

**RISK MANAGEMENT PLAN AND STRATEGY MELBOURNE WALKS (MW) 2022 – 2023**

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<b>NO.</b>	<b>HAZARD IDENTIFIED</b>	<b>ASSESS RISK</b>	<b>RISK AND CONTROLS IN PLACE</b>	<b>MW RISK STRATEGY</b>	<b>RESPONSIBLE</b>
1	COVID 19	Potential transmission	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
2	Traffic hazards	Potential traffic 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>Safety Code publicly available</p>	<ol style="list-style-type: none"> <li>1. Plan routes in advance to identify and minimize potential hazards and safe crossing points.</li> <li>2. Maintain mobile phones for emergency calls.</li> <li>3. Avoid hazardous traffic points at night.</li> <li>4. MW guides have or are in training for First Aid Certificate 11.</li> </ol>	MW Staff MW Director

				<ol style="list-style-type: none"> <li>5. Use 000 as a primary contact for emergency services</li> <li>6. Safety procedures are made publicly available to all participants</li> </ol>	
3	Weather	Potentially minor or serious health risks	Weather conditions are assessed in advance.	<ol style="list-style-type: none"> <li>1. Weather conditions are assessed before each activity.</li> <li>2. Shelter opportunities are assessed into design of tours.</li> <li>3. MW weather and cancellation policy is publicly available to all clients.</li> <li>4. Water availability points assessed for all tours in case of heat stress</li> <li>5. Participants advised in advance to appropriately dress for weather conditions.</li> </ol>	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"> <li>1. Public fire warnings checked.</li> <li>2. Buildings utilised are checked for safety entry and exit</li> </ol>	MW Staff MW Director

				<p>points.</p> <p>3. Mobile phone carried for emergency contact</p>	
5	Illness, frailty, disability	Potential minor and serious injury.	<p>Participants advised in advance of MW safety code where appropriate.</p> <p><a href="http://melbournewalks.com.au/safety-on-our-melbourne-walks-excursions/">http://melbournewalks.com.au/safety-on-our-melbourne-walks-excursions/</a></p>	<p>1. Weather conditions checked before tours.</p> <p>2. Participants advised of fitness, mobility and health levels required where appropriate.</p> <p>3. We request advance notice of mobility issues in participants</p> <p>4. Pharmacy, police and hospital locations noted before tours.</p> <p>5. Water access point noted in case of heat stress.</p> <p>6. All walks designed to proceed at moderate and non-strenuous pace.</p> <p>7. In case of significant injury Melbourne Walk's first recourse is 000.</p>	<p>MW Staff</p> <p>MW Director</p>

				<b>8. Mobile phone carried for emergency contacts.</b>	
<b>6</b>	<b>Antisocial or hostile interaction with persons</b>	<b>Potential for injury</b>	<b>Assess potential conflict points on tours. Avoid conflict areas and separate groups from conflict areas.</b>	<b>Manage negative interactions by appropriate interventions including 1. Avoiding potential contact areas where possible. 2. Promptly leaving potentially risk locations 3. Negotiation with individuals. 4. Emergency services 000 if required.</b>	<b>MW Staff MW Director</b>