necessary safety clothing and equipment.
- Staff have access to ongoing health and safety advice, training and education.
- All equipment is fit for purpose.
- All work sites are fit for purpose.

5.3. Hazard Management Process Flowchart



5.4. Hazard identification, assessment, control and monitoring process

Hazards are identified through:

- Field staff observation
- Internal activity audits
- External activity audits
- Advice from Technical advisors and Activity Safety Guidelines

Hazards are assessed to determine severity by the Manager Y Outdoors using:

- Technical Expert recommendations
- Current best practice
- Consultancy with field staff
- Hazards and undesired outcomes are noted in the SOP relating to the activity.
- Hazards and health and safety issues are identified to staff; through information provided during induction; through on-going training and staff safety meetings.
- Staff members are made aware during the induction process and through on-going discussion of their responsibilities regarding hazards on activity sessions.
- New hazards identified by any staff member must be communicated to the Manager through use of the Hazard Identification Sheet or verbally. Management of that hazard will be actioned immediately.
- Any changes to the Hazard Register will be notified to staff via a staff briefing and noted as a new hazard in de-brief notes.

Assets, facilities, clothing & equipment

We make sure assets, facilities, clothing and activity equipment are fit for purpose by:

- choosing fit for purpose equipment
- regular and thorough inspections (quarterly)
- having the General Manager in charge of ensuring the inspection process occurs

Monitoring and review of hazard management

We ensure hazard controls are effective and new hazards are identified by:

- regularly checking activity areas
- regularly inspecting equipment
- seeking information from participants and interested parties
- reviewing incidents
- keeping up to date with good practice
- internal field reviews of activities
- Putting risk management strategies in place to minimise the Hazard if it cannot be eliminated.

Hazard management and safety issues are discussed and reviewed:

- At weekly operations meetings.
- At daily briefings.
- At Senior Leadership Team meetings from an organisation-wide perspective as part of Health and Safety.
- At Health and Safety Committee meetings.

5.5. Dangerous goods

Dangerous goods used in the course of activities are stored in the Gym Store-room DG locker. Examples include camping stove spirits, camping stove gas canisters, petrol, and distress flares.

Dangerous goods used in the course of facility maintenance and refurbishment are stored in the workshop compound. Examples include paint, thinners, cleaning products, and petrol. Hazardous Chemicals are stored in a locked cupboard supported Safety Data Sheets and a chemical recording system.

Dangerous goods used in the course of catering are stored in the Electrical cupboard in the back of the kitchen. The most obvious example is fuel used for the chafing dishes and cleaning products.

5.6. Unusual and/or High-risk work

A project-specific Health and Safety Plan may be developed and documented where the nature of work and the staff skills available make it necessary.

5.7. Rubbish / Cuttings Bonfires

A permit from DOC must be obtained if there is restricted fire ban. Strict adherence to the conditions of the permit is essential.

5.8. Environmental Hazards

Solar Radiation

Staff are required to be sun smart, this includes recommendation to wear:

- Hats (provided by Y Central)
- Sleeved shirts (provided by Y Central)
- Sunscreen (provided by Y Central)
- Sunglasses

Cold

Every staff member is to have an awareness of hypothermia through their First Aid training and staff members are encouraged to wear suitable clothing in cold weather.

Noise

Mower, Tractor, Chainsaw and other tools present a noise hazard. Prolonged exposure can be a contributing factor. PPE is provided and staff are required to use it correctly.

5.9. Sickness Policy

A sickness (exclusion) policy is maintained in the MSD Level 2 Policies & Procedures document. We also have a Pandemic Response Plan as part of our Emergency Management Plans

5.10. Vehicles and Trailers

Refer to “motor vehicle policy”:

<https://ycentral.myhubintranet.com/DesktopModules/Bring2mind/DMX/Download.aspx?PortalId=111&EntryId=993922>

6. Staff

6.1. Introduction

This section identifies the policies and procedures we use in relation to staff recruitment, competency, induction, training, supervision, monitoring and records.

6.2. Staff policies

- Staff will be competent to do their job or be supervised by a competent person.
- Staff will be inducted before they take responsibilities for others.
- Staff have the authority to halt an activity if a hazard threatens the safety of any person associated with the activity.

6.3. Roles and recruitment

Job descriptions

Each role will have a Job Description. This describes the purpose, safety responsibilities, required knowledge, skills, competencies, and experience required for each.

Safety roles and responsibilities are communicated to ensure clear understanding of who is responsible at any given time for each aspect of ensuring the safety of every person associated with the activity.

Recruitment

Refer to Y Central HR section on the intranet

Competency

The competencies required for each role are identified before staff are employed.

For activity-based roles, such as Outdoor Education Instructor:

- Each activity is assessed to determine the required staff competence.
- These competency requirements focus on establishing whether staff have sufficient competence to independently manage, and instruct to the required level, a group of clients in each activity and environment.
- These requirements are benchmarked against industry qualifications and the competencies used by other operators. In the absence of relevant established industry qualifications, we have developed in-house competencies with the assistance of Technical Advisors.

