



LIVINGsprings
'people living life'

**SAFETY
MANAGEMENT
SYSTEM**

Adventure Activities

V3

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OVERVIEW

This Safety Management System (SMS) details the nature and scope of the Living Springs Camp (referred to as Living Springs from here on), the principles under which we operate and our management of health and safety aspects specifically but not necessarily just within our education and adventure activities department of our organisation.

The Living Springs SMS approach encourages analysis of our adventure activities, understands participants requirements, defines the processes that ensures safety for both the participant and the staff, and manages those processes. The Living Springs SMS provides the basis for continual improvement and upholds the Living Springs promise that 'we will take care of you'.

Adhering to the SMS, Living Springs operates with the goal of achieving zero serious harm incidents each calendar year.

The SMS is fully endorsed and authorised by Officers of Living Springs and senior management to ensure the importance of health and safety and communicated to all relevant parties. Resources to implement and maintain continually are provided to improve SMS on an ongoing basis.

Signature:	Date:	Simon Thompson Board Chair
Signature:	Date:	Denis Aldridge CEO
Signature:	Date:	Catherine Blockley Board Member
Signature:	Date:	Tui Wagstaff Board Member
Signature:	Date:	Paul Cowey Board Member
Signature:	Date:	David Morrow Board Member
Signature:	Date:	Jolyon White Board Member

Living Springs **SAFETY MANAGEMENT**



Organisational Structure

- Safety Management Team
- H&S Coordinator
- Incident Response Team
- All Staff H&S Responsibilities



Policies & Procedures

- H&S Policy
- Risk Management Procedures
- Emergency Procedures
- Incident Reporting
- Staff Training & Induction



External Support & Review

- Legislative Compliance
- Worksafe NZ
- Technical Experts
- Industry Standards & Best Practices
- AdventureMark Certification

Documentation

The SMS includes the following documents and materials:

- Health and Safety Policy for Living Springs as a PCBU
- Action Management Plans (AMPs) for each activity
- Emergency procedures for each activity
- Appendices with supporting documentation
- Incident Register
- Staff records
- Internal Safety Checks, including:
 - Equipment checks
 - Peer reviews
 - Seasonal activity reviews

These documents focus on managing risk in Living Springs' adventure activities while also covering the broader range of services offered to the public. The SMS is tailored to the organization's scale and operations, with PCBU officers ensuring necessary resources for its establishment, implementation, maintenance, and improvement.

SMS documents are stored in the Programmes office and electronically in PDF format on the Living Springs network. An editable version is kept on a cloud-based system with restricted access for key staff. Any changes to this version must be followed by reprinting the PDF and archiving old copies.

The SMS is accessible to all staff, board members, and interested parties. PCBU officers and managers will communicate the importance of effective safety management and adherence to the SMS. Safety performance reports will be presented to the Living Springs Board monthly.

This SMS is the property of Living Springs Trust and contains confidential and privileged information. Unauthorized use, distribution, or copying is strictly prohibited.

V #	Date	Author	Reviewed by
1.4	Aug 2016	Wendy Duggan, Bus. Dev. Manager,	<ul style="list-style-type: none"> • Board Members • Priscilla Hill, Programmes Administrator
1.5	Jan 2017	Cindy Tapscott	Priscilla Hill, Programmes Administrator
1.6	Sept 2019	Wendy Duggan	Priscilla Hill, Programmes Administrator
1.7	March 2019	Wendy Duggan	<ul style="list-style-type: none"> • Priscilla Hill, Programmes Administrator, • Alex Lattimore Health and Safety Rep.
1.8	Aug 2019	Alex Lattimore	Wendy Duggan, Business Dev. Manager
1.9	Aug 2020	Alex Lattimore	Joseph Aldridge, Programmes Director
1.9a	Aug 2021	Alex Lattimore	Joseph Aldridge
2.0	Aug 2022	Alex Lattimore	Joseph Aldridge, Board Members
2.0a	Aug 2023	Alex Lattimore	Joseph Aldridge, Board Members
2.1	March 2024	Alex Lattimore	Joseph Aldridge, Board Members
3	Oct 2024	Alex Lattimore	Joseph Aldridge.

