



**ACCOMMODATION LODGES**  
**RISK ASSESSMENT – SPORTS SUPER CENTRE**

Amended - 29/11/17

Please find risks and hazards that have been identified, the controls put in place to manage them and who is responsible for these risks

**RISK ASSESSMENT**

<b>Name of Venue:</b>	Runaway Bay Sports and Leadership Excellence Centre	<b>Risk Management Team:</b>	David Brandsen, Ranfurly Hockey, Vivien Weston, Murielle Petit-Linnane, Brendan Flynn and Duty Managers
<b>Venue Address:</b>	Corner Sports Drive and Morala Avenue, Runaway Bay 4216	<b>Accommodation Supervisor:</b>	David Brandsen <b>Title:</b> Accommodation Team Leader
<b>Prepared by:</b>	Ranfurly Hockey <b>Title:</b> Manager – Group Sales / Accommodation / Events and WHS Adviser	<b>First Aid Officers:</b>	Sports Super Centre staff (TBC)
<b>Approved by and date:</b>	Brendan Flynn, June 2017 <b>Title:</b> Director	<b>Duty Managers:</b>	Sports Super Centre staff (TBC)
		<b>Security Safety Officer:</b>	Shoreline Security
<b>Brief Description and Risk Assessment Focus:</b>	<p>The Sports Super Centre is a multi facet and diverse sporting complex. The centre showcases an IAAF synthetic Rekotan Athletics Track, Olympic Pool and Poligras Synthetic Hockey Pitch. This unique multi sports facility is open to members of the centre, teams, external contracted coaches as well as general public conducting and participating in sporting activities. With world class facilities the centre will be host to major sporting events conducted by SSO and NSO across multiple facilities. With so many facilities onsite, we're a "one-stop shop" for training camps, travelling sports teams, school groups and any group looking for Gold Coast accommodation.</p> <p>The Sports Super Centre's accommodation lodges host more than 15,000 athletes and other visitors every year. Our nine lodges can accommodate groups of up to 292 people, with up to 36 people per lodge. Lodge features include: common room, kitchenette, laundry, separate male/female amenities, rooms suited to athlete/student or coach/teacher. Two of our Lodges are specifically designed for wheelchair access.</p> <p>Monitor and Review – Monitor the effectiveness of controls and change if necessary. Review the risk assessment if an incident or significant change occurs.</p> <p>This Risk Assessment focuses on the <b>Accommodation Lodges and surrounding grass area</b> at the Centre and risks associated with hosting groups on-site.</p>		

Hazard Identified	Likelihood	Consequence	Level of Risk	Control / Actions	Responsibility
Sand Volleyball Court, Basketball Court & grass area - general safety	Unlikely	Minor	Low	Volleyball courts, basketball court and grass area maintained and checked by RBSLEC grounds staff for any hazards.	RBSLEC Grounds Staff, Inhouse Group Supervisor, and RBSLEC Staff when facilitating activities
Power Failure to Lodges (at Energex level)	Rare	Minor	Low	Duty Manager and/or Security staff to follow emergency procedures and provide equipment as necessary to guests until power is restored (torches, etc)	RBSLEC Staff, Inhouse Group Supervisor
Outdoor Balconies - rail climbing risk/fall hazard	Unlikely	Major	High	Induction to occur on arrival for all guests. Kids to be supervised at all times by a responsible adult.	Inhouse Group Supervisor, and RBSLEC staff when facilitating activities
Accommodation Lodges - Injury to guests - Damage to equipment	Unlikely	Minor	Low	Lodges to be inspected regularly and maintained by RBSLEC staff. Guests to be inducted on arrival regarding user safety of Lodge areas and equipment (incl. bunks, amenities, balcony and atrium railings, electrical appliances, etc). Supervising adult to be present at all times in any lodge with children under 18	RBSLEC Staff, Inhouse Group Supervisor