All staff must be able to show that they have the minimum competency requirements.

Staff competency is established through:

- Valid qualifications
- Attestation of competency and sufficient experience
- Through observation and skills assessment.

Competency level and any changes to competency level will be overseen by the Manager of Y Outdoors

6.4. Casual Staff

Activity Instructors working as a Casual / Contractor will have a contract in place and will be required to complete relevant sections of the staff Induction process.

6.5. Specialist Instructors

Y Central recruits all staff as employees.

6.6. Applicable Certifications

Include, but not limited to:

Outdoor First Aid Certificate	
Abseil Leader Level 1	New Zealand Mountain Safety Council (MSC) Abseil
Flatwater Kayak Leader Level 1	NZOIA Flat Water Kayak
	NZOIA Kayak 1 (w/w)
Climbing wall Leader Level 1	NZOIA Rock
Outdoor Leader Level 1	NZOIA Bush / MSC Bush Instructor
NZ Field Archery Coach	
NZ Firearms licence	
Coast Guard Marine VHF Operator	Restricted Radio Telephone Operators Licence
Pre-Hospital Emergency Care Technician	

All activities undertaken at either site will have a minimum staff skill, training and/or approval associated with them. This is expressed in the instructor level descriptors.

All employees and contractors must submit current copies of relevant certificates/qualifications upon entering employment.

All Outdoor Education Instructors will hold a current first aid certificate.

6.7. Person Specifications

Manager Y Outdoors

Qualifications

- Proven experience in business development, operational and team management.

- Current First Aid Certificate (ideally in the outdoors)
- Full clean drivers licence
- Tertiary qualification in a relevant area highly desirable

Skills and Experience

- A minimum of 5 years' experience working in an outdoors environment
- Proven experience in designing and managing outdoor education programmes
- At least 2 years' experience leading a team and managing others

Programme and Safety Manager:

Qualifications

- Relevant tertiary qualification in outdoor education or similar
- NZOIA Level 1 award/s or equivalent
- Current First Aid Certificate (PHEC desirable)
- Current full drivers licence

Skills and Experience

- A minimum of 4 years' experience working in an outdoor education environment
 - Proven experience in health and safety and risk management
 - At least 2 years of training, educating or coaching
- Proven experience working with a range of ages, including children, in a customer service context
- Minimum 1 years' Experience of team leadership/training

Programme Coordinator Level or Equivalent:

Qualifications

- Relevant tertiary qualification in outdoor education or similar
- NZOIA Level 1 award/s or equivalent
- Current First Aid Certificate (PHEC desirable)
- Current full drivers licence

Skills and Experience

- A minimum of 2 years' experience working in an outdoor education environment
- Proven experience working with a range of ages, including children, in a customer service context

Senior Outdoor Education Instructors:

Qualifications

- NZOIA Level 1 award/s or equivalent
- Current First Aid Certificate (PHEC desirable)
- Current full drivers licence

Skills and Experience

- A minimum of 1 year experience working in an outdoor education environment
- Proven experience working with a range of ages, including children, in a customer service context

Outdoor Education Instructors:

Qualifications

- NZOIA Leader awards or equivalent (desirable)
- Current First Aid Certificate (desirable)
- Current full drivers licence (desirable)

Skills and Experience

- Experience working in an outdoor education environment
- Proven experience working with a range of ages, including children, in a customer service context

Activity Assistant:

Qualifications

- NZOIA Leader awards or equivalent (desirable)
- Current First Aid Certificate (desirable)
- Current full drivers licence (desirable)

Skills and Experience

- Experience working in an outdoor education environment (desirable)
- Proven experience working with a range of ages, including children, in a customer service context (desirable)

6.8. Induction

Induction and training of staff is undertaken during the course of Y Central operations.

Staff are taken through an induction process including Health and Safety responsibilities. The induction checklist is signed and kept in their personnel file.

Staff induction to these and other topics is recorded on the training matrix.

Ongoing assessment and feedback between staff and management is necessary and encouraged to ensure all facets of the position are being undertaken. Evidence of this process is in feedback and meeting notes in staff files.

6.9. Staff training and supervision

Regular and / or pre-season staff training includes practical skill development, and training in risk management, safety management systems and emergency responses. Records are kept of all training (including induction). Training is reviewed and evaluated for effectiveness.

New or inexperienced staff must operate under the supervision of an experienced staff person, until they have sufficient experience (signed off level two competency) and have been assessed as independently competent.

Senior staff /Lead Instructors assessing & monitoring activities are expected to attain relevant external certifications Y Central will assist with training and assessment needs as negotiated for an individual training plan.

Staff leading activities must have been observed by a competent person and be signed off as competent at the appropriate instructor level. Further detail is provided within each specific Standard operating procedure.

On-going training of staff is undertaken during normal operations. From time to time a staff training event will be held to review facets of the operation.

Staff seeking certifications beyond Y Central requirements for their role may be assisted with training support and/or time off. Assistance is not automatic and will be negotiated within individual training plans.

Expectations of staff are outlined in Employment Agreements, Employee Policies & Procedures, and Position Descriptions.