Document Control

Change from Version 2.1	Where
Comprehensive update and restructuring with the focus on clarity	Whole Document
Removed superfluous appendices	Appendix 7,8, and 16
Added Safety Management Team appendix	Appendix 27
Changes completed after Certifier Audit 08/07/2025	
- Highlighted Regulated Adventure Activities	1.2c
- Added Certifier	4.1.a.4
- Changed Safety Management System Requirements for Adventure Activities from 2023 to 2016	1.6a
- Natural Hazards Guidelines added	1.6b

2. Organisation

1.1. Details of Organisation

1.1a **Trade Name:**

Living Springs Camp and Conference Centre

1.1b **Living Springs Management:**

Living Springs Board: Simon Thompson (chairperson) Denis Aldridge (CEO), Catherine Blockley, Tui Wagstaff, Paul Cowie, David Morrow, Jolyon White

SENIOR MANAGEMENT: Denis Aldridge - CEO

1.1c **Contact Details:**

Living Springs 218 Bamfords Road, Allandale, RD1 Lyttelton 8971
03 329 978 info@livingsprings.co.nz www.livingsprings.co.nz

1.1d **After Hours Contact Details for Living Springs:**

SENIOR MANAGEMENT Denis Aldridge 0212800093

1.2. Description / Scope of Organisation

1.2a Living Springs offers various educational and adventure activities for diverse groups, primarily on-site, except for the walk-in activity. Most activities include on-site accommodation and options for camps and gatherings tailored to specific objectives. All activities are coordinated from the main camp.

1.2b Living Springs serves a diverse range of clients, including primary and high schools, colleges, universities, community groups, special needs groups, church groups, corporate clients, and individuals celebrating events such as weddings and birthdays.

1.2c **Living Springs provides the following activities:**

ABL Games	Adventure Stream	Air Rifles	Animal Survival
Archery	Archery Tag	Bouldering	Burma Trail
Bush Walk/Ecology	Animal Ecosystems	Campfire	Code Cracker
Crate Stack*	DIY Karts	Farm Park	Initiatives
Low Ropes	Mountainboarding	Orienteering	Outdoor Living Skills
Stream Study	Breakout Boxes	Tree Climb*	Walk-in from Governors Bay or Sign of Bellbird
Waterslide	Zipline*	Rogaine	
Recreation: Rope swing, monorail, mini golf, trampolines, gaga ball, and swimming pool			

*Activities that are registered Adventure Activities

1.3. **Goal of the Safety Management System**

- 1.3a Living Springs will adhere to the system laid out within this document to ensure the safety of both its staff and clients.
- 1.3b This document will be accessible to all relevant staff to clarify safety policies and foster a safety culture, supporting the ongoing development of the safety management system during reviews.

1.4. **Health and Safety Policy Statement**

- 1.4a Living Springs will comply with the Health and Safety at Work Act 2015 and other relevant legislative requirements detailed in this SMS and Appendix 6. The Health and Safety Policy and Objectives are found in Appendices 2 and 3.
- 1.4b Living Springs is dedicated to maintaining high health and safety standards for employees, contractors, visitors, and participants. Senior management, in consultation with staff, establishes Health and Safety Objectives and Targets, detailed in Appendix 3. Staff participate in implementing these plans, with achieved objectives documented in the Table of Achieved Health and Safety Objectives and Targets Chart (Appendix 4).
- 1.4c Living Springs is committed to improving health and safety performance standards, through the ongoing monitoring of progress towards the health and safety objectives.
- 1.4d Living Springs is committed to improving health and safety performance standards, through the ongoing monitoring of progress towards the health and safety objectives.
- 1.4e At times of review and when establishing safety objectives, the following will be considered:
 - 1.4.e.1. Hazards and risks – a systematic analysis of all adventure activities will be undertaken to ascertain any new hazards and risks.
 - 1.4.e.2. New technology and methods of usage will be explored and researched to keep activities safe with up-to-date methods and technologies.
 - 1.4.e.3. Appropriate budget allowances will be made to allow allocation of funds to policy development, reviews, and staff training.
 - 1.4.e.4. The views of staff and other relevant parties will be considered. Staff are encouraged to participate and express safety concerns
 - 1.4.e.5. Relevant safety legislation and guidelines.

1.5. **Ongoing Management of the SMS**

- 1.5a The Health & Safety Representative, in consultation with the Programmes Department, oversees the maintenance, review, and updating of the SMS. They gather input from staff, department heads, senior management, and industry advisors, incorporating insights from audits and incident reviews. The SMT convenes quarterly to address safety issues and review incidents.
- 1.5b An annual review of operational documents involves revising, filing, archiving, and discarding as needed. Ongoing revisions occur throughout the year, especially in response to health and safety events. The SMS's performance will also be reviewed annually.

