

Camp and Adventure Activity Accreditation Standard

The following standards should be used when undertaking an online assessment for the Camp and Adventure Activity specific question set.

NOTE: As Level 1 and 2 are prerequisites, these standards should be used in conjunction with the below standard to provide a full overview of the Camp and Adventure Activity Accreditation standard.

Dimension	Question	Requirement
Specialised activities		
	<p>My business conducts or organises specialised activities for clients and groups.</p> <p>Provide a list of the specialised and non -specialised activities that have been identified in the business. Please give details.</p> <p>Please attach</p> <p>Provide examples of the written procedures for the conduct of specialised activities by staff or user groups including activity plans, which meet current industry practice.</p>	<p>Not mandatory to have, but must answer</p> <p>Specialised activities are those that have some risk and require a specific level of supervision.</p> <p>At a minimum, each specialised activity will have the following documented:</p> <ul style="list-style-type: none"> Description and definition Activity Participant Skills Equipment Clothing Requirements Identification Environment Location Communication Weather Transportation People Staff responsibility Experience levels of participants and Qualifications of staff Supervision and supervisory ratios Informed consent First Aid Risk Identification, assessment and management of risk - what may lead to death or serious injury and how is this risk minimised

Please give details.

Please attach

How does the business ensure all specialised activity equipment meets industry standards or guidelines and is appropriate for its intended use?

How do you ensure appropriately qualified staff are recruited to undertake the running of specialised activities?

What are the business' procedures for checking and maintaining specialised activity equipment?

Please give details.

Please attach

Does the business have Challenge ropes courses, flying foxes, initiative activities, obstacle courses, giant swings?

Please provide a copy of the Annual Ropes Inspection Report.

Does the report have any recommendations for maintenance to elements?

Please provide details on how these elements will be updated and the expected timeframe

There must be a documented process and records which, at a minimum, outlines the purchasing, maintenance and storage of activity equipment.

At a minimum, a documented record of staff qualifications, date of completed training, due date of refresh/renewal and listed activities each staff member is qualified for

At a minimum, there is a maintenance checklist which includes, at a minimum, each item of equipment, date of purchase, date of expiry, records of repairs made with date, maintenance schedule. In addition, there should be documented process for scheduled periodical checks and before and after each period of use.

Not mandatory to have, but must answer

If answered yes to above, it is mandatory to have a ropes inspection report that has been completed in the last 12 months.

Mandatory to answer, but there may not be a recommended maintenance. NOTE: Assessor will need to read the inspection report to confirm if any maintenance elements were recommended.

If there were any maintenance recommended, then the business must at a minimum do:
Where a rating was of the highest rating (extreme/fail) the business must have decommissioned its use. There must be clear out of bounds signage for the activity
Where a rating was of moderately high (serviceable but repairs required) the business must demonstrate that the activity is not in use until repairs are addressed.

Where a rating was high (serviceable but with some corrosion) the business must demonstrate that any suggested repairs will be made within 6 months of the report

Where a rating was of moderate (some wear and tear) the business must demonstrate that any suggested repairs will be made within 12-18 months of the report



**Quality
Tourism**
Framework

Where a rating of low (good condition) was reported, no action is required

How does the business ensure all activity equipment is stored in a secure and safe area?

At a minimum, the business must demonstrate that all equipment is stored in a locked, placard room/shed where access is limited to qualified staff.

Is any activity run by someone other than your staff?

Mandatory to answer, not mandatory to run activities

What steps does the business take to ensure that contractors adhere to the requirements of specialised activities above?

Only applies if activities are run by an external contractor. The business must be able to demonstrate that they ensure that activities are run in accordance to the standards of specialised activities within this program. This can be via either using an accredited activity provider, or seeking the relevant documentation to ensure adherence to standards

Safety Briefing & Supervision & Care of Clients



**Quality
Tourism**
Framework

The business has written procedures for arrival briefings when groups arrive together and/or at various times and when visitors arrive.