Staff are supplied with some items of uniform. This will include uniform shirts, a hat and jacket.

Staff are expected to wear and model appropriate outdoor clothing including sun protection.

Staff are not generally required to have their own safety gear for activity sessions, such as buoyancy aids and climbing harnesses. These items can be supplied by Y Central. All critical safety equipment must be checked and authorised by outdoor education programmes manager prior to use. Any checks will be noted in the staff file "equipment sign off"

Any items of Personal Protective Equipment required for maintenance or project work will be supplied by Y Central. Staff members are expected to wear all items of PPE.

6.10. Staff Communications

Staff briefings and meetings take place daily before start of program in the morning, and at the end of program. Non-urgent information is often best handled in writing, e.g. Maintenance Book, Meeting notes for next morning, etc.

Daily meetings are designed to:

- Ensure ALL program staff are aware of the daily roster and responsibilities are known.
- Gather and share weather information.
- Program specific issues are discussed.
- Complete our risk management process

Weekly meetings are designed to:

- Identify new hazards (including maintenance), these are discussed and documented.
- Post week de-brief (how can we make this program better)
- Discuss any incidents occurring that week
- Discuss the following week.

6.11. Staff records

Staff competency is recorded.

Individual staff records will include copies of:

- Contract and job description
- Information regarding staff contacts (including next of kin) and medical information
- CV and qualifications (including 1st Aid and driver licenses)
- competency information (including attestations and competency checklists) that clearly indicates which roles they have been assessed as competent to perform
- induction checklist, including Safety Management System sign off
- records of staff training – needs assessment, plan and achievements.
- Equipment sign off

All staff records will be managed and stored in a way that complies with the Privacy Act 2020

6.12. Fit for work

Fit for work means that a staff person is physically and mentally able to perform their tasks competently and in a manner that does not compromise the safety or health of themselves or others. Fitness for work can be impaired by fatigue, illness, psychological and emotional issues, and alcohol and drugs.

We will ensure that staff are aware of these hazards, and when issues are developing, know how to recognise the relevant symptoms in themselves and in others.

We will ensure that staff are aware of the responses expected of them, and understand that they are expected to intervene if something is compromising any staff member's ability to perform their role safely.

7. Drugs and Alcohol

Assessment of activity risk

Many activities the Y Central offer are safety-sensitive. Because of this we have conducted a thorough assessment of the risk drug and alcohol use has on our operation. We have developed Policy to manage these risks.

Assessment of personnel and workforce risk

We've assessed our workforce risk as high.

Personnel: Total of up to 6 permanent and up to 17 seasonal and 5 assistants.

- Six permanent senior staff members
- 15-17 Fixed term
- 2-4 Casual
- Up to 5 assistants (volunteers)
- Staff alcohol use by our returning staff is Low, we are unsure of our new staff.
- We are unsure of recreational drug use among some staff. Staff do party during the weekends (very limited with returning staff).
- Returning Staff will mainly be under 25 years old
- New senior staff will ideally be over 24 years old
- We have an even male female gender split (ideally)
- Up to 12 staff live on site (across both sites).

Conclusion

Impairment due to drugs and alcohol is a significant hazard to the Y Central and its operations.

Procedures

We'll use an external agency to conduct pre-employment, periodic testing, testing with reasonable cause, and post-incident drugs testing.

We provide guidance to staff on what is considered to be reasonable cause for requiring a drugs test. This guidance is clear in staff employment agreements and is discussed during staff induction.

Reviewing our policy

The company policy is to review, together with staff, our hazard assessment both pre-season and post-season, and post-incident if relevant.

If the drug and alcohol hazard has increased in significance, we'll revise our policy to ensure that the hazard is managed

For further information [See appendix 5 Drug and Alcohol policy](#)

8. Safety First

The safety of staff, participants and others is paramount.

Our staff are expected to take any action required to ensure the level of risk is kept at an appropriate level.

Staff are also expected to take full personal responsibility for safety management. For example, in a situation where staff opinions differ, it is expected that the safer course of action will be followed.

Safety is an ongoing process

Instructor staff are expected to be well versed in risk assessment and management, and to be able to identify and assess risks and act accordingly at all times.

Safety concerns

Staff can raise operational safety concerns with management at any time.

Right to refuse work

We recognise an employee's right to refuse to work if they believe it is likely to cause them or their participant's harm. The employee must inform management of their reasons for refusal and shall enter into discussions in an effort to resolve differences in good faith.

Complaints

Complaints about safety will be addressed using the Complaints Process the Complaints Policy.

9. Incidents

9.1. Introduction

This section is about reporting, recording and investigating incidents.

The intent of an incident process is to identify improvements that can be made to prevent a recurrence. There may also be a legislative requirement.

9.2. Incident policies

- Incidents will be reported and recorded.
- Incidents will be investigated, and the underlying causes identified.
- Incidents resulting in a 'Notifiable Event' will be reported to WorkSafe NZ as soon as the company becomes aware that there has been a notifiable event no later than 24 hours after the incident.
- Near misses which have potential to cause a 'Notifiable Event' will be reported to Worksafe no later than 24 hours after the near miss.
- Notifiable Events incidents will prompt a review of the SMS and notification to Qualworx.
- A review of all incidents occurs every 12 months to identify any trends.

