



**STAFF PROCEDURES AND RISK
MANAGEMENT SUMMARY FOR TRAIL
RIDING**

VERSION 16
FEBRUARY 2021

Table of Contents

1. Introduction	4
2. Stables	5
3. Horses	6
4. Customers	
4.1. Helmets	10
4.2. Footwear	10
4.3. Other Clothing	10
4.4. Waiver Forms	10
4.5. Personal belongings	10
4.6. Bookings	10
4.7. Weight Limit	11
4.8. Dogs	11
4.9. Age Limit	11
4.10. Customer Hut	11
4.11 COVID-19 Procedures	12
5. Allocation of Horses	17
6. Mounting and Dismounting	18
7. Rider Instruction	19
8. Guides and Group Sizes	22
9. Pre and Post Mount Checks	23
10.Horse Gear	24
11.During the Ride	25
12.First Aid	26
13.Incidents and Accidents	27
14.Communications	28
15.Alcohol	29
16.Smoking	30
17.Fire Danger Ratings	31
18.Emergency Management Plan	32

19.Occupational Health, Safety and Welfare	34
20.Risk Analysis and Management Procedures for Multi Day Rides	37
21.Staff	46
22.Maps	47
Camp Howqua Procedures	50

INTRODUCTION

This document has been formulated as an induction plan for staff

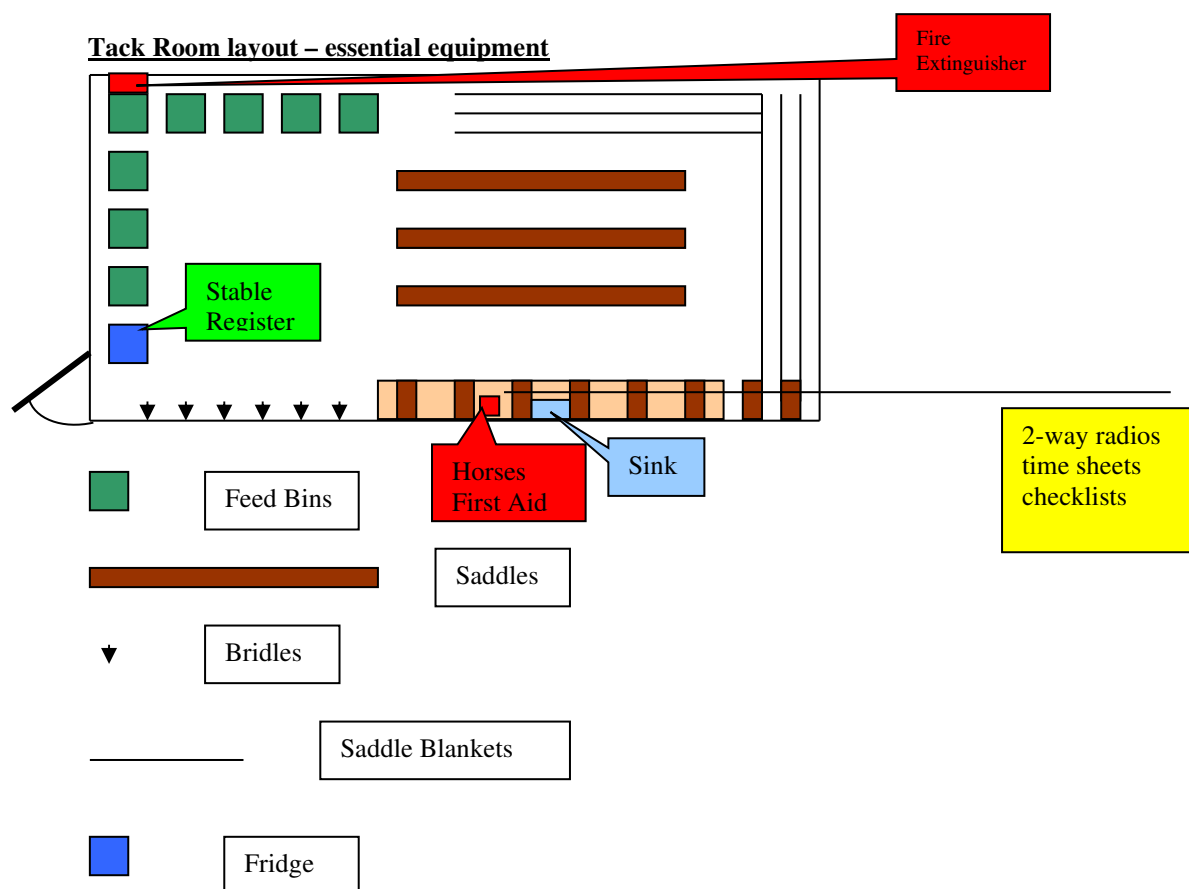
Educating the customer optimises the customer's enjoyment of horse riding.

Our ethos is "we are only as good as our last trail ride".

Our guests are coming to us for an experience and we need to separate this from being a lesson. We need to balance education with enjoyment.

2. STABLES

1. Manure to be cleaned from stable floor daily to ensure a clean healthy environment. Skid steer loader to be operated by Trail Ride Manager only.
2. Tack shed to be swept daily.
3. All tack to be returned to designated area daily.
4. Tack room lights to be switched on when in tack room.
5. Feed to be stored in garbage bins (except where bins are full then feed is permitted to be stored in their bags immediately in front of garbage bins).
6. Gateways to stables to be closed when not in use.
7. Whilst customers are mounting (or ready to mount) horses, gateways to stable areas must be closed (ie when horse is being led out to customer mounting area, gate is to be closed once passed through).
8. Customers must not enter stable area unaccompanied by staff.
9. Staff are to be aware of horses biting and kicking within stables, especially due to fact that feed is nearby and therefore horses anxiety levels are raised.
10. Side by side motorbike to be stored undercover at night and stored in an area free from horses when not in use during the day. Helmet must be worn when bike is being ridden over undulating terrain.
11. Fridge to be kept clean at all times and water re-stocked.



3. HORSES

No. of Horses	Name of Horse	Beginner/Intermediate/Experience
1.	Annie	New
2.	BJ	Beg / Int
3.	Babe	Beg
4.	Betty	Beg/Int/Exp
5.	Bert	Beg/ Int/Exp
6.	Blaze	Staff
7.	Bonni	Exp
8.	Boo	Beg / Int /Exp
9.	Boomer	Beg (Camp Howqua)
10.	Chester	Beg
11.	Comet	Beg/Int
12.	Cool Daddy	Int/Exp
13.	Daisy	New
14.	Delight	Beg/Int/Exp
15.	Dallas	Beg/Int/Exp
16.	George	Beg
17.	Hamish	Beg/Int/Exp
18.	Image	Int / Exp
19.	Janey	Int / Exp
20.	Jesse	Int / Exp
21.	Jumbo	Beg / Int / Exp
22.	Laurence	Beg/Int
23.	Leah	Beg / Int /Exp
24.	Lola	Exp
25.	Mitch	Beg/Int
26.	Molly	Beg /Int
27.	Nellie	Beg/Int/Exp

No. of Horses	Name of Horse	Beginner/Intermediate/Experience
28.	Nemo	Beg / Int / Exp
29.	Nugget	Beg /Int / Exp
30.	Ollie	Int
31.	Ozzie	Int / Exp
32.	Phil	Beg
33.	Phoenix	Beg / Int
34.	Pip	Beg /Int
35.	Rambo	Exp
36.	Rex	Int / Exp
37.	Rumba	Beg / Int / Exp
38.	Sasha	Beg / Int / Exp
39.	Scarlett	Int / Exp
40.	Sebastian	Beg
41.	Shanghai	Exp
42.	Skeeta	Beg/Int/Exp
43.	Spook	Beg / Int
44.	TC	Beg / Int
45.	Teddy	Int/Exp
46.	Thelma	Beg/ Int / Exp
47.	Treasure	Beg / Int / Exp
48.	Viva	Exp
49.	Wilbur	Beg / Int / Exp

Updated Tuesday, 23 February 2021

All horses to be allocated on above guide with any queries directed to Trail Leader.

Definitions:

- Beginner:** a person who has never ridden a horse, up to a person who can mount a horse, dismount a horse and stop a horse. May be confident at riding a horse to a rising trot.
- Intermediate:** a person who is competent at riding a horse both at a walk and a rising trot and has cantered but is not confident in controlling a willing horse.
- Experienced:** a person who is competent at a walk, rising trot, sitting canter and is competent at controlling a willing horse.
- Staff / New:** a horse in training for trail rides and or not suitable for guests.

Horse Care

Feed

- Horses are to be fed daily when being worked.
- Feed is to be Watsons Trail Ride mix as prepared by Oakbank Produce and Farm Supplies.
- Feed amount varies according to paddock feed conditions, typically during winter 20 litre feed bins will be used per feed, during spring this may reduce to 10 litres. The horses themselves are the best guides in so far as whether or not they finish their feed..
- Supplementary hay to be used where required when horses are not being ridden.
- Coarse salt and or licks in tyre feeders to be available for horses when required.
- Horses have easy access to water and are watered before and after each ride. Water must be checked for cleanliness and cleaned when required.
- Paddocks used for horses are to be rotated on the basis of taken into consideration feed quality, quantity, and health of paddock.

Workload

- Horses are to be worked no longer than 8 hours per day.
- Hours worked for each horse is to be recorded daily.
- Horses are to be rested where required (this can be achieved through rotation during busy periods such as school holidays).
- Turnout is not required as workload is generally very light.
- New horses brought into trailride need special consideration whilst building their stamina.
- Younger horses are to be used in preference to older horses whenever opportunity exists.

Hoof Care

- Horses are to be shod by a professional farrier.
- Shoes are to be checked daily when horse is in use. It is permissible to ride horse for a short ride with shoe missing if conditions are suitable. ie soft ground after rain.
- Under no circumstances is a horse to be ridden if it shows any sign of lameness and this needs to be recorded on rider cover sheet
- During dryer weather hooves are to be oiled after the last ride of the day.

Health

- Working horses are to be drenched at least 3 times a year.
- If a horse shows any signs of bloating, poor conditioning then it needs to be drenched earlier.
- Teeth are to be inspected and rasped as required.
- Sick or injured horses are not to be used and a vet is to be used if any doubt exists as to on-going health of horse.
- A healthy horse is a happy productive horse.
- Staff are to advise of any horse health concerns and record in horse injury register.