A business must demonstrate that there are arrangements to provide a safety briefing soon after arrival when

- The group arrives together and can be briefed at the one time
- The group arrives at various times and the leader is briefed prior to arrival and is responsible for the group safety briefing
- Visitors come to the venue

The written safety briefing will include, at a minimum:

- Boundaries, natural and constructed, such as fences, lake, road, edge of lawn, etc.
- Out-of-bounds or danger zone areas such as bodies of water (lakes and dams), maintenance areas, kitchen, doors with 'private' sign
- Identification of specialised activity equipment and conditions of access
- What equipment (if any) is ok to use and when (perhaps without adult supervision)
- General site safety
- Sun safety policy
- Smoking restrictions
- Hazards identified on site as (part of risk management), e.g. 'Watch out for electric fences'
- The emergency signal (what it sounds like and where it is located and what to do when you hear it)
- Location of site plans showing safe assembly areas
- Where safe assembly area/s on site are
- Any other special messages to campers about behaviour or expectations at this venue

Provide documentation on the scope, limitations and responsibility for the supervision of campers in various situations and the provision of first aid for campers.

At a minimum, written procedures will include scenarios where the business has total responsibility for the group (holiday activities/camps), where the user group provides their own supervisors who have responsibility and where the user group and business have a shared responsibility.

This information must be provided to user groups .

A business must have a Protective Behaviour policy. This policy, at a minimum, must describe the policy of staff behaviour towards

Provide the business' written Protective Behaviours Policy that is in place that covers staff behaviour towards children, user groups and



**Quality
Tourism**
Framework

staff as well as behaviour of contractors while on site.

students/user groups/other staff, and contractors whilst on site.

Provide the business' documented Child Protection policy.

A business must have a child protection policy which, at a minimum, includes the following:
Issues to be addressed include:
Relevant legislation
Definitions of child abuse
Appropriate behaviour
staff entering camper bedrooms and toilets
staff being alone with a client
adjustment of activity gear such as harnesses (if applicable)
Rules around touching of participants/inappropriate touching
Relationships between staff and clients
Incident reporting guidelines /how to report and raise concerns
Code of conduct for staff and participants
Consequences of breach of the policy
Management responsibilities

Please attach relevant information.

Vehicle Operating Procedures

Does your business own a vehicle/s for use by staff and/or guests?

Not mandatory to have, but must answer

Provide a list of Vehicles in use by the business.

If answered yes to above, all vehicles should be listed

Provide evidence of a written register for each vehicle.

At a minimum, the register will record all registered and unregistered vehicles, maintenance of vehicles and all authorised drivers

Do you transport clients?

Not mandatory to have, but must answer

Provide a copy of documented Staff Responsibilities for each booking which includes the following:

Must have a document which outlines:
Who is responsible for the safety and supervision of guests

- If the Driver (or other staff member if present) to be responsible for safety and supervision
- Briefing to be provided prior to departure
- Regular checking of passenger's behaviour and activity

Who provides the safety briefing prior to departure, and what this entails

Who is responsible for regular checking of passengers behaviour and activity, and how frequently this should occur

The behaviour expectations of driver and other staff members

Who is responsible for supervision during rest stops



**Quality
Tourism**
Framework

- Behaviour expected of driver and other staff members
- Supervision responsibilities at rest stops

Please attach relevant information.

Provide a copy of your business Vehicle Maintenance Records.

Provide written procedures for the safe operation of each vehicle.

Provide a copy of the documented Staff responsibilities to the passengers.

Provide a copy of the written procedures for the emergency transport of clients.