Our process of continuous improvement in this area is a four-step process:

REPORT

All employees must report events, accidents, incidents (including illness), near misses (an event which may not have resulted injuries but had the potential to) that occur to Y-Central staff or customers at our facilities or on our programmes as soon as practicable. Incidents and accidents are events that are part of everyday life. Recognising them when they occur, dealing with them effectively, and reporting them, all add up to making a healthier and safer work place

All incidents are reported and classified according to potential or actual severity

Complete the Incident and Accident Report as soon as practicably possible and attach it to the Incident Report form that must be submitted on the intranet post the event, i.e. once the situation is safe and prior to the staff leaving for the day.

The submission of this intranet form automatically activates alerts the Senior Leadership Team (SLT), including the CE for any level 6+ events. The automated alerts do not substitute the requirement for staff involved to initiate the direct communication with their management team, first and foremost.

Staff must be aware of the following protocols when an event is categorised as Level 4 and above: Level 4+ Any severity level 4 or higher event should be notified to the Duty Manager within two hours. Level 6+ Any severity level 6 or higher event should be notified to the CE within 60 minutes Some severity level 6 or higher events may require reporting to WorkSafe.

Full incident reporting policy

<https://ycentral.myhubintranet.com/DesktopModules/Bring2mind/DMX/Download.aspx?PortalId=1111&EntryId=993909>

REVIEW

All documented incidents are reviewed by the Manager Y Outdoors, Programme coordinator and staff involved in the incident are included in the review.

All reported incidents are discussed at weekly staff meeting and to be closed off on Intranet by Manager with Outcomes

Incidents to also be reviewed by the H&S Committee quarterly

ACTION

When the review identifies a hazard that is not adequately controlled, immediate action must be taken.

The hazard management process is used to identify appropriate controls.

COMMUNICATE

The Manager, Y Outdoors will ensure relevant details of each incident are communicated to other staff as soon as practical.

Any changes to procedures are incorporated into SMS/SOPs and communicated to staff.

9.3. Incident Register

An electronic Incident Register will be maintained as part of the Y Central H&S Policies. All employees must report events, accidents, incidents (including illness), near misses (an event which may not have resulted injuries but had the potential to) that occur to Y-Central staff or customers at our facilities or on our programmes as soon as practicable. Incidents and accidents are events that are part of everyday life. Recognising them when they occur, dealing with them effectively, and reporting them, all add up to making a healthier and safer workplace.

Incident Response

The exact process and detail of the response plan will vary across programmes because of specific site considerations. However, following an event, incident, or accident, all reasonably practicable steps need to be taken to minimize any further risk of a recurrence or further harm occurring to staff or children in our care. The Incident Response Plan flow chart provides a template of the basic process in dealing with and reporting an incident.

Severity Scale

Y-Central uses the Davidson Severity Scale to assess the seriousness of an event and assist decision making with regards to reporting requirements (see Appendix 1 – page 5 of the Incident and Accident Reporting Policy)

Full policy can be found on the intranet

<https://ycentral.myhubintranet.com/DesktopModules/Bring2mind/DMX/Download.aspx?PortalId=111&EntryId=993909>).

9.4. Investigations

An initial investigation by the Manager, Y Outdoors will be conducted as soon as possible. Appropriate persons will be notified upon completion (e.g. CEO, School principal, Parent, other authority). The Manager Y Outdoors must check whether the harm is serious enough to trigger compulsory reporting to civil authorities.

In the event of a 'Notifiable Event', WorkSafe, Police and other authorities may conduct further investigation. Initial investigation will be done in such a way as not to disturb evidence which may be required by authorities for conduct of their work.

10. Emergencies

10.1. Introduction

This section sets out how we prepare for and respond to an emergency.

The purpose of our structured emergency preparedness and response plan is to:

- preserve life and property, and prevent further loss in an emergency.
- Provide guidance, so we know what to do in an emergency.

10.2. Emergency policies

- Potential emergency situations will be identified.
- Responsibilities and procedures to be followed in an emergency will be identified.
- Employees are involved in the development of emergency procedures.
- Adequate first aid supplies are available to all employees and customers.
- All staff receive training and information in relevant emergency procedures.
- In the event of an emergency, management is to be informed as soon as practicable.
- The CEO has sole authority for communication with the media.
- Emergency Plans are rehearsed during staff training periods.

10.3. Responding to emergencies

Emergency Response Guides have been developed for the following emergency situations:

Field emergencies

- Off Site activities
- Medical emergency
- Overdue group
- Vehicle accident

Office / base emergencies

- Fire
- Earthquake
- Tsunami
- Flood
- Water contamination

See appendix 4 Emergency Management Plan

These guides as well as a full copy of the Emergency Management Plan (EMP) will be kept in the crisis management kit in the site offices.