- 1.5.b.1. Revisions are indicated by the version number and/or footer with specific changes from the previous version noted in the Document Control.
 - 1.5.b.2. Archived material is stored within the online health & safety folder and is discarded following three years of its initial archive.
- 1.5c An annual review ensures compliance with legal requirements, industry best practices, and Living Springs Health & Safety Objectives, and this is also addressed in SMT meetings and other relevant occasions.
 - 1.5.c.1. Note is made of any new, or amended, legislation or other requirements to be acted upon and any changes made where necessary in each new SMS version
 - 1.5.c.2. The SMS will be signed off following the annual review by senior management and Board.
- 1.5d Internal field reviews of activities are conducted periodically to ensure compliance with the safety management system. These reviews may also be prompted by audit findings, changes in activities, sites, hazards, risks, environment, key staff, incidents, emergencies, or changes in legislation.
 - 1.5.d.1. The frequency of these reviews will reflect the risk assessments completed.
 - 1.5.d.2. The reviews will be carried out by people with current competency in an activity.
 - 1.5.d.3. The review will identify opportunities for improvement of activity and the outcomes will be communicated to all staff and other relevant parties. Actions arising from the reviews will be implemented.
- 1.5e Emergency procedures are reviewed following significant incidents or practice drills, which may lead to updates. These procedures are detailed in this document and in the Action Management Plans (AMPs) (Appendix 7).
 - 1.5.e.1. Revisions and updates are communicated to all instructional staff and support staff before the activity resumes or following any major changes.
- 1.5f AdventureMark
 - 1.5.f.1. Annual internal audits and declarations are completed by due date or on request. A review of the adventure activities will be prompted in result of the annual audit.
 - 1.5.f.2. An external audit is conducted every three years. This will satisfy the Health & Safety at Work (Adventure Activities) regulations. A review of the adventure activities will be prompted in result of the external audit.
- 1.5g Technical Advisor(s)
 - 1.5.g.1. A technical advisor will review relevant adventure activities based on activity guidelines, as required or with the development of new activities.
 - 1.5.g.2. The technical advisor must be a qualified individual with relevant experience in the outdoor industry, capable of providing feedback on the Living Springs safety management system.
 - 1.5.g.3. It is acceptable to have more than one technical advisor specifically if using different advisors with regards to different activities matching their own expertise
 - 1.5.g.4. A list of external technical advisors can be found in Appendix 5.

1.6. Legislation

1.6a Living Springs is committed to complying with Acts and guidelines relevant to its daily operations. Other applicable Acts will be adhered to as needed. Top leadership will review compliance with health and safety regulations annually.

All relevant legislation is available online at www.legislation.gov.nz, with a summary in Appendix 6. Updates are stored in an email folder and listed in the Legislation Email Update register, which will be checked bi-annually.

- Health and Safety at Work Act 2015
- Health and safety at work (Adventure Activities) Regulations 2016
- Safety Management System Requirements for Adventure Activities 2016
- Fire Safety & Evacuation of Building Regulations 2018
- Health and Safety at Work (General Risk and Workplace Management) Regulations 2016
- Health & Safety at Work (Worker Engagement, Participation and Representation) Regulations 2016
- Resource Management Act 1991
- Land Transport Act 1998
- Local Government Act 1974
- Employment Relations Act 2000
- Holidays Act 2003
- Privacy Act 1993
- Conservation Act 1987
- Fair Trading Act 1996
- Children's Act 2014
- Accident Compensation Act 2001
- Building Act 2004

1.6b Best practices, codes of practice and conduct that Living Springs abides by are below and can be found on the relevant bodies website.

- National Code of Practice – Programmes and Activities
- Environmental Care Code
- The Water Safety Code, Water Safety New Zealand
- EOTC Guidelines Bringing the Curriculum Alive 2016
- Support Adventure - High Wire and Swing ASG (Version 3)
- Support Adventure - Indoor Climbing ASG (Version 2)
- Support Adventure – Abseiling ASG (Version 3)
- Support Adventure – Adventure based learning GPG (Version 2)
- Support Adventure – Archery GPG (Version 2)
- Support Adventure – Camp Fire Cooking & Fires GPG
- Support Adventure – Low Ropes & Confidence Courses GPG (Version 2)
- Support Adventure – Map Based Activities GPG
- Adventure and outdoor recreation activities – managing the risks from natural hazards

1.6c The Health and Safety Representative, Alex Lattimore, monitors legislation and best practices. Legislative changes will trigger a review of compliance practices in the adventure activities department. Qualified personnel will conduct these reviews to identify improvement opportunities, and the outcomes will be communicated to relevant staff for implementation.