- A good stock of standard medicines is to held in tack shed for horse health and administered only under the supervision of the head trail ride leader or in his/her absence under direction of a vet.
- Common treatments are found in the checklist register and all injuries and treatments are to be recorded there (refer appendix) and upon completion are to be entered in the database.
- Horses backs are to be checked before and after rides for soreness, rubbing or swelling and treated as per guidelines in checklist register.
- Refer to the ride cover sheet for special saddle blankets or rubber protectors for individual horses.

4. CUSTOMERS

4.1 HELMETS

All customers and staff are to at all times wear safety helmets when mounted. Helmets must conform with the current AS/NZ Safety Standard 3838 or EN1394 where approved by insurer. Before customer mounts horse, staff are to check sizing of helmet to rider. An effective means of doing this is to attempt to pull brow of helmet over face of customer. If it moves freely over eyes then the helmet is too big. Helmets must not have beanies or caps underneath them. All helmets have sizes marked on rear. Helmets to be inspected daily as per **Daily Checklist** in Appendix. Helmets must be sprayed for freshness and foam inserts replaced when required. Ensure helmets are returned to correct hook at the completion of each ride for easy access for next customer.

4.2 FOOTWEAR

Riding boots are provided for customers use. If customer has other footwear, it is preferred to be a stout, strong shoe with a good heel (up to 2.5cm) to help prevent foot slipping through stirrup. It is also preferred that the stirrups be fitted with 'toe stoppers' or 'escape stirrups' or another equivalent. Toe stoppers must allow at least a finger width between shoe and stirrup. Boots must be returned to correct shelf when finished with and sealed when required with a leatherseal or equivalent.

4.3 OTHER CLOTHING

Customers must wear long pants on all rides, a supply of tracksuit pants is held and must be offered. Customer must also wear a top that covers the shoulders, a supply of tops is held and must be offered. In cold and or wet weather oilskin coats are to be made available and in hot and or high UV level weather customers are to be offered sunscreen 15+ and insect repellent. All oilskins used must be hung up in robe if wet or folded on correct shelf when returned. Any rips need to be noted for repair. Gloves are available for very cold weather and to be washed if soiled.

4.4 WAIVER FORMS

Apart from school groups all customers to complete an online waiver form via 'WhereWolf App' and the details of the horses ridden to be noted on their record.

All teachers or guardians of school group guests must complete a "Liability of Waiver" form (Appendix) before mounting a horse. Forms must be examined before customer mounts horse to take into account any nominated physical disabilities and or special circumstances spelt out on the form so customers can be catered for accordingly, including any medication that may be required. The name of the horse each customer rides must be recorded on the form and taken with head trail ride leader on ride. Staff horses must be noted on one of the forms also. Childrens names can be listed on the same form as parent or guardian at the bottom with D.O.B. recorded.

4.5 PERSONAL BELONGINGS

All personal belongings (ie cameras, drink, extra coat) must be carried in a saddle bag provided. Customers are not permitted to carry back packs, bum bags etc..in case of fall and items are landed on or customer lurches to item to prevent it from falling from body etc.. All items left behind must be locked in cupboard.

4.6 BOOKINGS

Bookings that are made need to be assessed on the basis of **Guides and Group Sizes** to ensure adequate resources are available to cater for the needs and safety of the booking as well as taking into consideration the hazards as discussed in the **During the Ride** section. Customers where possible are to be advised to bring along appropriate clothing (this is not essential as a supply of clothing and boots is kept on hand). It is important to obtain name, contact phone number and age of children, if any.

4.7 WEIGHT LIMIT

A weight limit guide of 110kg applies to riders.

4.8 DOGS

Customers dogs are no permitted onto property but may be restrained on a leash out the front of property.

Staff dogs are to be restrained when in horse enclosure.

4.9 AGE LIMIT

Customers 10 years and up are able to be booked on all rides. Children from ages 5 – 10 need to be assessed on the following basis.

1. Children between ages 8 – 10 that have previously been on a trail ride with us and not led are to be assessed on competencies given in riding instruction in the mounting yard.
2. Children between ages 8 – 10 that have not previously been on a trail ride with us but have been on a trail ride with another business or had some riding equivalent experience are to be assessed in the round yard according to competencies given in rider instruction.
3. Children between ages 5 – 8 that have previously been on a trail ride with us are to be assessed in the round yard according to competencies given in rider instruction. Children that meet the requirements in this group require an extra staff member to be on ride in case they need to be led.

4.10 CUSTOMER HUT

Hut to be kept clean at all times and waiver forms, sunscreen and isect repellent to be replenished when required. Ensure hut is protected by electric fencing tape when horses are grazed there. Ensure gates into mounting yards are kept closed whenever a ride is scheduled.

4.11 COVID-19 PROCEDURES

Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.	<i>Hand sanitiser is located at Customer Shelter</i>
Where possible: enhance airflow by opening windows and adjusting air conditioning.	<i>Outside environment only for guests and open tackroom for staff</i>
In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.	<i>All staff and guests to wear facemasks when required under directions from DHHS. Spare supply located in stables.</i>
Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).	<i>Staff completed Aspen Medical – Infection Control Training – COVID 19</i>
Replace high-touch communal items with alternatives.	<i>All helmets and reins on bridles sprayed with Glen 20 (or equivalent) after each use. All saddle bags, jackets and drink bottle holders sprayed after use</i>

Guidance	Action to mitigate the introduction and spread of COVID-19
Cleaning	
<p>Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).</p>	<p><i>As above</i></p>
<p>Ensure adequate supplies of cleaning products, including detergent and disinfectant.</p>	<p><i>Supplies kept in tack room and customer shelter and replenished by Michael</i></p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Physical distancing and limiting workplace attendance	
<p>Ensure that all staff that can and/or must work from home, do work from home.</p>	<p><i>N/A</i></p>
<p>Establish a system that ensures staff members are not working across multiple settings/work sites.</p>	<p><i>Two sites only with same staff for each</i></p>
<p>Establish a system to screen workers and visitors before accessing the workplace. Employers cannot require workers to work when unwell.</p>	<p><i>Signage provided for customers and staff completed Aspen Medical – Infection Control Training – COVID 19</i></p>
<p>Configure communal work areas and publicly accessible spaces so that:</p> <ul style="list-style-type: none"> • there is no more than one worker per four square meters of enclosed workspace • workers are spaced at least 1.5m apart • there is no more than one member of the public per four square meters of publicly available space. <p>Also consider installing screens or barriers.</p>	<p><i>Outside environment with signage and separation of staff area from public area</i></p>
<p>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).</p>	<p><i>Staff completed Aspen Medical – Infection Control Training – COVID 19</i></p>
<p>Review delivery protocols to limit contact between delivery drivers and staff.</p>	<p><i>Request schools provide a copy of COVID 19 plan from bus companies transporting students</i></p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the ‘four square metre’ rule .	<i>Signage in customer shelter</i>

Guidance	Action to ensure effective record keeping
Record keeping	
Establish a process to record the attendance of workers, customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	<i>Online check-in and booking systems used</i>
Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).	<i>Staff trained and ipad for same in stable</i>

Guidance	Action to prepare for your response
Preparing your response to a suspected or confirmed COVID-19 case	
Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.	<i>Close business if outbreak occurs</i>
Prepare to identify close contacts and providing staff and visitor records to support contact tracing.	<i>Available online</i>
Prepare to assess whether the workplace or parts of the workplace must be closed. Prepare to undertake cleaning and disinfection at your business premises.	<i>Close business if outbreak occurs</i>

Guidance	Action to prepare for your response
<p>Prepare for how you will manage a suspected or confirmed case in an worker during work hours.</p>	<p><i>End ride and cancel forward bookings if outbreak occurs</i></p>
<p>Prepare to notify workers and site visitors (including close contacts)</p>	<p>Email and phone numbers obtained for all bookings</p>
<p>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</p>	<p>Michael to attend</p>
<p>Prepare to re-open your workplace once agreed by DHHS and notify workers they can return to work.</p>	<p><i>Michael to attend</i></p>

5. ALLOCATION OF HORSES.

Horses are to allocated on the basis of the following questions being asked verbally with answer being observed both orally and visually.

- How much riding experience have you had ?
- Can you trot or canter ?
- When was the last time you rode ?
- Have you learnt to ride English style?

With responses to the questions, clarify the answers with the waiver form just completed and clarify responses where required, ie how many times have you cantered ?, what do you do when the horse canters ? If customer responds to question about riding style other than English then they are to be considered a level below their own stated ability.

Body language is most important with each response to assess how comfortably the customer answers the question.

Always treat the customer as over estimating their ability and allocate a horse well within their stated ability. Remember if they can ride better than you give them credit for, then they will be able to move the horse on accordingly.

Horses that have been requested by customers by name are allowed to be used upon clarification that the customer has ridden that horse themselves previously and not been referred to that horse by a friend etc..

Any horse in the experienced category that is requested by name must not be allocated without first referring to the head trail ride leader.

Once horse is allocated, the customer must be observed mounting the horse (by holding onto horse as customer mounts).

Further procedures are covered in **Mounting and Dismounting** section .

6. MOUNTING AND DISMOUNTING

After customers have completed their forms they are then permitted to enter the mounting yard with their form bought with them for the purposes of **Allocation of Horses** section. Customers are only to enter the yard as requested to do so by staff and are to be supervised when mounting the horse:

1. Firstly this involves holding on to the bridle of the horse on the left hand side and instructing the customer to place left foot in stirrup, hold on to front right kneepad and rear of saddle, moving upward and leaning over middle of saddle before swinging right foot over the other side. Using mounting blocks to raise height of rider is permitted.
2. Instruct customer to hold onto reins whilst stirrups are adjusted on either side to a suitable length for customer to be able to rise to trot and clear saddle.
3. Follow procedures as per **Rider Instruction**.

Horses are again to be held by the bridle when diemounting and guests are to be instructed to remove both feet from stirrups, place left forearm on horses neck, hold onto right kneepad, lean forward, swing right leg over back of horse, and lower slowly holding onto the saddle. If they are filling stiff or sore it is to be recommended that they stretch before dismounting.

