



BUTTERFLY creek™

## **Risk analysis management system (RAMS) for Schools & Tertiary Providers**

Welcome, our aim is to provide you and your centre with a safe, successful, and enjoyable visit to Butterfly Creek.

We understand that your centre will have its own behavioural and risk management expectations for educational visits, please ensure that all staff and parent helpers are aware of these. It is expected that your centre will always follow these while on site, including, identifying behaviour that could be dangerous or unacceptable in relation to themselves, Butterfly Creek staff, other visitors, animals, or property. If you do identify any hazards while on your visit, please report it as soon as possible to help us control them within our facility. Please note that whistles and walkie talkies are not permitted at Butterfly Creek.

It is strongly recommended where possible that all teachers make a pre-visit to Butterfly Cree and carry out their own risk assessment before undertaking an outing with children. Please contact the Education Coordinator to organise your courtesy visit. If a pre-visit is not possible, this document provides a general outline of risks.

It is essential that all teachers and parent helpers understand:

- the aims and objectives of the visit
- how to avoid specific dangers and why they should follow all rules and instructions
- why safety precautions are in place and what standard of behaviour is expected
- who is responsible for the group
- what to do if approached by anyone from outside the group
- what to do if separated from the group

## Butterfly Creek - Risk Management Plan (RAMS)

Date:	Class level:	Teacher in Charge:
No. of children:	No. of helpers:	No. of staff:
Day/Time of departure:	Day/Time of return to school:	Approved by:

### Group members requiring special consideration:

Health:
Behaviour:
Other:

Pre-visit checklist	On the day	Comments
Teachers Pre-visit <input type="checkbox"/>	Students list and contacts <input type="checkbox"/>	
Trip application approved <input type="checkbox"/>	Final Numbers <input type="checkbox"/>	
Permission slips returned <input type="checkbox"/>	First Aid kit <input type="checkbox"/>	
Medical records checked <input type="checkbox"/>	Cell phone <input type="checkbox"/>	
RAMS form to all teachers <input type="checkbox"/>	Group Rotation/Train times <input type="checkbox"/>	

## Risk Analysis Management

What could go wrong?	What would cause this?	How to prevent this from happening	Significant Hazard Y / N	Whose responsibility is this?	When/where will preventative measures be taken?	Control Method	Emergency plan
<b>Personal accident or injury</b>	<ul style="list-style-type: none"> <li>• Person not looking where they are going</li> <li>• Person falls over/slips/trips</li> <li>• Person pushing or shoving another</li> <li>• General carelessness</li> <li>• Not following the attraction park rules</li> <li>• Nocturnal habitats</li> <li>• Climbing onto railings /rocks /trees/posts and sculptures/falling from play equipment</li> <li>• Falling into moats/ water barriers around enclosures</li> <li>• Electric fencing around some enclosures</li> <li>• Inappropriate footwear</li> </ul>	<ul style="list-style-type: none"> <li>• Always ensure supervision and adherence to Butterfly Creek rules</li> <li>• Provide clear and frequent instructions not to climb or attempt to enter enclosures</li> <li>• Being aware of uneven ground or sections of pathways</li> <li>• No running in the facility</li> <li>• Being considerate of other public</li> <li>• Allow time for eyes to adjust to nocturnal environment</li> <li>• Reading safety notices where relevant</li> <li>• Students to wear appropriate footwear</li> </ul>	<b>N</b>	<p>All supervisors of visiting group</p> <p>Students</p>	<ul style="list-style-type: none"> <li>• At discussion meeting with entire group before departure to BFC</li> <li>• Reminders given while at BFC</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>• Supervisor notifies staff of accident or injury</li> <li><b>This action MUST be taken even if supervisor is a qualified first aider and situation is under control.</b></li> <li>• First Aid administered by qualified staff or group first- aider</li> <li>• BFC medical emergency procedure followed if injury is moderate or serious.</li> <li>• Incident report to be completed before supervisor leaves BFC</li> </ul>
<b>Person is lost or unaccompanied</b>	<ul style="list-style-type: none"> <li>• Inadequate supervision</li> <li>• Inadequate supervisor-student ratio</li> <li>• Persons lack of awareness of risk in such a situation</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure students are always made aware of the requirement to remain close to supervisor</li> <li>• Plan for and enforce minimum supervisor charge ratio in accordance with BFC Terms and Conditions – Children to be supervised at all time if under the age of 15 years</li> <li>• As a supervisor follow the ratios stated in BFC terms and conditions</li> <li>• Children to be accompanied to the toilet block</li> </ul>	<b>Y</b>	<p>All supervisors of visiting group</p> <p>Students</p>	<ul style="list-style-type: none"> <li>• At discussion meeting with entire group before departure to BFC</li> <li>• Reminders given while at BFC</li> <li>• In welcome conversation with educators</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>• Contact BFC staff</li> <li>• Notice and description of missing person is radioed throughout BFC staff who will keep a lookout/help search</li> <li>• When located, missing person will be returned to Ticket office to be collected.</li> </ul>