2. Hazard and Risks Management

2.1. Hazard Management

- 2.1a A hazard is any condition or situation that could cause harm, injury, or damage to people, property, or the environment, and therefore requires management to try and prevent it.
- 2.1b Living Springs staff will report hazards to their On-Duty Supervisor, who will decide on necessary actions. When a new hazard is identified, qualified in-house staff or external experts will review the affected activity to find ways to eliminate or minimise the hazard. Changes will be implemented and communicated to all relevant staff.
- 2.1c If no On-Duty Supervisor or senior staff are available, staff should stop any activity they consider seriously hazardous, leave the area, and contact the most senior staff member available.
- 2.1.c.1. Records of hazard control measures are included in risk assessments, with any new hazards added and addressed immediately.
 - 2.1.c.2. After assessing hazards for both new and existing activities, initial steps focus on eliminating the hazard and minimizing any potential harm.
 - 2.1.c.3. Any serious hazard or operational change must be reported to the On-Duty Supervisor immediately and follow up to ensure risk assessments are updated accordingly
 - 2.1.c.4. Instructional staff will be informed of any hazard management or risk assessment changes daily by the Programmes Administrator or senior instructor.
 - 2.1.c.5. Instructional staff will inform participants of potential risks as outlined in the activity's Action Management Plan
- 2.1d All staff are involved in incident reporting, hazard identification, control, and communication. Staff should report incidents or potential hazards to the On-Duty Supervisor or Health and Safety Representative. They can also use the incident report forms (appendix 14), hazard identification book, or near-miss record book available in the health and safety area in the front office or kitchen.
- 2.1e Any staff member who feels unsafe handling a hazard must report it immediately to their On-Duty Supervisor or senior management for prompt resolution according to staffing policies.
- 2.1f Instructional staff should avoid prolonged exposure to hazards. During sessions, they may be exposed to sunlight, so sunblock is encouraged and provided by Living Springs. Drinking water is readily available near all operations, and arrangements will be made to ensure staff have sufficient water if not on-site.

2.2. Risk Assessment

- 2.2a Risk assessments have been conducted for all activities at Living Springs and are continuously evaluated. The assessments for each activity are available in the AMP's (Appendix 7)
- 2.2b Risk assessments for activities are reviewed and updated annually by qualified program staff or external experts. If hazards or situations arise during the year, the specific AMP will be revised to reflect any changes in sessions or equipment.

- 2.2c All staff are encouraged to assess risks and hazards during their work.
- 2.2d AMPs must always be followed unless extreme circumstances, such as natural disasters, require an instructor to take a safer alternative
- 2.2e All AMPs can be viewed in Appendix 7 and in the Safety Management System file, both in physical form and on the computer.
- 2.2f Activities conducted with our partners will follow their AMP, with the partner company leading instruction and hazard management.

2.3. Risk Disclosure

- 2.3a Risk disclosure is an integral programme component.
 - 2.3.a.1. Group leaders receive risk disclosure agreements with the booking form, and they are expected to share this information with participants before attending Living Springs.
 - 2.3.a.2. Risk assessments for each activity are provided to organisers prior to camp, and they should be communicated to all participants or their caregivers. These assessments are also accessible on the Living Springs website as part of the AMPs.
 - 2.3.a.3. Participation in outdoor activities implies an understanding of the associated risks. Specific risks will be communicated verbally and may be indicated by signage or actions from instructional staff.
 - 2.3.a.4. Each group at Living Springs working with staff will receive a safety briefing on AMPs to ensure compliance with risk assessments and current SOP guidelines before beginning any activity.

2.4. Activity Standard Operating Procedures

- 2.4a Standard operating procedures (SOPs) exist for all instructor-led and self-led activities and are detailed in the AMP for each activity.
 - 2.4.a.1. The AMP is available for instructional staff and those with a client group in the Programmes office. A current copy is included in Appendix 7.
- 2.4b Activity SOPs outline the key safety points, supervision, storage requirements, necessary equipment and appropriate clothing for activity.
 - 2.4.b.1. Supervision will include specific numbers and general guidelines on ratios for each activity based on its risk level.
- 2.4c Instructional staff will receive a copy of the relevant AMP during their training. Staff undergoing competency assessments will be tested on their knowledge of the associated SOP.
- 2.4d SOPs will be reviewed annually by the Programmes Department. Any changes will be communicated to all instructional staff with updated hard copies available.
- 2.4e Any proposed changes to an activity will prompt a review of the activity AMP.

2.5. **Open Safety Culture**

2.5a At Living Springs, staff contribute to an open safety culture, taking responsibility for their own safety and that of others. They are encouraged to communicate any necessary changes to safety procedures and share experiences or issues during meetings and throughout the day.

2.5.a.1. Instructional staff maintain constant communication throughout the day, using channels like Facebook Messenger and the Living Springs Staff WhatsApp group. These platforms allow staff to report safety issues, equipment needs, maintenance, and operational concerns to the Programmes Administrator and fellow instructors

2.5.a.2. If necessary, a programmes meeting will be held before activities begin each day to communicate any changes due to inclement weather or other factors.