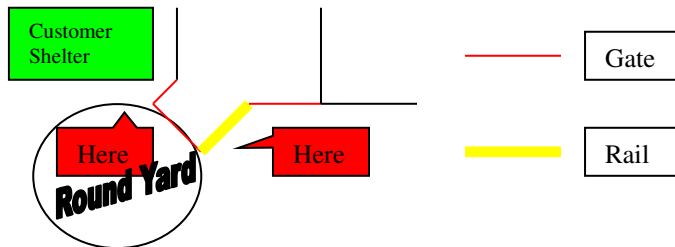
This is to prevent feet being stuck in stirrup if over balancing when dismounting.

Customers are to dismount at entrance to mounting area gate at the completion of a ride as horses are keen for a drink at the water trough in the mounting yard and the area can become overcrowded.

They must walk in front of their horse and over to the exit from dismounting area to avoid walking to close behind the horse and saddle bag removed for return of their possessions.

7. RIDER INSTRUCTION

After the customers have been suitably attired and completed the waiver form then a riding demonstration is to be given (preferably in either the enclosed round yard or in the mounting yard in front of the rail into the entrance into the mounting yard)



Pre-mount Instructions

1. When mounting always do so from the left hand side of the horse. Ensure that a staff member holds onto the horse when you are mounting. In your left hand hold onto the reins and a piece of the horses mane directly in front of the saddle, with your right hand hold onto the knee pad on the right hand side of the horse (saddle). Place your left foot in the stirrup and lift yourself forward, swing your right leg over the top of the saddle and gently sit on the saddle.
2. To hold onto the reins face the palm of your hand towards you and run the rein from the horses mouth (bit) underneath your smallest figure, through the palm of your hand and over the top of your thumb. Ensure the reins are held in front of the saddle low down and of the length that when pulled towards you are firm on the horses mouth by the time your hands have reached the front (pommel) of the saddle.
3. Place only the ball of your foot in the stirrup with your heels lower than the end of your toes and looking over the top of your knee you should be able to see the tip of your toes.
4. To turn the horse left straighten your left arm and lock elbow in and pull the rein out to the left with the pressure on the horses mouth leading the horse in that direction and the same procedure to turn right.
5. To halt the horse lean back in the saddle whilst pulling the reins back and ensuring your feet are kept forward of your body.
6. To move the horse in a forward direction squeeze lightly using the heels of your feet on either side of the horse in the flanks. You may need to tap lightly on the quarter horses should they not respond.
7. When dismounting the horse, ensure (where possible) that a staff member holds onto the horse when you are doing so. Take both feet out of the stirrups, hold onto the reins in your left hand and hold onto a piece of the horses mane, with your right hand hold onto the knee pad of the saddle and gently lean forward and swing your legs over the back of the horse and lower yourself to the ground gently.

Mounting

Upon customer mounting horse customer is to be reminded “hands –on” how to steer, stop and make the horse move. Consideration needs to be given to the fact that many of the beginner horses will not respond quickly to customer actions as they are accustomed to task and await trail leader to move away from stables before responding to customer instructions.

Before departing for trail ride each customer is to be observed controlling their horse based on the following competencies:

1. Holding the reins.
2. Moving horse into a walk.
3. Turning horse left and right.
4. Stopping
5. Two point position
6. Leave horse length between each horse

50 metres after 1st gateway

At this point trail leader is to stop all horses and obtain visual contact with all riders and ask if all customers are willing to attempt a trot. All customers should be encouraged to do so as the education of riders ultimately enhances their riding enjoyment.

Customers should then be asked to observe leader and follow his/her instructions ensuring that all customers are within eyesight of leader. The instructions are as follows:

1. Ball of foot in the stirrup with stirrups directly underneath, not too far forward or too far back.
2. Hold reins low down on either side of horse in front of saddle.
3. Grab a chunk of horses mane in both hands.
4. Stand on ball of foot in upright position, moving slightly forward.
5. Sit down again following a 1 – 2 pattern.
6. Acknowledge difficulty in perfecting same immediately and reiterate the importance of good clearance out of saddle, then working on speed in rising with further practice.
7. Explain position of feet forward in stirrups, sitting in saddle and pull back on reins to slow horse if required.
8. Explain holding rein in 1 hand and swinging end of rein from side to side to encourage horse to move faster if required.
9. Reiterate the importance of hands being kept at waist height with a short rein and feet underneath or slightly forward to enhance balance.

First trot to be kept at shuffle pace.

Upon further trotting at designated areas, verbal warning of trotting is to be conveyed with opportunity for customers to decline same.

Designated Cantering Area

Upon reaching this area an opportunity is to be given to those who have cantered before or demonstrated continuous rising to the trot skills, to have a canter.

Instructions for the same are to be given as:

1. Sitting in saddle with hands down low and feet in front of body.
2. Relax lower body (hips down) in saddle to move with horse and upper body to lean back to compensate for movement of bouncing in saddle.

First canter to be kept at a slow pace if first time canterers are participating.

Directions are to be given to prepare rider for length and terrain of canter.

Customers are to be advised to maintain a safe distance from each other to avoid the risk of the horses being able to bite or kick out against each other.

Where suitable customer can also be taught the 3 point position to canter ie standing in the saddle, holding onto the mane. This is particularly suitable for cantering up an incline.

8. GUIDES AND GROUP SIZES.

In accordance with AHSE standards the following protocol has been established.

All trail ride horses are trained and well accustomed to the task.

Staff Ratio is to be 1:6 with a minimum of 2 staff per ride.

At least 1 staff member must be Horse Safety Australia accredited.

This number reduces according to:

- Children under the age of 10 on the basis they may need to be led. Consideration, however, needs to be given for children who have ridden on ride before and are known not to require leading.
- Any rider with special needs.

This evaluation has been made in consideration of risk namely the aim being the likelihood of an accident being remote and the impact of an accident being minor. In all cases, if once ride commences there is a change in perceived circumstances then ride must be conducted on the basis of meeting the needs of the most novice rider. The aims of minimising risk must be preserved.

Head trail ride leader must be AHSE accredited and have had at least 12 months experience with the horses and must be able to identify each trail ride horse without reference to chart as well as its suitability for each level of rider.

Further, head trail ride leader must either have completed a trailride with each of the horses that are accompanying the ride or have ridden the horses themselves. This is to aid the evaluation of suitability of horse to rider.

Head trail ride leader must oversee assistant leaders performing all tasks until head trail ride leader is satisfied they are performing competently at each task. Special attention is to be paid to:

Assistant leaders are to undergo AHSE accreditation after 12 months experience with Watson's Mountain Country Trail Rides or a mix of experience with other trail riding organisations.

Mounting / Dismounting

Rider Instruction

Pre mount Checks

Allocation of Horses

9. PRE AND POST MOUNT CHECKS

Booroolite checklist is to be used throughout the day to ensure compliance to the procedures.

Horses are to be brushed before saddling and any injuries are to be reported to the head trail ride leader. The head trail ride leader is to supervise administration of any medication and treatment of sick or injured horses.

If the head trail ride leader is unavailable then the assistant may treat minor ailments but if ailments are beyond the knowledge of the assistant, a vet from Progressive Equine Clinic must be called immediately.

Head trail ride leader and/or assistant must refer to notice board in tack room for any individual requirements that may need to be observed when saddling. eg special rubber pads.

Girths and surcingles are to be tightened before horse is mounted.

Horse is to be observed walking out to mounting area to identify any potential ailments or lameness.

At the completion of the 1st canter all saddles are to be checked for correct fitting of girths and surcingles as well as length of stirrups with customers.

Before commencing ride staff are to refer to the stable register to keep informed of any identified hazards.

10. HORSE GEAR

All saddles are to be checked every time they are used.

The detail to check is:

1. Stirrup and Leathers
2. Girth and Surcingle
3. Girth Points
4. Saddle Stitching

All leather is be oiled six monthly.

Bridles are to be checked every time they are used.

The detail to check is:

1. Reins (particularly for freying)
2. Bits (watch for wear causing sharpness)
3. Stitching and eyelets are not worn

Under blankets are to cleaned when required

Any rips or freying of gear is to be repaired and placed in white bins located under saddle racks

Toe cages are to be checked when guests are mounted particularly the nuts are tightened.

11. DURING THE RIDE

- All rides to be conducted to cater for the ability of the least experienced rider.
- All rides are to be conducted within the confines of the **Maps** and as per existing permit in Mansfield State Forest.
- All trails are suitable for riders of all abilities and ages.
- All customers are to be checked for their comfort level (special attention to those who have alerted trail leaders to disabilities) after the first cantering area, and further they are to be encouraged to convey any change in comfort levels.
- Before each trot and canter customers must be addressed as group to ratify their desire to trot or canter. This must be done in a loud clear voice allowing sufficient time for customers to respond should they not wish to participate.
- If conditions are hazardous then alternative routes within confines of map are to be used.
- If conditions are dangerous refer to emergency action plan.
- Continuous monitoring of the behaviour of horse and rider must be undertaken on each ride and appropriate action taken by trail leader where required to maintain safety.
- Identify any risks on ride, eg fallen trees, holes or wildlife and take appropriate action where required. Also take note of any erosion and rectify at earliest opportunity. Record actions taken or precautions required in the stable register
- At the conclusion of the day a debrief may be required to take place to discuss and issues arising from the day and this is to be recorded in the stable register.
- Any rubbish taken or made during the course of the ride must be disposed in an environmentally friendly manner. ie taken from site and disposed in bin back at stables.

12. FIRST AID

A first aid kit to be carried on leaders horse in saddle bag on all rides.

All head trail leaders to hold current level 2 first aid qualifications.

Content checklist to be completed monthly. All supplies used are to be recorded on contents checklist found in front of Mnaul held at stables. Refer Appendix

In case of injury or illness, trail leader to remain with patient at all times and first aid to be applied as per training.

An ambulance must be called immediately if any doubt exists about patient welfare. There are 2 numbers

Emergency

000

If helicopter assistance is required for short rides refer to **map** for landing site. The reference is :

Region 23 Rural Directory Reference 24F 29 horizontal 84 vertical

If prolonged treatment is required all customers must dismount and directed accordingly.