10.4. Emergency preparedness

Emergency response plans will be known by staff and are made available to participants and other relevant parties. The CEO is on-call for emergencies at all times and will have appropriate resources available to respond.

Appropriate equipment, communication devices and information for dealing with potential emergencies will be identified and carried by or be available to relevant staff.

10.5. Emergency training

All new staff will receive emergency procedures information as part of their induction. Regular emergency training will take place, and wherever possible involve all staff, and include practice scenarios. This training is recorded and evaluated.

Emergency procedures will be reviewed after training, practice and actual emergency events.

10.6. Crisis recovery

Objective

To look after the wellbeing of, and provide support to, the people involved (participants, staff and others), to respond professionally and to protect our reputation and brand.

Declaring a crisis

A crisis will be declared by the CEO, who will initiate the Crisis Recovery Process.

Crisis recovery process

The Crisis Recovery Process describes the steps involved in managing the recovery from a crisis.

Follow Up

The CEO will determine and advise staff when the crisis is over.

A full debrief and review of the crisis response takes place, preferably on site and within an appropriate timeframe as soon as practicable in the circumstances. This debrief is separate from any investigation into the cause of the crisis.

Vitae, an external support group, provides support and counselling (including critical incident stress debriefing if required) to staff, participants and families.

10.7. Media response

Where any incident occurs, how we deal with the media can have significant repercussions on subsequent investigations into the cause of the incident, determination of liability etc.

Refer to 'crisis media procedure'.

<https://ycentral.myhubintranet.com/DesktopModules/Bring2mind/DMX/Download.aspx?PortalId=111&EntryId=252954>

Appendix 1 Terms and Definitions

Unless otherwise stated, the definitions are as defined in the Safety audit standard for adventure activities. Most words are used in their natural and/or outdoors sector accepted sense throughout this document. To avoid possible confusion, the following notes define any doubtful uses.

Term	Definition
Activity	<p>Planned experience or event that:</p> <ul style="list-style-type: none"> • takes place in an outdoor environment, although it (or components of it) may be mimicked artificially and / or indoors; and • involves a deliberate element of risk, challenge or adventure; and • involves the participant being taught how to participate in, or being guided in participating in, the activity; and • requires an appropriate level of skill for its safe management.
Competent person	Person capable (through knowledge, training and / or experience) to perform an assigned task.
Harm and Notifiable Events	<p>Harm is illness, injury, or both, and includes physical and mental harm caused by work-related stress.</p> <p>A 'Notifiable Event' is death, or harm of a kind defined to be serious for the purposes of the HSE Act.</p>
Hazard and Significant Hazard	<p>A hazard is anything that does or could cause harm, and includes a situation where a person's behaviour may be an actual or potential cause or source of harm to themselves or to another person (for example, due to the effects of fatigue or drugs and alcohol).</p> <p>A significant hazard is one that does or could cause a 'Notifiable Event', or harm from prolonged exposure, or harm that does not usually occur or become apparent until later.</p> <p>Incident (or accident)</p> <p>Event that caused or could have caused harm to any person.</p> <p>Note: An incident that did not cause harm is also called a 'near hit', 'close call', 'near-accident', or similar. The HSE Act uses the term 'accident' to define the duties of employers, self-employed persons and principals to record and report certain accidents and incidents.</p>
Incident	Any undesired event which results in loss or harm, and any near-miss event.
Injury	Harm or damage to a person.

Near-miss	Undesirable set of events which would have led to loss or harm, except for some uncontrolled good luck which prevented actual harm. Near-misses are a sub-set of the total incident set.
Policy	Intentions and direction of the operator as formally expressed by the top leadership.
Principal	A person who engages any person (other than as an employee) to do work for gain or reward.
Procedure	How the organisation implements the policy.
Risk Management	A process of identifying and managing risks in order to prevent an accident, incident or loss.
Safe	(a) In relation to a person, means not exposed to any hazards; and (b) In every other case, means free from hazards, - and “unsafe” and “safely” have corresponding meanings.
Standard Operating Procedure	May also be known as Safe Operational Procedure

Appendix 2: Legislation, Standards, Codes of Practice and Guidelines

This section provides an overview of relevant health and safety related legislation, standards, codes of practice and guidelines. It identifies what legislation is relevant to, and imposes responsibilities on, the directors, management, staff and contractors of Y Central.

It also identifies some legislation that might be relevant to our business. The following have been identified as having specific relevance to the day-to-day operations of Y Outdoors. Other legislation is in force that may have relevance from time to time:

No.	Document title	Reviewer	Date reviewed
1	Health and Safety at Work Act 2015	RJ	Aug 22
2	Adventure Activity regulations 2016	RJ	Aug 22
3	Outdoors Mark Safety Audit Standard 2013	RJ	Aug 22
4	Health and Safety at Work (General Risk and Workplace Management) Regulations 2016	RJ	Aug 22
6	Activity Safety Guideline [High Wire and Swing]	RJ	Aug 22
7	Activity Safety Guideline [Abseiling]	RJ	Aug 22
	Activity Safety Guideline (indoor climbing)	RJ	Aug 22
8	Children's Act 2014	RJ	
8	Maritime Transport Act 1994	RJ	
9	Resource Management Act 1991	RJ	
13	Fire Safety & Evacuation of Buildings Regulations 1992	RJ	
14	Food Hygiene Regulations 2017	RJ	
15	Food Act 2014		
16	Ministry of Education EOTC Guidelines	RJ	
17	Maritime NZ- Safety Guidelines for Kayaking and Canoeing	RJ	

Appendix 3: Notifiable Event Definition

What is a notifiable event?