2.5b Living Springs holds weekly staff meetings for all employees, where they are encouraged to openly share and discuss issues and experiences to foster a culture of safety and transparency.

2.5.b.1. Health and safety updates and operational changes affecting all staff are clearly communicated in these meetings. Staff can provide feedback and raise additional issues, which Senior Management considers when developing new health and safety policies and objectives.

2.5c Senior management holds weekly operational meetings that cover various topics, including significant health and safety matters. These meetings ensure incidents are managed and investigated in line with legislation, and any updates or changes to health and safety policies are communicated to staff

2.5.c.1. Senior Management will monitor staff performance regarding assigned responsibilities and conduct regular performance evaluations.

2.5d The Living Springs Safety Management Team, comprising at least one senior management member, one property member, and one programs team member, meets quarterly to ensure staff and client safety. A full description of the SMT's role is appendix 27.

2.5e Staff should report hazards, near misses, and incidents to the On-Duty Supervisor or Health and Safety representative. Alternatively, they can document these occurrences in the Hazard Identification, Near Miss Record, and Accident/Incident books located in the Health and Safety Area of the main office and kitchen.

2.5.e.1. Information shared by staff and recorded in the Hazard Identification, Near Miss, and Accident/Incident books is reviewed during Safety Management meetings. Solutions to identified issues are communicated to staff.

2.5f Senior Management and the Health & Safety Representative (Alex Lattimore) are responsible for ensuring compliance with the Safety Audit Standard.

2.5g The Health & Safety Representative (Alex Lattimore) will report monthly to the Living Springs Board on Health and Safety performance.

2.5h Instructors will communicate relevant safety information to participants and others before and during activities, following the specific AMP, along with any additional pertinent safety details.

- 2.5i Participant feedback is encouraged via post-camp surveys. Staff welcome safety-related complaints and feedback, which will be shared with the Programmes team. Feedback will be assessed and acted upon as needed, with updates provided at quarterly SMT meetings.

2.6. **Substance use and Impairment**

- 2.6a Living Springs maintains a comprehensive drug and alcohol policy (see Appendix 8) to ensure a safe and healthy workplace. This policy details staff roles, testing procedures, and consequences for workplace impairment.

2.6.a.1. If any staff member is suspected or found in breach of the policy, they will immediately relinquish all responsibilities, and disciplinary action will be taken.

- 2.6b Participants are informed of our drug and alcohol policy prior to arrival within their booking form. Instructors have discretion regarding participants under the influence of drugs or alcohol. Living Springs reserves the right to withdraw participants from any activity if safety is compromised.

3. **Emergencies**

3.1. **Emergency Procedures**

- 3.1a For general execution at Living Springs, the responsibility for emergency procedures will be assigned to the most senior On-Duty Supervisor.

3.1.a.1. Emergency Evacuation Steps

- 1) **Ensure Safety:** Prioritize the safety of the group and individuals nearby during any emergency.
- 2) **Raise the Alarm:** Activate the fire alarm, call emergency services, or notify the Programmes Administrator and senior management.
- 3) **Muster Point:** If safe, escort individuals to the muster point at the flagpole near the main building.
- 4) **Emergency Control:** The nominated Emergency Duty Manager will manage the situation, retrieve a list of individuals from the Living Springs fire box, and conduct a roll call.
- 5) **First Aid:** Administer first aid as necessary when safe to do so.
- 6) **Search Sweep:** If safe, Living Springs staff will conduct a sweep of each area of the complex.

3.1.a.2. Always notify senior management of emergencies when possible, but only after ensuring immediate safety.

3.1.a.3. If in doubt about calling emergency services, staff should do so without fear of disciplinary action if deemed unnecessary later.

3.1.a.4. The highest On-Duty Supervisor or incident team will coordinate emergency responses during regular working hours. For weekend and evening groups, a nominated group leader will manage emergency responses until staff or emergency responders arrive.

- 3.1b Emergency procedures are initiated during major earthquakes, fires, serious injuries, or when the Living Springs fire alarm is activated. An Emergency Communications flowchart is laid out in Appendix 9.