What could go wrong?	What would cause this?	How to prevent this from happening	Significant Hazard Y / N	Whose responsibility is this?	When/where will preventative measures be taken?	Control Method	Emergency plan
<b>Vehicle/person conflict within BFC grounds</b>	<ul style="list-style-type: none"> <li>• Inadequate supervision</li> <li>• Inadequate supervisor-student ratio</li> <li>• Persons lack of awareness of risk in such a situation.</li> </ul>	<ul style="list-style-type: none"> <li>• Supervisors and children are made aware of vehicles operating in BFC grounds</li> <li>• All vehicles operate at a max speed of 10km/hour</li> <li>• All vehicles must give way to pedestrians</li> </ul>	<b>N</b>	All supervisors of visiting group Students	<ul style="list-style-type: none"> <li>• At discussion meeting with entire group before departure to BFC</li> <li>• Reminders given while at BFC</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>• Supervisor notifies BFC staff of accident or injury</li> <li><b>This action MUST be taken even if supervisor is a qualified first aider and situation is under control.</b></li> <li>• First Aid administered by qualified BFC or GROUP first- aider</li> <li>• BFC medical emergency procedure followed if injury is moderate or serious</li> <li>• Incident report to be completed before supervisor leaves BFC</li> </ul>
<b>Toilet accident</b>	<ul style="list-style-type: none"> <li>• Excitement</li> <li>• Waiting until last minute</li> <li>• Not knowing toilet locations</li> <li>• Not taking toilet breaks when offered</li> <li>• Person with bladder/ bowel problem</li> </ul>	<ul style="list-style-type: none"> <li>• Supervisors to familiarise themselves with the location of toilet facilities around BFC</li> <li>• Remind/point out toilet facilities while moving around the BFC</li> </ul>	<b>N</b>	All supervisors of visiting group Students	<ul style="list-style-type: none"> <li>• At discussion meeting with entire group before departure to BFC</li> <li>• Reminders given while at BFC</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>• Supervisors are responsible to be prepared for and take action if soiling event occurs</li> </ul>
<b>Weather related hazards</b>	<ul style="list-style-type: none"> <li>• Lack of adequate protection against: - dehydration - heat - cold - rain - wind - UV radiation</li> </ul>	<ul style="list-style-type: none"> <li>• Visitors must check weather forecast and ensure all students are suitably protected from the elements, particularly the sun</li> <li>• Locations of sheltered areas available from BFC staff</li> <li>• Water fountain in the courtyard area. Ensure all visitors drink water regularly</li> </ul>	<b>N</b>	All supervisors of visiting groups	<ul style="list-style-type: none"> <li>• At discussion meeting with entire group before departure to BFC</li> <li>• Reminders given while at BFC</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>• Supervisor notifies BFC staff of person's condition</li> <li><b>This action must be taken.</b></li> <li>• First aid administered by qualified BFC staff or school first- aider</li> <li>• BFC 'Medical Emergency' procedure followed if injury is of concern</li> <li>• Incident report to be completed before supervisor leaves BFC</li> </ul>