Accommodation Lodges - trip hazard of front door access	Unlikely	Minor	Low	Rubber mats used to align outside tile area into the common area.	RBSLEC Staff, Inhouse Group Supervisor
Personal injury or financial loss due to external users, coaches, students, athletes and /or sporting organisations negligence or due to a fault not of their own. Not having public liability to cover costs.	Rare	Major	Medium	Ensure all external users and sporting organisations are properly set up with adequate public liability cover. RBSLEC staff to monitor and make sure external activities are performed in a safe environment.	RBSLEC Staff, Inhouse Group Supervisor
Night time concerns	Rare	Minor	Low	Information gained from group re: young people's illnesses, sleepwalking, etc. Suitable supervision arranged to meet needs. Duty Manager or Security officer on-shift to assist guests after-hours.	RBSLEC Staff, Inhouse Group Supervisor
Rooms door failure/jamed - guests locked inside the room	Rare	Catastrophic	High	Security and RBSLEC staff trained/aware of procedures to open. Salto to be contacted ASAP	RBSLEC Staff, Inhouse Group Supervisor
Access issues for group members with special needs	Unlikely	Minor	Low	Information gained from group in advance re: any access requirements to ensure necessary facilities and/or equipment are available.	RBSLEC Staff, Inhouse Group Supervisor
Noise complaints	Possible	Insignificant	Low	Guests to be inducted on arrival and advised of noise curfew for Lodge area.	RBSLEC Staff, Inhouse Group Supervisor
Accident while moving around venue (paths, driveways, carparks)	Possible	Minor	Medium	Guests inducted on arrival regarding safe conduct. Children supervised at all times. Groups advised of appropriate bus unloading areas.	RBSLEC Staff, Inhouse Group Supervisor
Fire on-site	Rare	Catastrophic	High	Qualified and trained Emergency Team on-site and Evacuation Procedures in place. Guests to be inducted on arrival regarding evacuation procedures.	Security Safety Officer & Emergency Management Team
External Threat (criminal, environmental)	Rare	Catastrophic	High	Qualified and trained Emergency Team on-site and Evacuation Procedures in place. Guests to be inducted on arrival regarding evacuation procedures.	Security Safety Officer & Emergency Management Team
Medical Emergency	Possible	Catastrophic	Extreme	Guests inducted on arrival regarding who to contact in case of emergency. Administer first aid and contact Emergency Services.	Duty Manager, Inhouse Group Supervisor and Emergency Management Team

Damage to building from severe weather (high winds, rain, hail, leaks, flying debris)	Unlikely	Minor	Low	RBSLEC staff and/or Security on hand to organise rapid/emergency call out of maintenance team. Procedures in place to move guests from risk situations and/or evacuate.	RBSLEC Staff, Security Safety Officer, Inhouse Group Supervisor
Theft	Possible	Minor	Medium	Security and RBSLEC staff make sure all facilities, gates and lodges are locked. Keys and induction provided to guests on arrival.	RBSLEC Staff, Inhouse Group Supervisor
Bathroom - guest slips on wet floor	Unlikely	Minor	Low	Anti-slip flooring installed in bathrooms. Guests inducted on arrival re: general safety precautions.	RBSLEC Staff, Inhouse Group Supervisor
Accidental burn from hot water (shower, kettle)	Unlikely	Minor	Low	Guests inducted on arrival re: general safety precautions	RBSLEC Staff, Inhouse Group Supervisor
Allergic Reaction from food	Possible	Moderate	High	Information gained from group in advance re: any dietary requirements. Guests inducted on arrival - advised to reconfirm these needs with kitchen prior to each meal. Teaching staff to ensure guest has necessary medication if required.	RBSLEC Staff, Inhouse Group Supervisor
Financial Risk - no payment from group or financial cover for damages/incidents occurring during stay	Unlikely	Minor	Low	Strict payment plans in place. Public liability required. Terms and conditions of booking outlined to guests.	RBSLEC Staff, Inhouse Group Supervisor
Financial Risk - lack of interest in guests visiting RBSLEC due to price or lack of appeal	Unlikely	Minor	Low	Marketing, partnerships and pricing strategies in place. Obtain regular customer feedback to ensure quality control.	RBSLEC Staff
Reputational Risk - negative social media, inappropriate actions by RBSLEC staff.	Rare	Moderate	Low	RBSLEC policies and procedures in place for all staff to follow.	RBSLEC Staff