- 3.1c The Living Springs fire box, located outside the kitchen (trade entrance), holds an up-to-date list of all clients on-site for muster point use. Instructional staff or hosts welcoming groups are responsible for placing a complete accommodation list in the fire box, detailing each individual and their sleeping arrangements.
- 3.1d Emergency procedures are included in staff induction, covering fire alarm triggers, muster points, fire box locations, emergency lighting, and emergency equipment. The orientation is led by the On-Duty Supervisor or senior management. Staff who are uncertain about their emergency responsibilities should consult their On-Duty Supervisor right away.
- 3.1e Each activity has specific emergency procedures outlined in the risk assessments of each AMP that Staff must follow.
- 3.1f Staff are trained on additional procedures, such as the Lockdown Procedure and Lost Child Procedure which are available in the Health and Safety area and laid out in appendix 15 & 16.
- 3.1g Emergency evacuation procedures are provided to each group leader or teacher. Each accommodation unit will have a designated fire warden, briefed on their duties at check-in, see Appendix 10.
- 3.1h Emergency procedures are practiced quarterly, reviewed, analysed, and updated as necessary, with records maintained in Appendix 11.

3.2. Emergency Equipment

- 3.2a Emergency equipment, including a complete first aid kit, emergency lighting, foil blankets, and a go bag for remote incidents, is stored in the shed by the playground. Additional emergency lighting, a defibrillator, and air horn canisters are in the main building.
- 3.2b Fire extinguishers are monitored and checked for compliance by an external service provider.
- 3.2c Any specific needs of clients at Living Springs are clearly communicated to staff to ensure safe evacuation, with necessary equipment, such as wheelchairs, readily available.

3.3. First Aid

- 3.3a Every full-time instructional staff member leading an activity must be a qualified first aider. Short-term voluntary staff leading adventure activities will stay close to qualified first aiders.
- 3.3b All instructional staff will be briefed on first aid procedures during their induction. The first aid procedure includes:
 - 1) Calling for help in any emergency.
 - 2) Ensuring the safety of the group and others in the area.
 - 3) Administering first aid if appropriate.
 - 4) Notifying senior management at an appropriate time.
- 3.3c Each instructional staff member must carry a first aid kit while working with a group. Failure to do so may result in disciplinary action. Additional larger kits are in Don's Shed and the Farm Park.
- 3.3d Living Springs offers first aid courses to all necessary staff. Lists of qualified first aiders are displayed in the offices and the first aid room, with a copy in Appendix 12.

3.3e Living Springs has a fully stocked first aid room, managed by a designated staff member who is also responsible for all on-site first aid kits. Instructional staff needing supplies should contact this staff member

3.3.e.1. The first aid room remains locked due to the nature of its contents, but every group leader will have a key, and instructional staff will have access.

3.3.e.2. The first aid room will be regularly checked and cleaned to ensure it is well-stocked. Some equipment may be locked in cupboards accessible only to Living Springs staff. Clients are informed during booking that they must bring their own first aid supplies but can access the first aid room.

3.3.e.3. Any use of the first aid room must be reported to the Programmes Administrator and/or senior instructor, with an incident report form completed as necessary.

3.3f A fridge for cool medication storage and a spinal board is in the first aid room. A defibrillator in the kitchen is regularly checked, and neck brace is available in Don's Shed.

3.4. Activity Reviews

3.4a After an emergency, a review of adventure activities and equipment will be conducted by qualified individuals to identify improvements. Findings will be shared with relevant staff, and necessary changes implemented.

3.4b Adventure activities are reviewed biannually after the school season, including AMP assessments, incident evaluations, and resource updates. Detailed assessments are in Appendix 13.

3.5. Additional Emergency Response Procedures

3.5a In the event of a threat on-site or nearby (e.g., a gunman), Living Springs follows the Secure in Place and/or Lockdown procedures (Appendix 16).

3.5b For a lost child or participant, we adhere to the Lost Child Policy (Appendix 15).

4. Accidents & Near Misses

4.1. Reporting & Recording

4.1a All accidents or near-misses at Living Springs are recorded and reviewed. Serious incidents are assessed to determine if they qualify as notifiable events to WorkSafe.

4.1.a.1. All incidents are discussed as part of the "open safety culture" during staff meetings and reviewed by the SMT.

4.1.a.2. All incidents are recorded online in Venuelife or on paper reports available in the Programmes office, main office (health and safety section), and kitchen.

4.1.a.3. Major incidents are discussed with Senior Management and at SMT meetings.

4.1.a.4. Serious incidents are reported to the Living Springs board, the Certifier (AdventureMark), and to WorkSafe NZ if required, following WorkSafe's notifiable events guidelines.

I. The reporting time frame is as soon as possible.

II. The Senior Management will authorize someone or notify WorkSafe directly.

- 4.1b Living Springs monitors the incidents reported to identify trends and patterns. These statistics are used in reviewing activities, policies, and procedures to identify potential safety improvements.

4.2. Investigation & Review

- 4.2a Living Springs will promptly investigate major incidents and report to WorkSafe NZ if required, following WorkSafe guidelines for notifiable events. The investigation will identify causes, recommend SMS improvements, and adjust AMP risk assessments based on identified trends.