Before 1st ride of the day kit is to be checked for water, spare batteries for UHF and a lead rope.

13. INCIDENTS AND ACCIDENTS

All incidents and accidents with customers are to be recorded in the on the Accident Report sheet.

All incidents and accidents with staff are to be managed as per **Occupational Health and Safety Policy -manual handling** section.

All serious accidents recorded are to be forwarded to Affinity Brokers – Paul Davenport

14. COMMUNICATIONS

Mobile telephone is to be carried by head trail ride leader on all rides and satellite phone on overnight trips

Refer to map for coverage details.

Two-way radios are to be carried by staff members using channel 28. Battery levels to be checked before each ride.

When approaching Stockyard Creek camp use channel 20 to communicate with the valley monitoring group.

If communication is not possible due to mobile phone coverage then the assistant leader must proceed to the closest point of coverage. In the event an assistant leader is not available, a customer is to be directed to do same.

15. ALCOHOL & DRUGS

Customers and Staff are only able to participate with a blood alcohol level of .00 and not be affected by drugs.

Whilst we are not able to breathalise customers, if they are showing any signs of anebriation then they are to be refused a ride.

Staff must also maintain a .00 alcohol level and free from drugs.

16. SMOKING

Smoking is permitted when customer is standing on ground and care must be taken to ensure any butts are completely extinguished.

No smoking on horse as concentration can be lessened and ability to control horse diminished.

Rider and horse are at risk of being burned.

17. FIRE DANGER RATINGS PLAN

During fire restriction season or designated danger days as specified by official government warnings then the below policy for fire danger ratings apply.

These ratings are to be checked daily by Michael or Sally.



RATING	Recommended Action
CODE RED (Catastrophic):	All rides cancelled for the day.
EXTREME:	If no fires active within the area, then rides will be available during the morning and be within 30 minutes riding time of stables from where they originated.
SEVERE:	If no fires active within the area, then rides available and to be within 30 minutes riding time of stables from where they originated.
VERY HIGH:	If no fires are active within the area then rides available with the exception of remote area riding between Camp Howqua and Howqua Hills Historic Area.
HIGH:	If no fires active within the area then normal rides available.
LOW–MODERATE:	If no fires active within the area then normal rides available

Definitions

Rides within 30 minutes of stables include:

1. 1 hour rides
2. 2 hour rides
3. 3 hour rides
4. Day rides conducted on farm only
5. Camp Howqua 2 hour sessions

Remote area rides include:

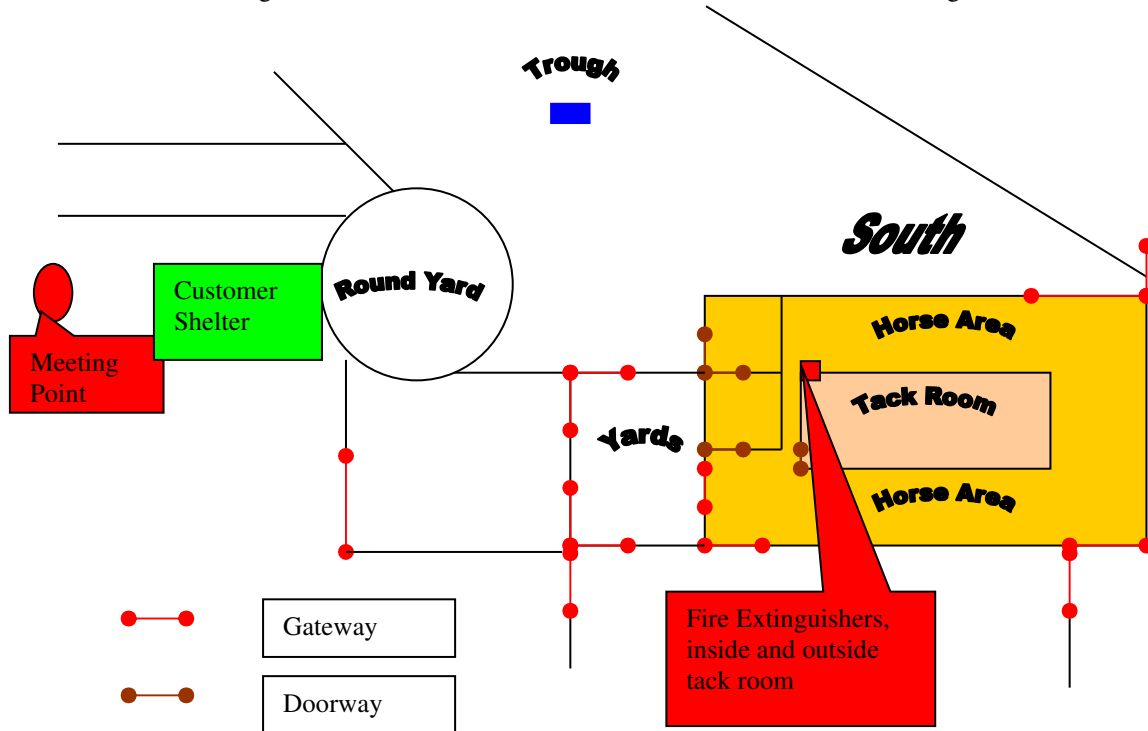
1. 5 Day 'Man from Snowy River' and Heritage Ride
2. 5 Day School Adventure Ride
3. 7 Day Bluff and Beyond Ride

Fires active within area are to be defined by Department of Sustainability and Environment Victoria (DSE).

18. EMERGENCY MANAGEMENT PLAN

In case of fire in the stable area, all gates to horse paddocks are to be opened if possible to enable horses to exit stables. All staff are to be familiar with operation of fire extinguisher and be aware of their location.

All staff and guests are to assemble on the east side of stables as shown in diagram.



In case of fire in house, all staff and customers are to assemble in car park at the front of house area.

In case of being in the process of trail ride and there is an encounter with electrical storm, loud and close thunder, severe weather (ie. heavy hail, heavy rain, severe wind etc..) or any other unexpected hazard then head trail leader must take most direct route to the closest hut, shed or stables as marked on **maps**.

In the event that there is insufficient time to reach any of these destinations, then horses are to be dismounted and given a free rein. If possible contact via mobile phone is to be made to make transport arrangements back to stables and to alert those back at stables of the forthcoming free reined horses.

Head trail ride leader is to ensure customers and staff are kept together and progress made towards nearest of hut, shed or stables.

In the case of a sick or scared rider where the rider can no longer continue on the ride, the head trail ride leader is to dismount the said rider and place in a safe place away from horses.

The assistant trail leader/s is/are to monitor safety of remaining riders to continue to stay mounted. If horses show signs of restlessness or if there is a prolonged wait then assistants are to arrange safe dismounting of other customers and supervise customers holding onto horses.

Head trail ride leader is to organise a vehicle to collect sick or scared rider and for rider to be collected at nearest point to where customer dismounted in accordance with vehicle access as marked on map.

In the case of an injured rider head trail ride instructor is to stay with injured rider. Head trail ride leader is to assess injury and if patient is conscious agree to evacuation arrangements either by vehicle supplied by management or ambulance. (if rider is unconscious ambulance only).

The assistant trail leader/s is/are to monitor safety of remaining riders to continue to stay mounted. If horses show signs of restlessness or if there is a prolonged wait then assistants are to arrange safe dismounting of other customers and supervise customers holding onto horses.

In both above cases when a rider is evacuated the horse they were riding is to have its reins secured and it is permitted to travel with group for remainder of ride.

Fire extinguishers are to be checked every 6 months.

Refer to **First Aid** section for injury emergency management.

In case of bush / grass fire all horses (if time available) are to be herded into paddock with least grass.

19. OCCUPATIONAL HEALTH AND SAFETY POLICY

Watson's Mountain Country Trail Rides is committed to providing employees and customers with a healthy and safe environment for work and recreational horse riding. Watson's Mountain Country Trail Rides strives, through a process of continuous improvement, to fully integrate health and safety into all facets of its operations and activities. Watson's Mountain Country Trail Rides promotes a proactive health and safety management philosophy based on effective communication and consultation, the systematic identification, assessment and control of hazards and the encouragement of innovation.

Obligations Of Persons In Control Of The Workplace

A person in control of a workplace also has obligations. These are:

- to ensure the risk of injury or illness from a workplace is minimised for persons coming onto the workplace to work;
- to ensure the risk of injury or illness from any plant or substance provided by the person for the performance of work by someone other than the person's workers is minimised when used properly;
- to ensure there is appropriate, safe access to and from the workplace for persons other than the person's workers.

Obligations Of Workers And Others

A worker or anyone else at the workplace must:

- comply with any instructions concerning workplace health and safety given by the employer;
- use personal protective equipment where provided and instructed in its proper use; • not wilfully or recklessly interfere with or misuse anything provided for workplace health and safety;
- not wilfully place at risk the health and safety of any person in the workplace; and
- not wilfully injure themselves.

Failure to comply with these obligations is an offence against the Act. The maximum penalty for failing to discharge an obligation is 2 years imprisonment. Apart from the obligations under the Act there are numerous other requirements needed to achieve compliance.

Responsibilities

It is our policy in the allocation of resources that a high priority should be given to items with significant occupational health and safety implications.

This responsibility includes the need to look to the welfare of, and to provide a healthy and safe environment for, staff, customers and contractors and to ensure that the standards and practices adopted are in conformity with statutory requirements and the provisions of Government policy.

In particular, it is management's role to:

- lead by example in relation to occupational health and safety standards and awareness;
- develop, in consultation with their staff, an OHS policy
- familiarise themselves with the Occupational Health and Safety Act, 1985 and in particular with those sections relating to employer responsibilities.
- deal with health and safety issues raised by staff;
- ensure that all staff, receive a safety induction that includes information pertaining to emergency response procedures and personnel;
- ensure that adequate emergency equipment is provided and properly maintained, that regular training in the use of the equipment is carried out and that at least one emergency evacuation exercise per annum take place;
- ensure that the health and safety implications of new equipment and new materials are fully assessed prior to purchase;
- ensure that adequate financial provisions are made for occupational health and safety equipment and materials and the maintenance of occupational health and safety standards;
- ensure that hazard identification and risk assessment procedures are developed, documented and maintained for the use, handling, storage, transport and disposal of equipment, materials and substances and that appropriate risk controls are implemented and maintained;
- ensure that the facilities and equipment provided are safe and suitable for the types of work to be carried out and that healthy and safe work methods are developed and adopted;
- ensure that records are maintained in relation to all of the above;

Head Trail Ride Leader

Head trail ride leaders have a particular responsibility to management for ensuring that the work for which they are responsible is carried out in ways which safeguard the occupational health and safety of staff and customers in their charge and contractors that they

are supervising/managing. In this context, Head trail ride leaders are those who are responsible for the allocation of tasks to subordinate staff.