A notifiable event is any of the following events that arise from work:

- a death
- a notifiable illness or injury or
- a notifiable incident.

Only serious events are intended to be notified. These trigger requirements to preserve the site, notify the regulator and keep records. The notifiable incident, illness, injury or death must arise out of the conduct of the business or undertaking. It could be due to the condition of the work site, the way the work activity is organised, or the way equipment or substances are used.

Notifiable events may occur inside or outside the actual work site.

Deaths, injuries or illness that are unrelated to work are not notifiable events, for example:

- a diabetic worker slipping into a coma at work
- a worker being injured driving to work in his or her private car when the driving is not done as part of their work
- injuries to patients or rest home residents that are triggered by a medical reason (eg injuries from a fall caused by a stroke) – a worker fainting from a non-work related cause

<https://www.worksafe.govt.nz/notifications/notifiable-event/what-is-a-notifiable-event/>

Appendix 4: Emergency Management Plan

See **Emergency Management Plan**

Appendix 5: Drug and Alcohol Policy

Drug & Alcohol Policy

Under the Health and Safety at Work Act 2020, Y Central is committed to ensuring the good health and safety of every employee, contractor and visitor to the YMCA's workplace, to ensuring healthy and safe working conditions, and to the safe operation of all equipment in the workplace. For that reason, the YMCA has adopted the following Drug and Alcohol policy, which prohibits all employees (volunteers and contractors), at all levels, from working or conducting YMCA business under the influence of drugs or alcohol. A breach of this policy may constitute misconduct or serious misconduct that could result in disciplinary action and/or dismissal, or in the case of a contractor; termination of their engagement.

The Act also requires employees to take all practicable steps to ensure their own and others' safety at work. As well, there is an implied duty on employees to arrive at work in a fit and proper state to carry out their work.

Employees are not to:

- Attend work while under the influence of alcohol or drugs.
- Bring non prescribed drugs or alcohol onto YMCA premises even if no proof of use.
- Carry non prescribed drugs or alcohol in any YMCA vehicle even if no proof of use.
- Perform work duties while affected by, or at risk of impairment from, alcohol or drugs including prescribed and non-prescribed medication (this includes being impaired from drugs in the body's system).
- Possess or use drugs during organisation functions or while representing the YMCA in any capacity.
- Consume alcohol at work unless at a sanctioned event authorised by the Manager.
- Consume alcohol at organisation functions, in a manner that results in them being ill, incapacitated or behaving in an inappropriate manner. Employees are responsible for ensuring they remain in a condition to be able to get home safely and ensure that if they are required to work the following day that they are not in breach of this Policy upon their return.
- Drive under the influence of alcohol or drugs. This includes prescribed medication which can impair a person's ability to drive.

Definitions

Alcohol

The term 'alcohol' refers to any beverage that contains ethyl alcohol (ethanol), including, but not limited to, any alcoholic drink, including spirits, wine or beer.

Drugs

The term 'drug' refers to any mind altering or legally controlled substance unless it is prescribed by a doctor and used in accordance with medical directions. This includes any drugs listed in the Misuse of Drugs Act 1975 and any drugs listed in the AS/NZS 4308:2008: Procedures for specimen collection and quantitation of drugs of abuse in urine. It may also include drugs other than those listed in the

Standard, such as those drugs referred to as “designer drugs”, including (but not limited to) synthetic cannabinoids and herbal highs, as well as other synthetic drugs such as opioids, hallucinogens, piperazines, stimulants and sedatives.

Where the term ‘drug’ is used in this policy and related procedures it shall unless otherwise stated include ‘illicit’, ‘prescription and pharmacy’, ‘designer’ and ‘synthetic’ drugs.

Illicit Drug

The term ‘illicit drug’ refers to any substance identified in the New Zealand Misuse of Drugs Act (1975), and its amendments and additions. Illicit drugs include, but are not limited to, opiates (e.g. heroin and morphine), cocaine, cannabinoids, and amphetamines. Under this policy the term ‘illicit drug’ also includes misuse of prescription and pharmacy drugs e.g. benzodiazepines, tranquillisers and sedatives.

Designer Drugs

Any mind altering substance such as, but not limited to, synthetic cannabis and party pills.

Prescription and Pharmacy Drugs

The YMCA recognises that workplace participants may have legitimate medical reasons for taking some drugs, specifically where a medical practitioner has prescribed lawful drugs for medical purposes or where the drug is lawfully available at New Zealand pharmacies (without a prescription) and is required for medical purposes. These drugs are referred to in this policy as “prescription and pharmacy drugs”.