4.2.a.1. The Programmes Team will conduct investigations and reviews. If necessary, higher management or an external investigator will be involved for severe cases.

4.2.a.2. Incidents may trigger a review of the adventure activity, conducted by qualified individuals to identify improvement opportunities.

- 4.2b All outcomes from incident reviews will be communicated to staff, and necessary changes will be implemented with staff and other relevant parties' involvement.

5. Operations

5.1. Field Communication

- 5.1a Instructors at Living Springs should use cell phones for communication during sessions unless a radio is specifically required. Both cell phones and radios may be used to request emergency assistance.

5.1.a.1. Activities requiring radio communication are specified in their AMP, including Adventure Stream and Mountainboarding.

5.1.a.2. Radios must be charged after operations. Instructors are responsible for ensuring this, with the charging station located in the Programmes office.

5.1.a.3. Both radio and mobile communication at Living Springs have been tested and are adequate for operational needs.

- 5.1b Communication needs for any off-site activities will be assessed individually.

- 5.1c Updated contact lists are available in the programmes office and reception and are displayed in both locations.

- 5.1d There are no recorded reception dead spots where neither radio nor mobile phone communication is possible for programmes purposes.

5.2. Overdue Groups

- 5.2a Each group's operating area and activity schedule are accessible. A weekly rotation is printed and shared with all operational staff in the programmes office.

- 5.2b Delays in group programmes are communicated via cell phone or meetings prior to daily activity.

5.2.b.1. Instructors can be reached by cellphone, but if an instructor is unreachable for 15 minutes, staff will be dispatched to the session venue to investigate.

5.3. Operations Areas

5.3a The operational areas where Living Springs staff run activities is laid out in Appendix 17.

5.3.a.1. If site changes occur, qualified individuals will review the affected activities, communicate outcomes to necessary staff, and implement any required changes.

5.4. Modification of Area and/or Activity

5.4a Activity areas are clearly defined and shown to instructors during their induction, alongside the AMP's.

5.4b Changes to activity areas due to weather or unforeseen circumstances will be communicated in pre-activity meetings or, in extreme cases, at the instructor's discretion. Impromptu Changes will be shared via programmes chat or directly by phone.

5.4c Environmental changes affecting adventure activities will prompt a review by competent personnel to identify improvements, with outcomes communicated to relevant staff for implementation.

5.5. Stopping an Activity

5.5a Instructors may stop or cancel a session if the group is deemed unsafe for any reason, returning the group to the main camp.

5.5.a.1. The instructor should contact staff at main camp at the earliest opportunity to request assistance or inform them that the session is ending.

5.5.a.2. Full support will be given to any instructor who stops an activity for valid safety reasons.

5.5.a.3. In extreme cases, such as serious health risks, instructors must stay with their group until support arrives. If unable to continue, they should formally transfer duty of care to the responsible adult.

5.6. Overnight Supervision

5.6a Overnight groups at Living Springs will have staff contact numbers for emergencies. Group leaders are responsible for individuals under 18 when Living Springs staff aren't leading activities. Instructors will specify when they assume and return responsibility for the group.

5.7. Transportation

5.7a Most activities at Living Springs occur within our property boundaries, so client transport is generally not required.

5.7b Transporting client groups to and from the Living Springs property is the responsibility of the group.

5.7.b.1. When transport is needed for off-site activities, it may be provided if suitable vehicles are available.

5.7c The policy for staff use of Living Springs vehicles is detailed in Appendix 24. This policy must be followed to ensure the safety of all drivers and passengers.

6. Staff

6.1. Induction

6.1a New employees at Living Springs will first complete the company induction, which provides an overview of the organisation and its activities. Afterward, they will begin their departmental induction.

6.1.a.1. New employees in the Programmes Department will undergo a structured departmental induction with the Programmes Team. The Programmes Department Induction Checklist is available in Appendix 18.

6.1.a.2. Staff will not assume responsibility for others in activities until they have completed their induction into the SMS.

6.1b All employees will receive a copy of their job description. Examples for the Programmes Team are provided in Appendix 19.

6.2. Training & Competence

6.2a Staff training is ongoing and tailored to the employee's job role, conducted by the relevant department manager.

6.2.a.1. Bi-annual comprehensive training weeks are held for seasonal staff, with similar regimes provided for new staff throughout the year.

6.2b Staff running activities must demonstrate relevant competence, either through site-specific training or recognised national/international qualifications.

6.2c Training for instructional staff is based on the AMPs and Competency checklist (Appendix 20).

6.2.c.1. These checklists, created by the Programmes department and senior instructors, detail key training criteria like safety protocols, equipment needs, and group management.