Head trail ride leaders should:-

- actively practise and develop in their staff proper attitudes towards occupational health and safety matters;
- control the risks associated with the work that they supervise using a documented risk management process;
- ensure that safe work practices are developed and maintained at all times;
- arrange for their staff to be instructed in safe and healthy work procedures, and ensure that they are fully informed about particular hazards, and how to avoid, eliminate or minimise them;
- ensure that good housekeeping standards are developed and maintained in the areas under their control;
- ensure that staff under their control use safety equipment provided when required and in a correct manner;

Individual

While responsibility for occupational health and safety at Watson's Mountain Country Trail Rides is a prime function of all levels of management, each member of staff has an overriding moral and legal responsibility for ensuring that his or her own work environment is conducive to good occupational health and safety by:-

- taking action to avoid, eliminate or minimise hazards of which he or she is aware;
- complying with all occupational health and safety instructions, policies and procedures including safety manuals;
- making proper use of all safety devices and personal protective equipment;
- complying with the instructions given by management;
- not wilfully placing at risk the health and safety of any person at the workplace;
- seeking information or advice where necessary before carrying out new or unfamiliar work;
- maintaining dress standards appropriate for the work being done. Appropriate protective clothing and footwear must be worn at all times;
- being familiar with emergency and evacuation procedures and the location of, and if appropriately trained, in the use of, emergency equipment.

Manual Handling

The regulations require staff to:

1. Identify the tasks in the workplace that involve hazardous manual handling.
2. Assess the risk of musculoskeletal disorders (MSD) associated with these tasks.
3. Eliminate the risk of MSD or, if this is not practicable, reduce the risk.

1. Hazardous manual handling in this workplace is found in 2 areas:

1. Application of high force
2. Manual handling of live people and animals

2. Assess Risk of MSD

Risks need to be evaluated in these 3 areas:

1. The postures, movements and forces involved in the task
2. The duration and frequency of the task
3. Environmental factors (heat or cold) that act directly on the person carrying out the task.

3. Control the Risk

The following are risk controls used to eliminate or control the risk:

- Alter the workplace, or the environmental conditions where the manual handling task is carried out
- Alter the systems of work used to carry out the manual handling task
- Change objects used in the manual handling task
- Use mechanical aids

To implement the above strategies the following work sheets need to be completed and are found in the Appendix section of this manual:

Name of Work Sheet	How Often Completed
Hazard Identification Worksheet	On occurrence.
Risk Assessment Worksheet (Short Version)	After completion of Hazard Identification Worksheet and any hazards identified.
Risk Control Worksheet	After completion of Risk Assessment Worksheet.

The complete Code of Practice Manual Handling No. 25, 20 April 2000 document is held in rear of this manual and should be referred to in need when making assessments.

If there is an incident in the workplace involving staff , an **Incident Reporting Form** must be referred to in order to ascertain whether or not it is required to be completed. Form is found in **Appendix Section**. If incident is not required to be reported then incident to be recorded in stable register.

20. RISK ANALYSIS AND MANAGEMENT PROCEDURE FOR HORSE RIDES

ACTIVITY: 1 hour – 7 Day Rides

LOCATION: Mansfield – Howqua Valley – Alpine National Park

PART 1 – RISK ASSESSMENT TABLE

Identify the task or activity and determine a risk score.

PART 2 – CAUSAL FACTORS

List all the factors that could contribute to an incident or accident occurring.

PART 3 – MANAGEMENT STRATEGIES

List the strategies that will, reduce or eliminate the likelihood of an incident or accident occurring..

PART 4 – SAFETY INSTRUCTION

The safety instruction will detail:

WHO are the key appointments,

WHAT procedures and resources are required,

WHERE are the resources and appointments located,

WHEN will activities commence / finish and safety information delivered.

PART 5 – VERBAL SAFETY BRIEFS

Verbal safety brief detailing appropriate safety information is given to participants and staff.

PART 6 – POST EXERCISE INCIDENT / ACCIDENT REPORT

Report of incident / accidents, cause of incident / accident and future management procedures to reduce or eliminate the incident / accident.

RISK ASSESSMENT TABLE

Part 1

INSTRUCTIONS

1. With another person, enter each identify risk in the **RISK** column of the RISK RANKING TABLE.
2. Referring to WORD PICTURES, enter values and statements for **EXPOSURE**, **PROBABILITY** & **CONSEQUENCE**.
3. Add the values for **EXPOSURE**, **PROBABILITY** & **CONSEQUENCE** to determine **SCORE**.

WORD PICTURES

#	EXPOSURE	#	PROBABILITY	#	CONSEQUENCE	#	SCORE
1	Vary Rare	1	Conceivable but very unlikely	1	Minor injury - first aid treatment, can continue	3	Low
2	Rare	2	Unlikely	2	Minor injury - first aid treatment, requires rest	4 - 6	Moderate
3	Infrequent	3	Unusual but possible	3	Serious injury - requires hospital attention	7 -9	Substantial
4	Occasional	4	Likely	4	Serious injury - requires ambulance evacuation	10 - 12	High
5	Frequent	5	Very Likely	5	Critical condition - requires immediate evacuation	13 - 15	Very High
6	Continuous	6	Almost certain	6	Fatality	16 - 18	Extremely High

RISK RANKING TABLE

# <u>RISK</u>		# <u>EXPOSURE</u>		# <u>PROBABILITY</u>		# <u>CONSEQUENCE</u>		# <u>SCORE</u>	
A	Hypothermia	4	Occasional	3	Unusual but possible	3	Serious injury - requires hospital attention	10	High
B	Bushfire	2	Rare	3	Unusual but possible	6	Fatality	11	High
C	Hyperthermia / dehydration	4	Occasional	4	Likely	3	Serious injury - requires hospital attention	11	High
D	Sunburn	4	Occasional	3	Unusual but possible	2	Minor injury - first aid treatment, can continue	9	Substantial
E	Fall causing injuries	3	Infrequent	4	Likely	2	Minor injury - first aid treatment, requires rest	9	Substantial
F	Falling Branch / Limb	3	Infrequent	4	Likely	3	Serious injury - requires hospital attention	10	High
G	Bite / Sting (Snake, or otherwise)	2	Rare	4	Likely	5	Critical condition - requires immediate evacuation	11	High
H	Participant(s) are unfit to participate / continue	4	Occasional	3	Unusual but possible	2	Minor injury - first aid treatment, requires rest and close supervision	9	Substantial
I	Fall from horse	3	Infrequent	4	likely	1	Serious injury - requires hospital attention	8	Substantial

CAUSAL FACTORS

Part 2

INSTRUCTIONS

List all the factors likely to produce the identified risks.

#	RISK	SCORE	ENVIRONMENT	HUMAN	RESOURCE & EQUIPMENT
A	Hypothermia	10	Cold weather Rain Wind	Fatigue Inadequate food intake	Inadequate clothing/shelter
B	Bushfire	11	Hot weather Wind Dry vegetation Fire Danger Ratings	Smoking Signal fires Rubbish	Poorly supervised cooking fires, Flames not controlled, equipment faulty/unserviceable.
C	Hyperthermia / dehydration	11	Hot weather	Physical exertion	Inappropriate Clothing Inadequate intake of water
D	Sunburn	9	Sun	Prolonged skin exposure	Lack of sun screen
E	Fall causing injuries	9	Uneven terrain Loose dirt/gravel Steep terrain Cliffs	Running in uneven terrain Slipping over	Carrying heavier weights (pack, webbing, etc)
F	Falling Branch / Limb	10	Wind, storms, quantities of old / degraded trees, type of tree	Camp set up under trees, use of trees for camp structural support, incorrectly cut down tree or tree limbs, lack of thought when pitching tent.	Faulty tree cutting equipment, faulty securing rope.
G	Bite / Sting	11	Presence of snakes, spiders, bees, wasps Concealing vegetation	Approaching/antagonizing dangerous creatures Failure to take precautions	Inappropriate clothing, inadequate insect repellent
H	Participant(s) are unfit to participate / continue	9	Harsh, undulating terrain, wind	Participant unfit, inadequate food and water supplies, irregular eating patterns, lack of personal exercise, exhaustion, loss of confidence.	Poor boots / clothing, lack of padding, poor saddle.

I	Fall from horse	8	Horse moving unpredictably, over head vegetation, saddle failure	Lack of care and attention. Not paying attention to staff.	Over grown and congested tracks. Horse poorly trained or exhausted.
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MANAGEMENT STRATEGIES

Part 3

INSTRUCTIONS

List the management strategies that will reduce the identified risks.