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<b>Person falling ill</b>	<ul style="list-style-type: none"> <li>• Lack of medication</li> <li>• Pre-existing condition</li> </ul>	<ul style="list-style-type: none"> <li>• Please ensure that all required medications (for asthma, allergies etc.) are readily at hand and that pre-existing conditions are notified, and that provision has been made for this</li> </ul>	<b>N</b>	All visiting supervisors	<ul style="list-style-type: none"> <li>• Discussed with supervisor prior to arrival at BFC</li> <li>• As and when necessary</li> <li>• Upon the arrival of qualified first aid personnel</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>• Supervisor notifies BFC staff of person's condition</li> <li><b>This action must be taken</b></li> <li>• First aid administered by qualified BFC staff or school first- aider</li> <li>• BFC 'Medical Emergency' procedure followed if moderate or serious</li> <li>• Incident report to be completed before supervisor leaves BFC</li> </ul>
<b>Person injured e.g. bitten, scratched stung by animal</b>	<ul style="list-style-type: none"> <li>• Person ignores written and/or verbal instructions</li> <li>• Lack of adequate supervision</li> <li>• Curiosity</li> <li>• Harassed animal</li> <li>• Free range chickens</li> <li>• Wild animals / insects (e.g. bees)</li> </ul>	<ul style="list-style-type: none"> <li>• Provide clear and frequent instructions not to attempt to touch animals or to offer them food or other items</li> <li>• Beware of bees and other insects</li> </ul>	<b>N</b>	All supervisors of visiting groups and any accompanying BFC	<ul style="list-style-type: none"> <li>• At discussion meeting with entire group before departure to BFC</li> <li>• Reminders given while at BFC</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>• Supervisor immediately notifies BFC staff of incident/injury</li> <li><b>This action MUST be taken even if supervisor is a qualified first aider and patient seems unconcerned</b></li> <li>• Qualified BFC staff first- aider will attend</li> <li>• BFC 'Medical Emergency' procedure followed if injury is moderate or serious</li> <li>• Incident report to be completed before supervisor leaves BFC</li> </ul>
<b>Dropping food, clothing or litter into enclosures</b>	<ul style="list-style-type: none"> <li>• Desire to attract animal and observe reaction</li> <li>• Accidental release (e.g. blown by wind)</li> <li>• Desire to feed animals</li> </ul>	<ul style="list-style-type: none"> <li>• Utilising rubbish bins</li> <li>• Inform visitors of the need to respect the 'homes' of our animals and of the danger rubbish can pose to animals when playing or ingesting them and that animals are on special diets</li> <li>• Make sure clothing is worn or held securely</li> </ul>	<b>N</b>	All supervisors of visiting groups	<ul style="list-style-type: none"> <li>• At discussion meeting with entire group before departure BFC</li> <li>• Reminders given while at BFC</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>• Do not attempt to retrieve any item from enclosure</li> <li>• Supervisor notifies BFC staff of their item ending up in enclosure</li> <li>• Notification passed to relevant staff team leader for appropriate action</li> </ul>

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<b>Containment Breach</b>	<ul style="list-style-type: none"> <li>Natural disaster, severe weather</li> <li>Accidental release</li> </ul>	<ul style="list-style-type: none"> <li>Regular monitoring of enclosure condition/security</li> <li>Care with entry/exit of keepers/zoo personnel</li> <li>Appropriate design of enclosure</li> </ul>	<b>Y</b>	All BFC staff particularly keepers	<ul style="list-style-type: none"> <li>Daily during feeding</li> <li>Daily during general BFC staff movement about the venue</li> <li>Appropriate enclosure design</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>BFC staff will implement 'Containment Breach' procedure</li> <li><b>All visitors must follow directions of BFC staff</b></li> </ul>
<b>Fire</b>	<ul style="list-style-type: none"> <li>Deliberate, accidental, careless activity</li> </ul>	<ul style="list-style-type: none"> <li>Care with use of tools and accelerants</li> <li>Reporting suspicious behaviour</li> </ul>	<b>N</b>	All supervisors of visiting groups All BFC staff and contractors	<ul style="list-style-type: none"> <li>As and when utilising tools, facilities and ignition systems around BFC</li> <li>As and when suspicious behaviour is reported</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>BFC staff will implement 'Fire Emergency' procedure</li> <li>All visitors will follow directions of BFC staff</li> </ul>
<b>Natural Disasters</b>	<ul style="list-style-type: none"> <li>Natural Process</li> <li>Earthquake</li> <li>Tsunami</li> <li>Flooding</li> <li>Volcano</li> </ul>	<ul style="list-style-type: none"> <li>Unpreventable</li> </ul>	<b>Y</b>	All supervisors of visiting groups  All BFC staff and visiting contractors	<ul style="list-style-type: none"> <li>Following BFC protocols</li> <li>Earthquake protocol</li> <li>Tsunami protocol</li> <li>Flood protocol</li> <li>Volcano Protocol</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>BFC staff will implement 'Emergency' procedure</li> <li>All visitors to follow directions of BFC staff</li> <li>Site emergency response plans are formulated and reviewed regularly</li> </ul>
<b>Special educational needs</b>	<ul style="list-style-type: none"> <li>Individual needs of visitors (e.g. intellectual, mobility, medical, behavioural) are not acknowledged</li> <li>Lack of awareness of these needs</li> </ul>	<ul style="list-style-type: none"> <li>Supervisors/staff need to be informed of any students in their care that have special requirements</li> </ul>	<b>N</b>	All supervisors of visiting groups	<ul style="list-style-type: none"> <li>Ensure supervisors have appropriate equipment and are trained to meet individual needs</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>Not an emergency situation</li> </ul>
<b>Burns</b>	<ul style="list-style-type: none"> <li>Accidental spillage of hot drinks and/or food</li> </ul>	<ul style="list-style-type: none"> <li>Students are to be supervised by adults in the café areas</li> <li>Be aware of drink/food temperature</li> </ul>	<b>N</b>	All supervisors of visiting groups	<ul style="list-style-type: none"> <li>Supervising adults will be instructed by group leader of their responsibilities</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>Supervisor notifies BFC staff of person's condition.</li> <li><b>This action must be taken</b></li> <li>First aid administered by qualified BFC or school first- aider</li> <li>BFC 'Medical Emergency' procedure followed if injury is of concern.</li> <li>Incident report to be completed before supervisor leaves BFC</li> </ul>