Safety Sensitive Position

A safety sensitive position refers to any area or role that contains any hazard or where there is the potential for an accident or incident to cause injury, serious harm, or damage to property, plant or equipment. This includes any position in which an employee uses company vehicles. Please see below for an indicative list of positions the YMCA believes are safety sensitive:

- Management roles where operational health and safety decision making is frequent as part of the delivery of YMCA services (e.g health and safety officers, OSCAR Supervisors, Camp Managers - this is not an exhaustive list)
- All staff supervising or instructing children 0-16 years of age
- Lifeguards
- Outdoors Instructors
- Anyone who drives children/other passengers as part of their duties
- Anyone with direct/or indirect contact with children

This list is not exhaustive, and Y Central maintains the right to add and detract from the list as required.

Alcohol and Drug Testing Procedure

The key principles of this policy will apply to any alcohol or drug testing. In particular, testing will occur only with the ‘informed consent’ of the employee in the following circumstances:

- **Periodic testing** - New employees or existing employees on an internal appointment to a safety sensitive area. Testing may be required for alcohol or drug levels at the discretion of

the YMCA. If an applicant fails the test, he/she may not be considered for appointment or, if the applicant has already been appointed, the employment/engagement may be cancelled or terminated.

- **Reasonable cause testing** - We may require an employee to undergo testing where there are reasonable grounds to believe a person's ability to perform work in a manner which demonstrates reasonable care may be compromised and/or where there are reasonable grounds to believe that an employee may affect the safety of themselves and others in the workplace.
- **Post incident testing** - If there is an incident involving potential compromise of health and safety standards and an employee's action, or lack of action, may have a direct or indirect contributory factor. If the employee or someone else is injured in the workplace, or if there is a near miss situation, this may involve the employee being tested at that time.
- **Random testing** - If the employee is employed in a safety sensitive position. Unannounced random testing may be undertaken periodically as a deterrent to drug/alcohol misuse and to ensure the ability to identify potential risks and hazards in a safety sensitive area. Employees whose duties are classified as safety sensitive positions will be notified that they may be requested to undergo a random drug and alcohol test.

The random selection process may be contracted out to an external service provider.

Testing - General

Alcohol and drug testing will be performed at the YMCA's expense and will be done in such a way as to respect the employee's privacy and confidentiality. Test results will be treated as highly confidential.

Testing will occur only with the 'informed consent' of the employee. This requires that the employee is fully informed of all relevant facts and will be carried out in a confidential and private manner by a YMCA nominated collecting/testing agent.

The methods and standards relating to the collection, transportation and chain of custody of samples for alcohol or drug testing purposes, must meet the requirements of international standards as defined by the relevant Australian/New Zealand standard AS/NZS 4308.

Employees should note that the test may not measure the degree to which he/she is under the influence of drugs or alcohol. If a test indicates the presence of drugs or alcohol, then the YMCA will presume the employee is under the influence of drugs or alcohol in breach of this Policy.

Drug Testing Procedure

The drug test for "Pre-Employment, Reasonable Cause, Post Incident and Random" testing is likely to involve the testing of a urine specimen. If, in the future, less intrusive but equally effective methods of testing become available, the YMCA will endeavour to use them.

Alcohol Testing Procedure

Any breath alcohol test will be conducted using an approved testing device which meets the Australian Standard: AS 3547-1997 "Breath Alcohol Testing Devices for Personal Use".

This requires the employee to blow into the device using a disposable mouthpiece. If negative – under 100mcg of alcohol per litre of breath for those 20 years and over or 0 (zero) for those under the age of 20 years, the test ends.

If detected or positive - over 100mcg of alcohol per litre of breath for those 20 years and over or 0 (zero) for those under the age of 20 years, a confirmatory test is performed on the same device approximately 20 minutes later using a new mouthpiece.

Cheating on a Drug and/or Alcohol Test

If an employee "cheats" or attempts to cheat on a drug and/or alcohol test to compromise the integrity of the specimen when taking the test (for example in a drug test by providing a specimen that is not his or her own, or by use of a masking agent), or the person conducting the testing has reasonable grounds to suspect that the employee has tampered with a specimen, then YMCA may take disciplinary action up to and including dismissal (or in the case of a contractor, termination of his/her engagement). If the employee provides a specimen that is "cool" (not within acceptable temperature testing range meaning that the YMCA cannot verify it was provided by the employee), or is otherwise compromised, this will be treated as a failed test (i.e. positive) and YMCA may take disciplinary action up to and including dismissal (or in the case of a contractor or volunteer, termination of his/her engagement). At YMCAs' discretion, the employee may be provided with one further opportunity to provide a specimen.

Dilution of a Drug Test

If an employee provides a specimen that is "dilute" the employee will be given one further opportunity to provide a specimen within 24 hours that is not "dilute". This may mean the employee may have to reduce his/her fluid intake during this period. If the second specimen is also "dilute" this will be treated as a failed test (i.e. positive) and YMCA may take disciplinary action up to and including dismissal (or in the case of a contractor or volunteer, termination of his/her engagement).