	Risk Strategies with existing controls					Residual Risk Assessment after Strategies	
#	RISK	SCORE	ENVIRONMENT	HUMAN	RESOURCE & EQUIPMENT	EXPOSURE PROBABILITY CONSEQUENCE	SCORE
A	Hypothermia	10	Cold weather Rain Wind	Participants to bring adequate cold/wet weather clothing. Staff to monitor fatigue levels. Participants to monitor each other for signs of hypothermia	Sleeping bags to be stored in waterproof bag. Spare set of clothes to be stored in waterproof bag. Adequate food to be eaten	2 – exposure 2 – probability 1 - consequence	5
B	Bushfire	11	Do not light fires in dry areas of vegetation, keep clear of dry, dead wood and ground, park vehicles on solid ground.	Participants are not allowed to smoke. Staff to ensure cigarettes and matches are completely extinguished and are placed with rubbish to be carried out. Signal fires are not to be lit unless required and are to comply with the same precautions as for cooking fires. All rubbish is to be bagged and carried out.	When permitted, cooking fires are to have an adequate area cleared around them and that they are completely out before being left unsupervised. Staff are to ensure compliance. Use fire danger ratings as a guide to riding areas	2 – exposure 2 – probability 1 - consequence	5
C	Hyperthermia / dehydration	11	Minimise activity in direct sunlight.	Avoid strenuous activity during the hottest periods of the day.	Ensure sufficient water available. Ensure sufficient water consumed.	2 – exposure 2 – probability 2 - consequence	6

D	Sunburn	9	Minimise Activity in Direct Sunlight.	Inform participants on importance of sunscreen and reapplying regularly.	Wear bush hat Shirts to be long sleeve, sleeves rolled down Trousers to be worn Sunscreen to be applied when appropriate	1 – exposure 1 – probability 1 - consequence	3
E	Fall causing injuries	9	Care to be taken when moving in steep terrain or on loose dirt/gravel or logged areas. Members to stay away from cliff edges	Participants are not to run	Provide/issue participants with appropriate footwear and adequate clothing items for the field environment.	2 – exposure 3 – probability 1 - consequence	6
F	Falling Branch / Limb	10	Seek hard top shelter / open area when in windy or stormy conditions.	Follow safety guidelines, do not set up camp under or near trees.	Use correct securing guide ropes. Do not use trees for camp set up structural support.	1 – exposure 1 – probability 1 - consequence	3
G	Bite / Sting	11	Ensure there are no insect hives/nests or animal/reptile burrows near camp set up.	Participants to stay away from snakes, spiders, bees, wasps. Participants to be alerted to their possible presence, habitat and to take precautions.	Ensure food is not left exposed for unsupervised extended periods.	1 – exposure 1 – probability 1 - consequence	3
H	Participant(s) are unfit to participate / continue	9	Plan exercise route / training area on flat ground, avoid training in bad weather conditions. Remove participant(s) from activity.	Ensure all meals are eaten, ensure meals include adequate water supply, nutrients and food groups. Frequent rest periods.	Issue serviceable equipment, replace faulty equipment. Change boots / clothing appropriately (i.e.: runners)	1 – exposure 1 – probability 1 - consequence	3
I	Fall from horse.	8	Plan exercise route / training area on moderately undulating to flat ground, with clear open going.	Follow safety guidelines, listen to staff, practise saddle sitting and reins control during initial skills instruction session.	The horses are very well trained, and the riding equipment is of a very high standard and most appropriate for participants. All members are to wear helmets at all times when riding. 4WD support vehicle to tag riding group. Satellite phone on location.	1 – exposure 3 – probability 1 - consequence	5

Part 4

SAFETY INSTRUCTION

GENERAL

This instruction details the procedures, equipment requirements, appointments and personnel responsible for managing each identified risk during the conduct of **1 hour – 7 Day Rides**. Additional information relevant to the safe conduct of each activity is also detailed.

WHO:

1. are the instructors, - **Staff of Watsons Mountain Country Trail Rides**
2. will give safety briefs, - **Staff of Watsons Mountain Country Trail Rides**
3. has the first aid kit, - **Staff of Watsons Mountain Country Trail Rides**

WHAT:

1. is the activity, **2 – 7 Day rides with overnight camping**
2. specialist equipment is needed, - **Experienced and well trained horses, saddles, bridles, saddle bags**
3. safety equipment is needed, - **Helmets, toe stoppers or escape stirrups**
4. are the procedures to perform the activity safely, - **Refer to Staff Procedures and Risk Management Summary for Trail Riding Version 13 June 2019 Chapters 5-9.**
5. are the activity boundaries, - **along the designated tracks, as per route shown on 1 hour - 7 day ride map.**
6. are the accident procedures, - **Stop Activity, identify accident, inform all staff, and provide assistance if necessary, which includes transportation to medical facilities (Mansfield) if appropriate. Refer to Staff procedures and Risk Management Plan Chapter 19**
7. is the evacuation route., - **Fire Access Route / Main Road**
8. is the communication systems, - **Landline Phone / Mobile Phone / Hand held radios / Satellite Phone**
9. is the safety vehicle, - **4WD Support Vehicle**
10. are the emergency phone numbers, -
 - **Watsons Mountain Country Trail Rides 03 5777 3552**
 - **Ambulance/ Fire /Police 000**
 - **Mansfield Hospital 03 5775 2111**

WHERE:

1. is the activity being conducted, - **MANSFIELD, HOWQUA VALLEY**
2. is the safety equipment, - **With group - Base Camp**
4. are the first aid kits, - **With group – Base Camp**
5. is nearest medical facility, **MANSFIELD HOSPITAL – (03) 5775 2111**
6. is the safety vehicle and keys, - **ON SITE & CONTROLLED BY Watsons Mountain Country Trail Rides**
7. is the nearest phone, - **MOBILE PHONE**

WHEN:

1. will the activity commence, - **__/__/__**
2. will the activity finish, - **__/__/__**
3. will safety briefs be given, - **AT BEGINNING OF ACTIVITY, and THROUGHOUT ACTIVITY**

Part 5

SAFETY BRIEFS

GENERAL

Safety briefs must be given at the appropriate times to all participants and staff. The information delivered in the safety brief must be relevant for the recipient. Safety briefs must contain the following information:

- 1. Outline of activity: 1 hour – 7 Day Horse Ride including overnight camping**
- 2. Risks associated with performing the activity / task:**
 - The following risks are to be taken into consideration during the activity:
 - Horse riding related injuries
 - Minor/Major Personal Injuries
 - Allergic reaction to insect bites
 - Hyperthermia / Dehydration
 - Sunburn
- 3. Boundaries / out of bounds areas:**

Boundaries are as per area as shown on map.
- 4. Unacceptable behaviour:**

Riders are only able to participate with a blood alcohol level of .00 and not be affected by drugs.

Smoking is permitted when customer is standing on ground and care must be taken to ensure any butts are completely extinguished.

No smoking on horse as concentration can be lessened and ability to control horse diminished.

Rider and horse are at risk of being burned.
- 5. Responsibilities of all participants:**

ALL riders are to be aware of group at all times and to monitor observance of safe practices. Riders are responsible for observance of own safe practices.
- 6. Special appointments:**

Watson's Mountain Country Trail Rides staff are to be in charge and control of the trail riding phase.
- 7. Location of medical and rescue equipment:**

First aid kits are located on site with group.
- 8. Procedures in the event of an accident:**

Render First Aid, situation assessed by Watson's Mountain Country Trail Rides Staff in terms of Emergency Management. Refer to Staff Procedures and Risk Management Summary for Trail Riding Version 11 March 2016 Chapters 19.

21. STAFF

First Day Procedures

All new staff are to complete a day observing the procedures of the trail rides before being included in the staff ratio to riders.

Staff are to be shown around site and equipment as well as introduced to communication and saddle bag (first aid / lead rope) equipment.

Staff are to be given a copy of the current ‘Staff Procedures and Risk Management Summary for Trail Riding’ as soon as practicable.

Head trail ride leaders are to supervise staff ensuring that they are briefed on OH&S guidelines.

Upon first ride staff are to be given an intermediate level horse and assessed on their ability to move horse up and down trail ride group whilst trail ride is in progress.

Head trail ride leader is to continuously brief new staff member on safe practices in terms of identifying hazards on trail, safe distances between horses, tuition of customers during the ride and appropriate language on rides (ie not using jargon).

A debriefing is to be held at the conclusion of the first day covering any issues that may have arisen during that day.

Thereafter

New staff’s understanding of “Staff Procedures and Risk Management Summary for Trail Riding” needs to be discussed with particular attention given to emergency procedures.

New staff are to be encouraged to develop skills communicating with customers and observed performing riding demonstrations.

New staff need to be supervised saddling horses until head trail ride leader is satisfied that they are safely doing so watching out for correct fitting of gear, maintaining safe distances around horses and not compromising personal or others safety.

New staff need to be supervised when placing customers onto horses in mounting yard. Identification of correct and incorrect footwear, fitment of toe stoppers, helmets and appropriate clothing needs to be comprehensively covered.

New staff need to complete (or have completed and still current) a Level 2 First Aid Certificate plus a CPR course as soon as practicable.

After 12 months of service and a commitment from the staff member of on-going availability staff member needs to be offered to complete an Horse Safety Australia clinic.

Staff will be assessed by Michael and Sally in the following job descriptions

Job Description

Assistant Trail Ride Leader

Level 2

Competencies

- Confident rider capable of riding experienced customer horses
- Have current level 2 first aid certificate
- Strong and friendly communication skills
- Working with children card

Duties

- Work under supervision of level 3 Trail Ride Instructor and level 4 Trail Ride Manager
- Feed, groom and saddle horses
- Responsible for correct fitting of toe stoppers
- Responsible for cleaning stable area
- Able to give basic rider instruction
- Able to mount and dismount horses without assistance

Job Description

Trail Ride Leader

Level 3

Competencies

- Confident rider capable of riding experienced customer horses and staff only horses
- Have current level 2 first aid certificate
- Strong and friendly communication skills and capable of addressing large groups.
- Working with children card
- Level 3 AHSE accreditation

Duties

- All duties included in level 2
- Work under supervision of level 4 Trail Ride Manager
- Responsible for feeding, grooming and saddling horses
- Responsible for correct fitting of toe stoppers
- Responsible for cleaning stable area
- Responsible for allocation of horses
- Responsible for riding instruction including pre and during ride instruction as per procedures manual
- Responsible for correct fitting of helmets, boots and toe stoppers for customers
- Able to mount and dismount horses without assistance
- Responsible for checklists as per procedures manual
- Responsible for identifying hazards and potential dangers on rides and reporting same back to Level 4 Trail Ride Manager
- Responsible for business supplied photography
- Responsible for cash handling of customer rides
- Responsible for little TACKers assessments as per procedures guidelines
- Responsible for basic first aid treatment of horses as per procedures guidelines and able to complete entries in horse injury register
- Responsible for completing daily register and incident register (if required)

Job Description

Trail Ride Manager

Level 4

Competencies

- Confident rider capable of riding experienced customer horses and staff only horses and development of new horses to property. (note Horse must first be assessed and ridden by Michael or Sally – owners)
- Have current level 2 first aid certificate
- Strong and friendly communication skills and capable of addressing large groups.
- Working with children card
- Level 4 AHSE accreditation

