

RISK MANAGEMENT PLAN AND STRATEGY MELBOURNE WALKS (MW) JANUARY 2020 - DECEMBER 2021

No:	Hazard Identified	Assess the Risk	Describe the risk and controls in place	MW Risk strategy	Responsible
1.	Traffic hazards	Potential serious injury	<p>Potential accidents walking across streets and paths. Obey legal crossing points and laws.</p> <p>Participants advised in advance of MW safety code where appropriate.</p> <p>http://melbournewalks.com.au/safety-on-our-melbourne-walks-excursions/</p>	<ol style="list-style-type: none"> 1. Plan routes in advance to identify and minimize potential hazards and safe crossing points. 2. Maintain mobile phones for emergency calls. 3. Avoid hazardous traffic points at night. 4. MW guides have or are in training for First Aid Certificate 11. 5. Use 000 as a primary contact for emergency services 6. Safety procedures are made publicly available to all participants 	MW Staff MW Director
2.	Weather	Potentially minor or serious health risks	Weather conditions are assessed in advance.	<ol style="list-style-type: none"> 1. Weather conditions are assessed before each activity. 2. Shelter opportunities are planned into design of 	MW Staff MW Director

				<p>tours.</p> <ol style="list-style-type: none"> 3. MW weather and cancellation policy is publicly available to all clients. 4. Water availability points assessed for all tours in case of heat stress 5. Participants advised to respond appropriately to daily weather conditions. 	
3.	COVID 19	Potential infection	Reduce risk by implementation of internal controls and regulatory adoption.	Implement and follow current COVID 19 protocols and guidelines issued by the Victorian Government, the Education Department and the Professional tour Guides Association of Australia.	MW Staff MW Director
4.	Fire	Potential for minor and serious injury.	Public fire warnings and buildings evaluated before tours	<ol style="list-style-type: none"> 1. Public fire warnings checked. 2. Buildings utilised are checked for safety entry and exit points. 3. Mobile phone carried for emergency contact 	MW Staff MW Director
5.	Illness, frailty, disability	Potential minor and serious injury.	Participants advised in advance of MW safety code where appropriate. http://melbournewalks.com.au/safety-on-our-melbourne	<ol style="list-style-type: none"> 1. Weather conditions checked before tours. 2. Participants advised of fitness, mobility and health levels required 	MW Staff MW Director

			<i>walks-excursions/</i>	<p>where appropriate.</p> <ol style="list-style-type: none"> 3. We request advance notice of mobility issues in participants 4. Pharmacy, police and hospital locations noted before tours. 5. Water access point noted in case of heat stress. 6. All walks designed to proceed at moderate and non-strenuous pace. 7. In case of significant injury Melbourne Walk's first recourse is 000. 8. Mobile phone carried for emergency contacts. 	
6.	Antisocial or hostile interaction with persons	Potential for assault and injury	Assess potential conflict points on tours. Avoid conflict areas and separate groups from conflict areas.	<p>Manage negative interactions by appropriate interventions including</p> <ol style="list-style-type: none"> 1. Avoiding potential contact areas where possible. 2. Promptly leaving potentially risk locations 3. Negotiation with individuals. 4. Emergency services 000 if required. 	MW Staff MW Director