Refusal to take a Drug and Alcohol Test

If an employee is required to take a drug and alcohol test, and refuses to do so, the employee should first explain the refusal. The YMCA will consider any explanation given. At its sole discretion, if the YMCA considers the explanation is unreasonable in the circumstances, then the YMCA may take disciplinary action up to and including summary dismissal (or, in the case of a contractor or volunteer), termination of his/her engagement.

The employee shall provide his/her specimen for drug testing within 1 hour from the time that the request has been made by the authorised collector. In relation to alcohol testing, the employee shall comply with a request for a breath alcohol test within 15 minutes from the time the request has been made by the authorised collector. Failure to comply with such timeframes may result in disciplinary action up to and including dismissal (or in the case of a contractor or volunteer, termination of his/her engagement).

In the case of drug testing, should an employee be unable to produce a urine sample, they may be provided a second opportunity to do so within 24 hours (either via the employee visiting an authorised collection centre or by way of a revisit by a nominated collecting/testing agent). A failure to provide a sample after the second request (ie within 24 hours) could be a breach of the policy that

would be considered serious misconduct and may result in the termination of the employee's employment with the YMCA.

At the YMCA's discretion the employee may be required to provide a hair test sample. Failure to comply with this request may result in disciplinary action up to and including dismissal. Should this hair test reveal drug traces, the employee may be required to pay for this test.

Positive Alcohol Test

The YMCA has a Zero Tolerance stance which considers a positive Breath Alcohol Test to be a confirmatory test result over 100mcg of alcohol/ litre of breath for those 20 years and over or any reading for those under 20 years.

Employees (contractors or volunteers) should note that the test may not measure the degree to which he/she is under the influence of alcohol. If a test indicates the presence of alcohol, then YMCA will presume the employee (contractor or volunteer) is under the influence of alcohol and is in breach of this Policy.

Positive Drug Test

A positive test will only be reported by the AS/NZS 4308 accredited laboratory, if confirmed levels of drug or metabolite exceed designated cut-off levels. Cut-off levels will conform to the relevant Australian Standard/New Zealand Standard AS/NZ 4308. In the event of a positive drug test to a "synthetic or designer drug", the confirmed presence at any detectable level is deemed positive.

The employee will be advised immediately when the results of the tests are known.

In the event an employee has a non-negative result from the screen test, the relevant sample will be sent to an AS/NZS 4308 accredited laboratory for confirmatory testing and the employee will be stood down on ordinary pay until the result has been received. If the result is confirmed positive, that stand down on full pay will then be deducted as leave without pay and the employee will be further stood down on leave without pay until they achieve a negative drug test by a recognised drug screening agency (chosen by the employer) to show they are drug free from any illicit substance.

The employee will also be asked to attend a disciplinary meeting as soon as possible. They will be advised that they may have a representative or support person attend the meeting. The meeting is intended to consider if there was a reasonable explanation for the positive result.

If the employee disagrees with the positive test result then they have the option of having the second sample (the B sample) independently retested at another AS/NZS 4308 accredited laboratory. This test will only confirm a presence or not.

In the absence of any reasonable explanation for the positive result the YMCA may take disciplinary action against the employee up to and including summary dismissal. The nature and severity of the violation will determine the disciplinary action taken.

If there is no reasonable explanation for the positive test result, any of the following options may be used:

- Counsel the employee involved about the workplace health and safety risks involved, or the damage to the reputation of the organisation;
- After due process, issue a final warning to the employee to the effect that any recurrence of being at risk of impairment through the consumption of drugs and or alcohol may result in the employee's dismissal;
- After due process, dismiss the employee without notice.

Search and Surveillance

In order to further assist with achieving the objectives set out in this policy, the YMCA may undertake search and surveillance. In particular:

- The YMCA may search any property (including employee or contractor property) located within any area in the YMCA's possession or control ("YMCA premises"). This may include offices, vehicles, workstations, lockers and storage areas. Such searches may be carried out on a random basis.
- The YMCA may operate electronic surveillance equipment (including covertly) within YMCA premises at any time.
- The YMCA may employ a specialist drug detection dog team to conduct inspections (including random inspections) within YMCA premises.
- If a drug detection dog or other detection mechanism indicates the recent possession and or use of drugs by an employee, the YMCA may require the employee to undergo drug testing in accordance with this policy.

For the avoidance of doubt, by bringing personal property onto YMCA premises, an employee is deemed to have consented to his or her property being searched or inspected in accordance with this policy.

NB: The alcohol and drug testing procedure is designed to minimise the intrusion on an employee's right to privacy. The organisation representatives will ensure the alcohol and drug testing procedures are undertaken with due consideration of the employee's rights and that the results of such testing will remain confidential unless the employee agrees to have the information released or if the YMCA is legally required to release this information to a Government or law enforcing body.

Appendix 6: Hazard Management Forms

See SOP's

Appendix 7: FLASH system

See attachment **FLASH rating system**

Appendix 8: Instructor Handbook

See attachment **Instructor Handbook**