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<b>Lack of communication between BFC staff and visiting supervisors</b>	<ul style="list-style-type: none"> <li>Lack of radio or mobile phone contact between parties in different areas of the venue, and with BFC staff</li> </ul>	<ul style="list-style-type: none"> <li>Visitors to the venue should bring mobile phones to BFC (1 per group is suggested), fully charged and switched on</li> <li>Ensure all phone numbers are circulated to each group</li> </ul>	<b>N</b>	<ul style="list-style-type: none"> <li>All supervisors of visiting groups</li> <li>Any accompanying staff to carry radios</li> </ul>	<ul style="list-style-type: none"> <li>Incorporated into planning stage</li> <li>Discussed at pre visit contact with supervisors/educators</li> <li>Discussed with entire group before departure to BFC</li> <li>Reiterated before exploring BFC</li> <li>As required within BFC grounds</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>Supervisors of visiting groups must immediately notify BFC staff if they encounter an emergency</li> <li>BFC staff will immediately notify visiting supervisors/schools/groups if an emergency occurs</li> </ul>
<b>Traffic hazards on arrival at the main entrance</b>	<ul style="list-style-type: none"> <li>Inadequate supervision</li> <li>Inadequate supervisor-student ratio</li> <li>Persons lack of awareness of risk in such a situation</li> </ul>	<ul style="list-style-type: none"> <li>Bus drop off and pick up zones are located directly in front of the orange farm barn</li> <li></li> </ul>	<b>N</b>	<ul style="list-style-type: none"> <li>All supervisors of visiting groups</li> </ul>	<ul style="list-style-type: none"> <li>Incorporated into planning stage</li> <li>Discussed at pre visit contact with supervisors/educators</li> <li>Discussed with entire group before departure to BFC</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>Supervisor immediately notifies BFC staff of incident/injury</li> <li><b>This action MUST be taken even if supervisor is a qualified first aider and patient seems unconcerned</b></li> <li>Qualified first-aider will attend</li> <li>BFC 'Medical Emergency' procedure followed if injury is moderate or serious</li> <li>Incident report to be completed before supervisor leaves BFC</li> </ul>
<b>Damage to taxidermy/specimens/cities</b>	<ul style="list-style-type: none"> <li>Inappropriate handling of items</li> </ul>	<ul style="list-style-type: none"> <li>Ensure close supervision of groups</li> <li>Follow BFC staff's instructions at all times</li> </ul>	<b>N</b>	<ul style="list-style-type: none"> <li>All supervisors of visiting groups</li> <li>All BFC staff</li> </ul>	<ul style="list-style-type: none"> <li>Use as directed by teaching staff</li> <li>Close supervision will be maintained</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>BFC staff will notify management</li> </ul>

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<b>Swallowing/ choking/ poisoning</b>	<ul style="list-style-type: none"> <li>• Placing small objects in mouth/nose</li> <li>• Ingesting foreign objects eg. Plants, stones</li> <li>• Playing while eating</li> </ul>	<ul style="list-style-type: none"> <li>• Close supervision always</li> <li>• BFC staff are to ensure teaching areas are fit for purpose</li> </ul>	<b>Y</b>	<p>All supervisors of visiting groups</p> <p>All BFC staff</p>	<ul style="list-style-type: none"> <li>• Supervisors discuss with group before departure to BFC</li> <li>• BFC staff to teach with appropriate objects, making sure teaching spaces are free of foreign objects</li> </ul>	<b>Minimise</b>	<ul style="list-style-type: none"> <li>• Supervisor notifies BFC staff of accident or injury</li> <li><b>This action MUST be taken even if supervisor is a qualified first aider and situation is under control</b></li> <li>• First Aid administered by qualified BFC or school first- aider</li> <li>• BFC medical emergency procedure followed if injury is moderate or serious</li> <li>• Incident report to be completed before supervisor leaves BFC</li> </ul>