



RISK ASSESSMENT REPORT FOR STUDENT GROUPS PARTICIPATING IN A WALKING TOUR OF THE ROCKS

COMPANY POLICIES

- It has been the objective of The Rocks Walking Tours to develop a credible Education Program as a valuable outdoor learning experience for school teachers and students alike. Consistent with this approach has been the important commitment to the comfort, safety, and enjoyment of our clients.
- In the interest of appropriate group management, our recommended maximum group number, per guide, is 30 people.
- Our recommended maximum accompanying adult number ratio is 1 adult to 10 students. This includes both teaching staff and school community members.
- When there is a ‘special needs’ requirement within the group or the group is comprised of Infant School students, additional accompany adults are discussed at the time the tour is being arranged.
- At all times, each tour group of students must be accompanied by a teacher or a nominated representative of the school. In the event of an incident, this will ensure the individual attention of our guide or the school’s representative.
- We particularly request that the school, or booking agents, advise our office prior to the tour of any disability or the special needs of any student or students, i.e., temporary incapacitation with a broken limb, wheelchair participant, hearing difficulties, special facilities required for medical needs etc.
- In accordance with the Child Protection (Prohibited Employment) Act 1998, each guide employed is a signatory to the Prohibited Employment Declaration as issued by the New South Wales Department of Education and Training.
- This company is registered as a child-related employer with the Employment Screening Unit “Working With Children Check”.
- Tours are conducted in accordance with the terms in The Booking Conditions and Information that accompanies each tour Confirmation.

PRECINCT DESCRIPTION AND INCIDENT MANAGEMENT PRACTICES

- The walking tours are conducted in a heritage but urban built-up area in the City of Sydney convenient to all emergency services.
- The company's office is situated within The Rocks area and easily accessed within minutes at any time during a tour.
- A First Aid Kit is kept at our company's office, if required.
- The majority of our Guides choose to carry personal mobile phones while on tour.
- In the event of an incident, after assessment, our guide will either directly contact the required emergency service or contact our office for assistance.
- Contact with either the student's school or booking agent will be made as soon as possible by either our office or the school's nominated representative accompanying the group.
- The Rocks precinct is wheelchair accessible with disabled toilets are available.

GROUP MANAGEMENT

- Our guides are well versed in Group Management, particularly crossing the streets with groups of students.
- The Rocks area has many Pedestrian Crossings conveniently situated for the safety of visitors.
- The routes prepared for our walking tours are specifically designed to utilise these designated pedestrian crossings wherever practicable.
- At all times, our guides are aware that they must confer with the students with regard to the procedure for crossing the roads before the first road is crossed.
- It is company practice for our guides to instruct the students to remain on the footpath at each crossing while the guide proceeds out to the centre of the street ahead of the group. We rely on the school's representative to supervise the waiting students at this time.
- When it is deemed safe to cross by the guide, i.e. the traffic from both directions has stopped, or there is no approaching traffic, the group will be asked to cross quickly. It is always emphasised that crossing 'quickly' does not mean 'running'.
- This procedure allows the guide to 'shepherd' the group across the roads as opposed to 'leading'.
- Once the group is safely on the footpaths and in pedestrian areas, the role of the guide is to lead the group from place to place with the accompanying teachers or school representatives supervising the body of the group from the rear.

GROUP MANAGEMENT cont.

- When student groups are transported to The Rocks by coach, we can arrange, at the time of booking, for the students to disembark at one of the two designated coach stops on George Street. At each of these places, i.e. The Sydney Visitors' Centre or First Fleet Park, the students can assemble in a relaxed and safe environment. It is possible for our guides to meet with the group there after the group's arrival and commence the tour from either of these places. This is particularly recommended for the management of larger groups.
- In the event of hot weather, consideration is given to shade and rest stops whenever feasible.
- It is recommended that all students wear,
 - sunscreen and/or hats
 - sensible and comfortable walking shoes
 - protective and appropriate clothing particularly for warm, cold or rainy days

EMERGENCY SERVICES INFORMATION:

General Practitioner: Gateway Quayside Medical Centre Phone: 9241 1577
Level 6
1 Macquarie Place, Gateway 1
Circular Quay

Closest Hospital: Sydney Hospital Phone: 9382 7111
Macquarie Street
Sydney

Police Station: The Rocks Police Station Phone: 8220 6399
132 George Street
The Rocks

PRECINCT SERVICES INFORMATION:

Ranger's - The Rocks & Circular Quay: Phone: 0418 248 472

SHFA Customer Request Management System (CRMS) Phone: 1300 655 995

Sydney Harbour Foreshore Authority (Main Reception) Phone: 9240 8500

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