Duties

- All duties included in level 2 & 3
- Work under supervision of Owners
- Responsible for equipment fitting to horses (set-up)
- Responsible for induction training of new staff
- Responsible for overseeing the correct and timely completion of all checklists
- Responsible for monitoring and reporting horses general well being including behaviour, physical and nutritional requirements
- Responsible for rotation of horses based on age and development needs
- Responsible for horse first aid treatment and able to assess advanced treatment requirements including calling vet in need
- Responsible for setting the highest standard of neatness and cleanliness around the property
- Responsible for efficient work practices along the following guidelines
 - Group sizes of 6 or less riders - 1.5hrs total pre and post ride work
 - Group Sizes of 6 and above - no more that 2.5hrs pre and post ride work
 - Consideration given for treatments of horses, oiling and washing horses in summer
- Responsible for other general duties to be performed including delegation of tasks
- Responsible for conflict management in the workplace of both staff and customers
- Complete at least 2 personal development initiatives per annum
- Assist in development of business including recruitment

Short Rides Map

22. MAP

Private
Track starts

Three Chain Road

shed

No mobile
phone
service

Hut

Steep
Section,
suitable
for all
ages

Follow blazed
trail

No 4WD
Access

Steep
section,
suitable
for all
ages.
4WD
access
from
other
side

Steep section,
suitable for all
ages

Steep section,
suitable for all
ages

Emergency
Helicopter
Landing Site
Region 23
Rural
Directory
Reference
24F 29 Hor
84 Ver

Stables

- Roads
- Boundary Fence
- Walking Trail
- Trotting Area
- Cantering Area
- Dam
- Forested Area
- Gateway

Multi-Day Ride Map 1

Booroolite Farm

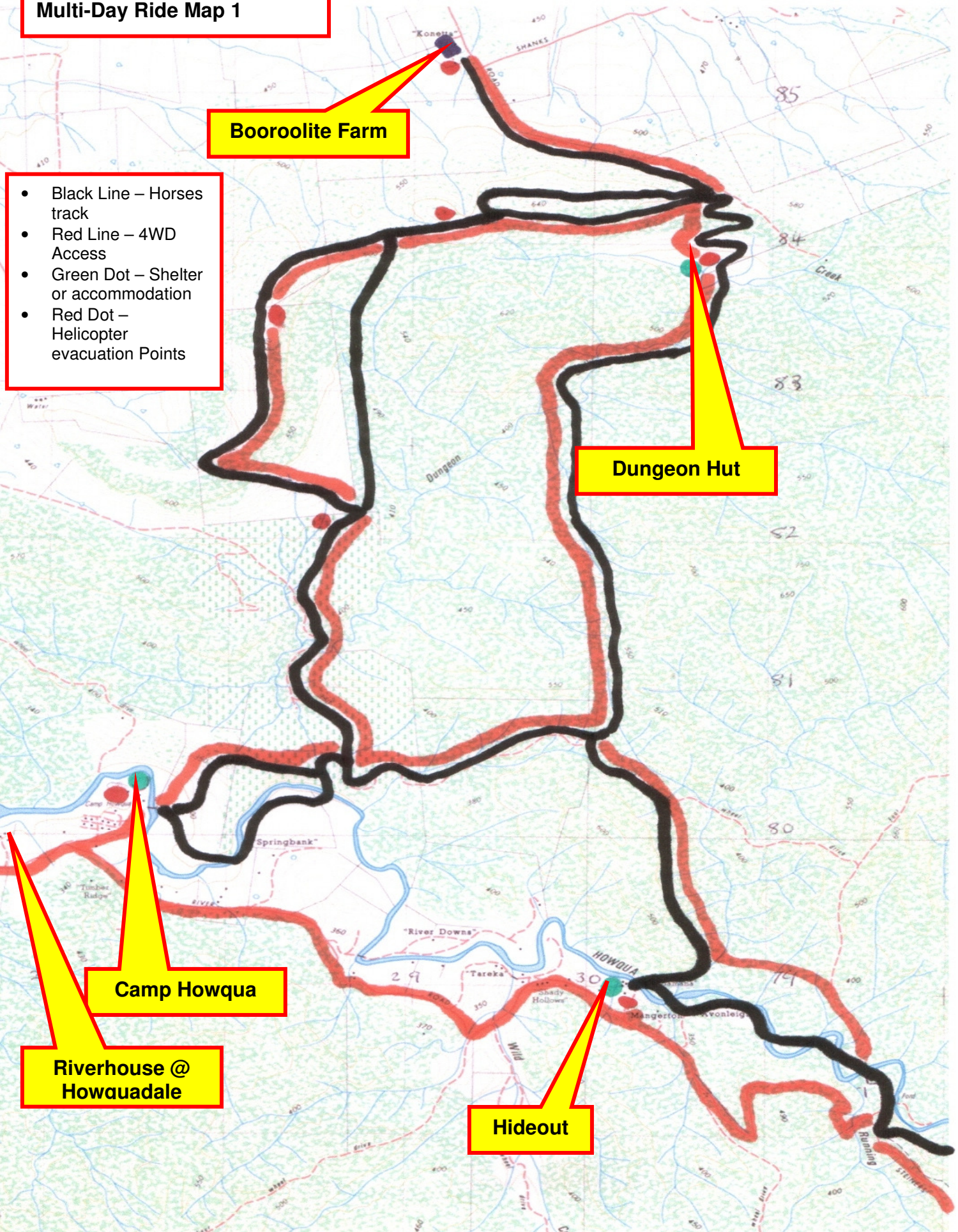
- Black Line – Horses track
- Red Line – 4WD Access
- Green Dot – Shelter or accommodation
- Red Dot – Helicopter evacuation Points