There must be a copy of maintenance records which show up to date records of maintenance

At a minimum, there must be written procedures for the safe use of the vehicle which includes

identify the vehicle(s)

seating capacity (if applicable)

licence required by driver

vehicle check list is completed immediately prior to departure or on each day of an extended trip

seat belt check of all passengers (if applicable)
camper briefings on trip stops during journeys (if applicable)

passenger safety briefings (if applicable)

Vehicle operating limitations - Limitations need to be clear and explicit and included purpose (transport of campers), number able to be carried (e.g. 22 seated passengers plus driver) and towing capacity (if applicable)

If the vehicle is used to transport guests, at a minimum there must be a document which outlines the following:

Who is responsible for the supervision of passengers (driver, staff member)

A briefing provided prior to departure which covers the passenger safety

Regular checking of passengers behaviour and activity

Behaviour expectations of driver and other staff members

Supervision responsibilities at rest stops

If a business will transport guests for emergency purposes e.g. first aid, then documentation is required with the following minimum procedures:

at least one other group leader to accompany the client

The vehicle used is comprehensively insured and registered

The driver is licenced to drive the vehicle

A portable communication devise (e.g. mobile phone) is taken



**Quality
Tourism**
Framework

Please attach relevant information.

Human Resources Management

Outline the procedures undertaken by your business for ensuring all staff have satisfied a Working with Children Check and how this information is recorded and retained.

At a minimum, there must be written procedures demonstrating the following:
How the business ensures all staff and/or volunteers have a working with children check
That staff are not put to work until they have provided a valid working with children check
That all working with children checks are recorded and a process is in place to ensure they remain valid
The process to ensure onsite unsupervised contractors have a valid working with children check

Must answer 'YES'

I confirm that all staff and onsite unsupervised contractors have satisfied the requirements for Working with Children Check, or state equivalent.

I confirm staff are not engaged until checking requirements have been satisfied.

Must answer 'YES'

I agree that formal documentation has been sighted verifying that each employee or volunteer has passed the Working with Children Check and a record that this check has been completed has been kept.

Must answer 'YES'

I agree there is a documented procedure for recording Working with Children Check, or state equivalent in accordance with state privacy requirements.

Must answer 'YES'

I agree that there is a record of all staff, including volunteers, that provides relevant personal and employment details.

Must answer 'YES'

Customer Service

Do you have a Hire Agreement and Booking Form (incorporating industry accepted booking principles)?

For each user group, there must be a written hire agreement/booking form which has, at a minimum:

Name of group
Period of stay/activity, Arrival and departure time
Cost per person, including GST
Cost inclusions/exclusions
Deposit amount, due date, conditions
Details of group (Number, Age range)
Number of leaders, Leader names and contact
List of camper names
Illness/injury register
Type of occupancy
Payment conditions
Booking confirmation conditions
Liability clause, Public liability
Cancellation procedure
Care of property
Responsibility for first aid
Sun safety
Smoking
Hazards
Group supervision
Programs and activities available
Agreement

Please attach

A copy of the hire agreement/booking form is to be attached

Has your business made an assessment of site/activity/grounds for suitability and accessibility for people with disabilities?

A business must, at a minimum, assess each building, activity and area to determine its suitability for people with disabilities including, at a minimum, vision impaired, hearing impaired, mobility impaired,

Please explain

Business Operating Systems

The business has written procedures for the use and maintenance of all specialised electrical and mechanical equipment.

Must respond 'yes'

Please attach

Must provide documentation which, at a minimum, provides the following information:
Name of specialised equipment
Adequate instruction and direction for the safe use of equipment including training and personal protective equipment (e.g. ear muffs).
Record of equipment including- date of acquisition, expected life, compulsory

inspections, service checks, repair details, replacement parts
Safety placards (where necessary)

The business has written procedures for the use and maintenance of non-specialised electrical and mechanical equipment.

At a minimum the business must demonstrate that they have instructions for safe use and maintenance of non-specialised equipment through documentation showing directions for safe use, inspections, service checks and repairs

Please attach

Do you have a list of preferred suppliers/contractors accessible to staff at all times?

At a minimum a list of preferred contractors must be kept in a location that appropriate staff can access.

How do you ensure your contractors have appropriate credentials and insurances?

At a minimum a record must be kept which

Risk Management

The business' Risk Management Plan includes a documented Hazard Reduction Policy.

Must respond 'yes'

Please attach a copy of the Hazard Reduction Plan

At a minimum the hazard reduction policy will include the following:

A list of known hazards (with location, nature of hazard, rate of priority)

How the hazard is managed (remove risk, reduce risk, change processes to minimise risk, communication etc.)