6.2.c.2. The checklists are reviewed annually to ensure training meets current standards.

6.2d Instructors are assessed during programmes by the Programmes Administrator and/or a senior instructor to verify competence.

6.2.d.1. Staff training records are maintained in the employee's Venuelife file and regularly updated.

6.2.d.2. Competence is documented in the staff training matrix displayed in the Programmes office.

6.2.d.3. Competence is periodically reassessed to maintain standards, as outlined in the Reassessment Policy (Appendix 26).

6.2e The Programmes Administrator and senior management ensure compliance with the SMS (Safety Management System) requirements.

- 6.2f External contractors' competence is verified by the Programmes Administrator before they begin group work, and any necessary site-specific training is provided.
- 6.2g All full-time instructional staff are required to attend seasonal meetings to review their competency of the AMPs. These meetings ensure that all instructors are adhering to the established safety points and procedures, maintaining a high standard of safety and operational efficiency across all activities.

6.3. Assignment of Staff

- 6.3a A Senior Management member will oversee Health and Safety requirements, with responsibilities recorded in their performance agreement.
- 6.3b Staff are assigned to activities based on their training, qualifications, and experience. The Programmes Administrator assigns these roles on a weekly rotation system.

6.4. Clear Roles & Responsibilities

- 6.4a Staff responsibilities, including health and safety, are outlined in job descriptions, discussed during induction, and reinforced through ongoing training by the Programmes Administrator.
- 6.4b Safety roles are communicated to participants and adult helpers before and during activities as per the AMP's.

6.5. Supervision of Participants

- 6.5a Written operational procedures for participant supervision are documented in the AMP's.
- 6.5.a.1. Living Springs staff can intervene at any time to halt or manage an activity deemed unsafe.
- 6.5.a.2. All staff must continually identify and manage hazards during each activity.

6.6. Key changes to Staff

- 6.6a Key staff changes will trigger a review of adventure activities to update systems and records. Qualified staff will conduct the review, identify improvements, and communicate the results to appropriate staff for implementation.

7. Equipment & Clothing

7.1. Equipment

- 7.1a Certain activities require specific storage protocols, including locking equipment away between sessions and when not in use, as outlined in their AMP. These activities include:
- Climbing (Tree Climb & Crate Stack)
 - Zipline
 - Archery Tag
 - Archery & Air Rifles
 - Mountainboarding
 - Monorail

- 7.1b Records of critical safety equipment are available in the climbing equipment section on Venuelife Assets.
- 7.1.b.1. Climbing equipment is inspected every quarterly by qualified staff, with checks documented in Venuelife Assets.
 - 7.1.b.2. Records for all climbing equipment include product details, manufacturer, date of first use, specifications, and retirement dates, maintained in Venuelife Assets.
 - 7.1.b.3. Climbing ropes are replaced according to industry and manufacturer recommendations.
 - 7.1.b.4. A flow chart for climbing gear retirement and maintenance in Appendix 22.
- 7.1c Staff using personal equipment must have it approved by the Programmes Administrator. Living Springs provides all necessary equipment for safely running sessions.
- 7.1d Routine inspections of all equipment occur every three months and are documented in Venuelife Assets.
- 7.1.d.1. Inspections are conducted by instructional staff certified for the relevant activity.
 - 7.1.d.2. All activity and emergency equipment are included in these inspections.
 - 7.1.d.3. Safety checks may occur between quarterly inspections if initiated by a Programmes team member. The Programmes Administrator may postpone checks for equipment not required for an extended period.
- 7.1e Faulty and expired equipment is logged in Venuelife Assets and sent to the Programmes Administrator for safe disposal.
- 7.1.e.1. Instructors will immediately isolate and remove any broken or faulty equipment from use.
 - 7.1.e.2. If faulty equipment is discovered during a session, the instructor will remove it from use and report it to the Programmes Administrator at the next convenient time.
- 7.1f The Programmes Administrator is responsible for ensuring all quarterly checks are completed on schedule by qualified staff.

7.2. Clothing

- 7.2a Groups will be informed in advance about suitable clothing to bring to Living Springs camp.
- 7.2b If instructors determine that a group is inadequately clothed and at risk of health hazards, they may halt the session and return to the main camp for drying or warming as necessary.
- 7.2c Instructional staff must wear Living Springs-branded clothing and appropriate attire for their activities. Living Springs will provide any required activity-specific clothing. Otherwise, staff should wear suitable attire along with their uniform, as outlined in Appendix 23.

8. Glossary

- AMP - Action Management Plan
- SMS - Safety Management System

- SMT - Safety Management Team
- SOP - Safe Operating Procedures

