

RISK MANAGEMENT AT THE OUTDOOR EDUCATION GROUP

As leaders in outdoor education, risk management is at the heart of everything that we do at The Outdoor Education Group before, during and after program. A continual focus on risk management procedures and research results in all programs having robust strategies and systems in place to ensure, as far as reasonably practicable, the safety of all staff, participants, and others who are associated with our programs.

Our standards align with the Australian Adventure Activity Standards (AAAS), as well as international standards, and reflect over 40 years of industry leading experience.

A dedicated Risk department is responsible for researching and implementing best practices, tracking and reviewing incidents, informing and delivering training, and updating policies, field tools and operating guidelines.

We take a systems-based approach to managing risk and work to embed best practices at every step of program preparation, delivery, and review. For each specific program, there are detailed components of both our proactive and reactive strategies.

The components of The Outdoor Education Group's Risk Management strategies are:

- ▲ Communication and Consultation
- ▲ Establishing Context
- ▲ Risk Identification, Analysis, Evaluation and Treatment
- ▲ Monitoring and Review
- ▲ Training and Testing

KEY ELEMENTS OF THE OUTDOOR EDUCATION GROUP'S RISK MANAGEMENT SYSTEM

RISK MANAGEMENT POLICY AND PROCEDURE

The Outdoor Education Group policies and procedures meet or exceed all external compliance measures for outdoor education (e.g. staff training, ratios, and equipment audits); these are reviewed on an ongoing basis, with annual audits to ensure The Outdoor Education Group continues to improve our systems and practices in the field. The Outdoor Education Group's emergency planning and critical incident response strives to cover all predictable and known hazards of outdoor education in the Australian environment, ensuring all staff are well-equipped and prepared. Our internal compliance processes are second to none and reflect our commitment to ongoing review and improvement.

RISK ASSESSMENT, REPORTING AND ANALYSIS

Each of our programs has a specific risk assessment, evaluation and treatment plan applied; this is known as The Outdoor Education Group Hazard Identification and Risk Assessment (HIRA). The HIRA identifies and analyses hazards specific to each program and venue, including seasonal impacts, specific activities, environmental hazards, and the group's particular medical conditions and dietary requirements. Possible hazards define the actions required for mitigation within The Outdoor Education Group's and a client's risk tolerance.

DATA-DRIVEN APPROACH

The Outdoor Education Group is data-driven when it comes to incident reporting, analysis and prevention. We utilise the state-of-the-art Understanding and Preventing Led Outdoor Accidents Data System (UPLOADS) incident reporting system. UPLOADS is an industry-specific and specially built system developed by The University of the Sunshine Coast and industry leaders (including The Outdoor Education Group) to apply systems-based understanding to incident data capture and analysis. Our incident data informs internal pre-program systems, field policy updates, and training requirements.

PROGRAM AND ENVIRONMENTAL MONITORING

Whilst on program, The Outdoor Education Group has specific measures in place to manage environmental hazards relevant to each location and season. These include monitoring weather patterns before and during programs, daily communication with program staff, communication of weather warnings, air quality and relevant health department alerts. These tasks are fulfilled by on-the-ground staff and a dedicated 24/7 on-call facility – Field Duty Manager (FDM). FDM supports every program in the field in managing incidents and plays a key role in our emergency planning and incident response function.

CHILD SAFETY

Child safety is The Outdoor Education Group's top priority. We are committed to maintaining the highest standards of conduct and professionalism, ensuring that we have in place the relevant standards and policies relating to child safety, including a specific Code of Conduct. All our team hold a current satisfactory Working with Children Check relevant to the state in which they are working and complete regular training.

TRAINING

Training and continuously upskilling our team members who operate in the field is essential in ensuring that risks are managed effectively. By empowering and educating our team, we build capability in risk identification, assessment and response, as well as incident management and response. The Outdoor Education Group delivers training in core Outdoor Essential Practices (OEP) as well as in specific activity areas. Additionally, all team members hold active first aid certifications.