How the risk is monitored

Whose responsibility it is

Does the business have heating units and/or open fireplaces?

Mandatory to answer, not mandatory to have

What are the procedures in place for ensuring heating units are properly guarded against accidental burning to campers?

If answered yes to above, then at a minimum, there must be guards, at least 700mm high, at least 150mm clear of any hot surface, which cannot easily be displaced by a young child

Does the business have bunk beds?

Mandatory to answer, not mandatory to have

Please complete the Bunk Bed Safety Checklist and attach.

If they have responded yes to above, then they must complete the Bunk Bed Safety checklist



Provide a copy of the business' comprehensive emergency management plan and evacuation procedures.

At a minimum, the risk management plan must include

A list of contact numbers for emergency services.

Access by users to phones for emergency use.

Procedures for contacting the emergency services.

A map showing the exact location of the business to allow adequate verbal description to be given to emergency services.

A list of after-hours contact numbers for business staff and tradespeople.

An audit of the site and surrounds used to determine the scale and nature of the potential routine and non-routine incidents.

Procedures to deal with routine incidents, such as power failure, loss of water, mechanical breakdown.

Procedures to deal with non-routine incidents, including emergencies such as explosion, storm, injury, and fire.

A site plan showing building, facilities, parking areas, access roads, gas, electricity, water shut-off points, location of first-aid kits, firefighting and other emergency equipment, identification of evacuation assembly areas and alternative routes to those areas. The site plan is displayed in prominent locations.

A program for training and exercising of business staff in emergency procedures is in operation.

A timetable for reviewing the plan, particularly after an emergency.

Procedures for obtaining emergency access to:
Contact information for each client's parent, guardian or next of kin

Information about relevant client's health history

Procedures for ensuring clients under 18 years of age have the signed consent of a parent or guardian authorising participation in the event, its associated activities and provision of emergency medical, hospital and ambulance services.

The emergency management plan shall be reviewed by the appropriate emergency services



**Quality
Tourism**
Framework

The Emergency Management Plan is reviewed by local emergency services.

An 'Immediate response' sheet is prominently displayed in key areas on site.

At a minimum, they must have consulted with their local emergency services to ensure their emergency response is adequate.

At a minimum, a business should have an immediate response sheet located in main rooms, main areas and next to telephones which has the following information:
Verify, Notify, Assess, Act information
Reminder of emergency signal and location of emergency assembly areas.
Emergency phone numbers.
Precise location of campsite
Fire evacuation notices in all bedrooms and main campsite buildings.
Must respond 'yes'

Are the business' gas appliances and electrical systems safe and properly maintained?

Please provide evidence including all plumbing fixtures and fittings are in a safe and functional condition and any recent work has a certificate of compliance.

At a minimum, a business will have a list of all gas appliances which includes:
Type of appliance
Location of appliance
Maintenance of appliance
certificate of compliance for any recent works

The business' emergency management fighting appliances and equipment are appropriately maintained.

At a minimum, the business will have a certificate of compliance/testing and tag certificate for all electrical appliances.
At a minimum, the business should be able to demonstrate that firefighting equipment is maintained via documented records for each item of equipment. Records vary per state (Annual Essential Safety Measures report, Annual Fire safety Statement, Fire Safety Installations, Essential Safety Provisions, Annual Maintenance Statement, Annual Fire Safety Measures Statement.

Please provide a copy of the business' Annual Essential Safety Measures Report.

Must attach relevant one (according to state/territory)

Please provide a copy of the business' Annual Fire Safety Statement.

Please provide a copy of the business' maintenance of Fire Safety Installations.

Please provide a copy of the business' maintenance of Essential Safety Provisions.



Please provide a copy of the business' Annual Maintenance Statement.

Please provide a copy of the business' Annual Fire Safety Measures Statement.

Describe and identify the area the business intends to use for clients who are feeling unwell.

At a minimum, a business must have identified an area for a client who is not feeling well. This must offer privacy with supervision and allows their condition to be monitored.



**Quality
Tourism**
Framework