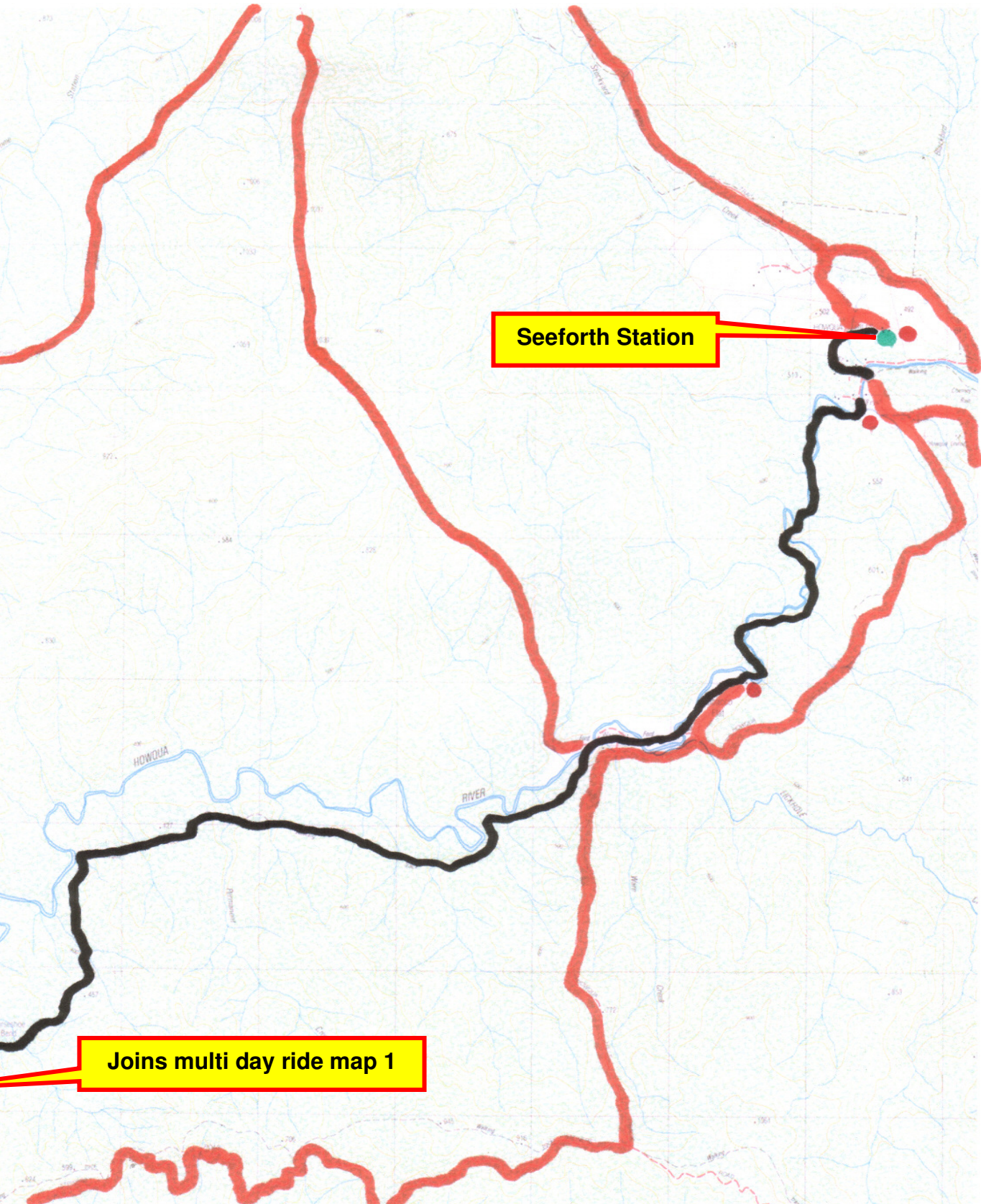
Dungeon Hut

Camp Howqua

**Riverhouse @
Howquadale**

Hideout



Multi-Day Ride Map 2



**STAFF PROCEDURES AND RISK MANAGEMENT
SUMMARY FOR TRAIL RIDING**

VERSION 11
FEBRUARY 2021

Table of Contents

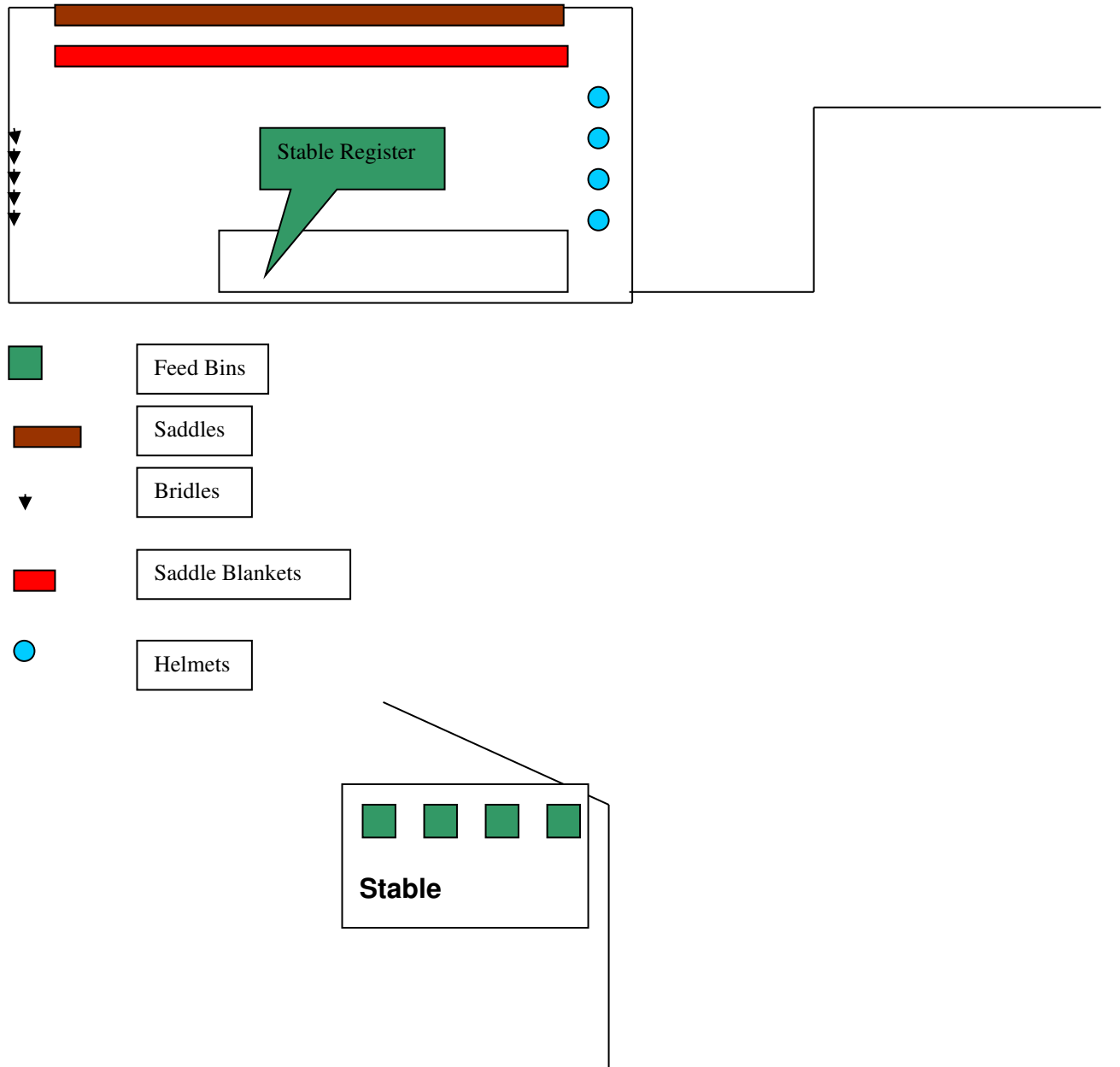
All procedures are per main section with the following specific variations

23.Stables	51
24.Communications	52
25.Emergency Management Plan	53
26.Map	55

23. STABLES

12. Upon arrival to Camp Howqua check in to Managers Office to complete Camp Howqua's COVID19 procedure.
13. Manure to be cleaned from yards daily to ensure a clean healthy environment. Manure to be placed in pile behind round yard or another destination nominated by Camp Howqua management.
14. All tack to be returned to designated area daily.
15. Feed to be stored in bins in stable area
16. Gateways to yards to be closed when not in use.
17. Whilst customers are mounting (or ready to mount) horses, gateways to yard areas must be closed (ie when horse is being led out to customer mounting area, gate is to be closed once passed through).
18. Customers must not enter yard area unaccompanied by staff.
19. Staff are to be aware of horses biting and kicking within yards, especially due to fact that feed is nearby and therefore horses anxiety levels are raised.

Tack Room layout – essential equipment



24. COMMUNICATIONS

Mobile telephone is to be carried by head trail ride leader on all rides.

Two-way radios are to be carried by staff members using channel 28.

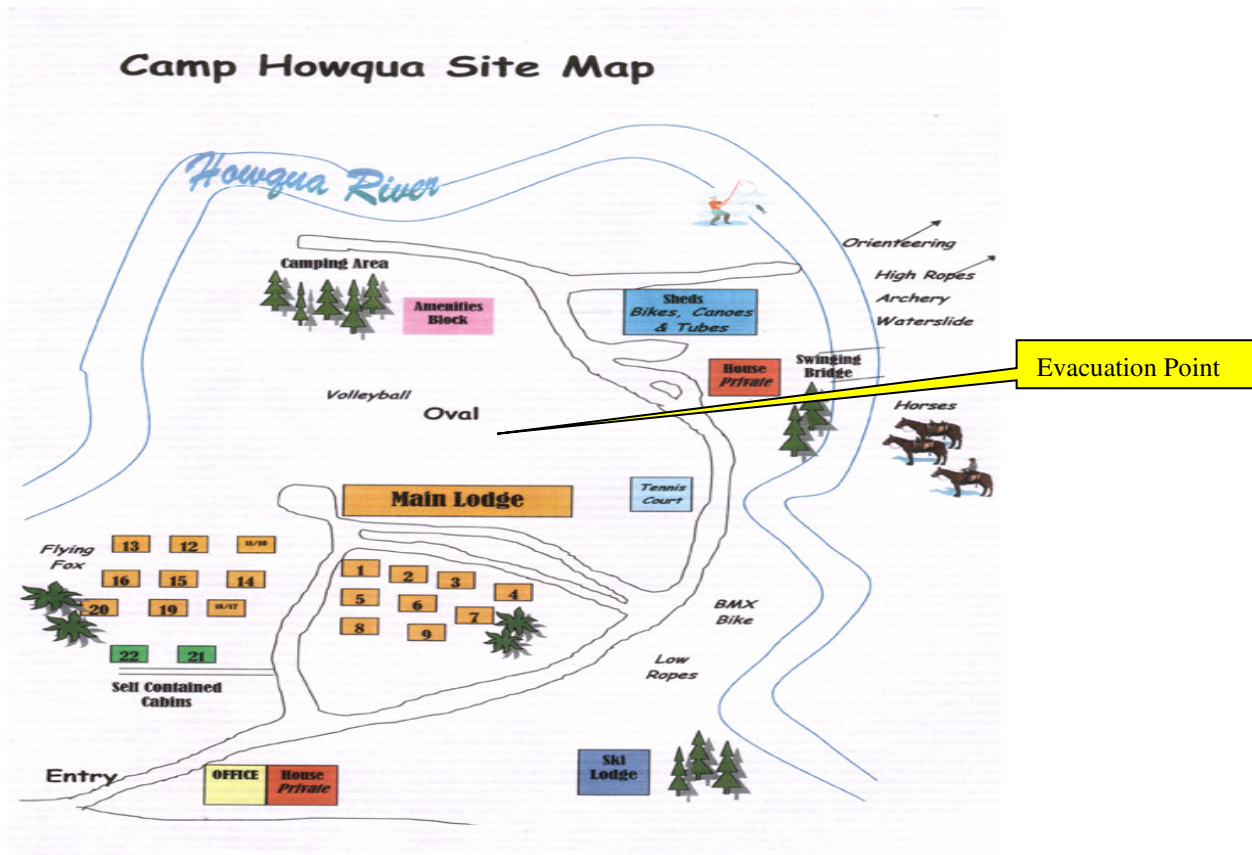
If mobile phone reception is not possible staff are to use channel 78 to contact Camp Howqua staff.

If communication is not possible due to mobile phone coverage then the assistant leader must proceed to the closest point of coverage. In the event an assistant leader is not available, a customer is to be directed to do same.

25. EMERGENCY MANAGEMENT PLAN

In case of fire in the stable area, all gates to horse paddocks are to be opened if possible to enable horses to exit stables. All staff are to be familiar with operation of fire extinguisher and be aware of their location.

All staff and guests are to assemble on oval in front of lodge as shown in diagram.



In case of being in the process of trail ride and there is an encounter with electrical storm, loud and close thunder, severe weather (ie. heavy hail, heavy rain, severe wind etc..) or any other unexpected hazard then head trail leader must take most direct route back to the stables using closest gateway into paddocks (owned by Camp Howqua) as marked on **map**.

In the event that there is insufficient time to reach any of these destinations, then horses are to be dismounted and given a free rein. If possible contact via mobile phone or two way radio on channel 38 be made to make transport arrangements back to stables and to alert those back at stables of the forthcoming free reined horses.

Head trail ride leader is to ensure customers and staff are kept together and progress made towards Camp Howqua.

In the case of a sick or scared rider where the rider can no longer continue on the ride, the head trail ride leader is to dismount the said rider and place in a safe place away from horses.

The assistant trail leader/s is/are to monitor safety of remaining riders to continue to stay mounted. If horses show signs of restlessness or if there is a prolonged wait then assistants are to arrange safe dismounting of other customers and supervise customers holding onto horses.

Head trail ride leader is to organise a vehicle to collect sick or scared rider and for rider to be collected at nearest point to where customer dismounted in accordance with vehicle access as marked on map.

In the case of an injured rider head trail ride instructor is to stay with injured rider. Head trail ride leader is to assess injury and if patient is conscious agree to evacuation arrangements either by vehicle supplied by management or ambulance. (if rider is unconscious ambulance only).

The assistant trail leader/s is/are to monitor safety of remaining riders to continue to stay mounted. If horses show signs of restlessness or if there is a prolonged wait then assistants are to arrange safe dismounting of other customers and supervise customers holding onto horses.

In both above cases when a rider is evacuated the horse they were riding is to have its reins secured and it is permitted to travel with group for remainder of ride.

Fire extinguishers are to be checked every 6 months.

Refer to **First Aid** section for injury emergency management.

