



URBNSURF Schools Education Programs

School Safety Plan



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URBNSURF School Safety Plan

This resource is provided by URBNSURF Sydney for your school to meet required risk, safety and the NSW Department of Education policies and procedures specific to Recreational Swimming guidelines. This resource will meet the New South Wales sport safety guidelines and include a mixture of safety and supervision at commercial pools as well as the specific sport of surfing.

Government Categorisation of URBNSURF Sydney

NSW Health has categorised URBNSURF Sydney as an outdoor pool, where all pool conditions must be met and maintained. This includes the following:

- URBNSURF Sydney must maintain commercial pool industry standards for water quality and treatment.
- URBNSURF Sydney must have qualified pool lifeguards while in operation.
- URBNSURF Sydney must maintain appropriate Lifeguard to swimmer/surfer ratios stipulated in the [Guideline for Safe Pool Operations](#).

School Supervision Requirements

The below summary is an extract from NSW Education School Sport Units *“municipal, commercial and school swimming pools”*. The link to this information can be found in the references portion of this document.

| Programs/Activity focus | Supervision | Teacher/Instructor qualifications and experience | URBNSURF Supervision and Qualifications |
|--|--|---|---|
| Recreational swimming which may be incorporated in weekly swimming programs, school excursions or activity days. | A minimum of two adult supervisors, one of whom must be a teacher, with appropriate expertise and qualifications must be always present. | At least one of the supervising teachers must possess recognised current training in CPR. | A minimum of 3 qualified Lifeguards will protect the Lagoon. The GSPO ratio of 1 Lifeguard per 40 swimmers will be maintained. A ratio of 1 Surf Coach per 8 students will be maintained. |

URBNSURF Sydney is classified as a Swimming Venue (Recreational Swimming)

The Department of Education has stipulated that due to URBNSURF Sydney being considered an outdoor commercial swimming pool, schools are required to follow the [municipal, commercial and school swimming pools](#) guidelines. URBNSURF Sydney is an artificial surf lagoon which is strictly controlled to ensure a safe and enjoyable environment. The following safety measures are in place which cannot be replicated in the ocean:

Machine safety: The lifeguard tower (situated at the centre beach of the lagoon) has an emergency stop button that can immediately stop waves from forming. The lifeguard tower is staffed throughout each operational day.

Water quality: Commercial pool water quality standards are both met and exceeded as the lagoon has a low capacity of surfers per hour.

Water clarity: The water is constantly filtered and like a commercial swimming pool, the lagoon floor can be seen by all surfers and safety staff.

Wave size control: The wave size can be controlled, ensuring that surfers only surf waves that match their surfing ability.

Proactive safety: The URBNSURF website displays a detailed summary of each wave type, surfer's ability, with both photographs and video of the waves.

Activities at URBNSURF

URBNSURF Sydney can offer a range of programs for each school in a safe and controlled environment. The best way to learn is to take a hands-on approach outside of the classroom!



Surf Lessons (Surfing)



Surf Lessons (Body Boarding)



Water Safety & Surf Education



Curriculum Support Activities (Geography, Science, Mathematics & Physical Education)

Standards and Safety Measures at URBNSURF Sydney

URBNSURF Sydney was designed and built to ensure guests of all abilities can enjoy access to the facility. This includes:

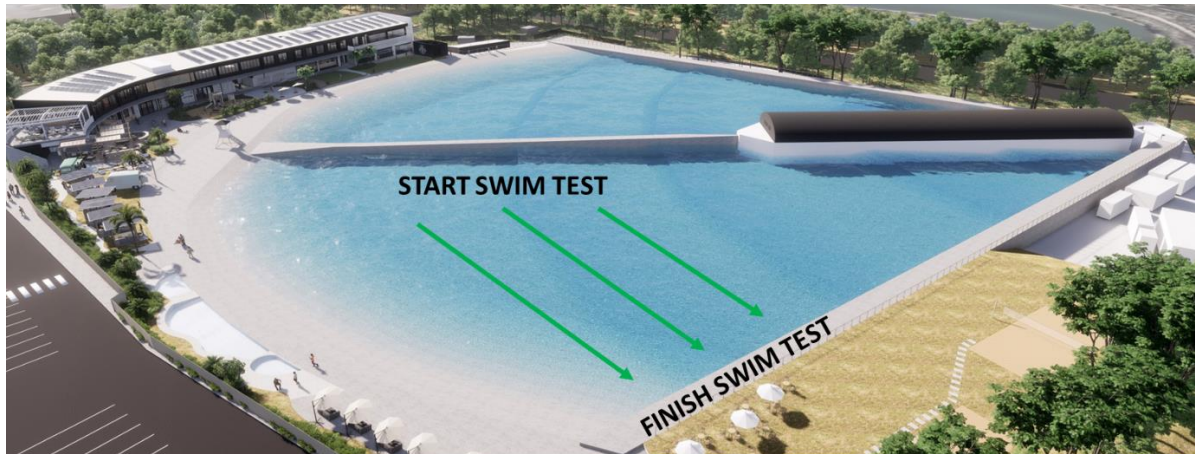
- Elevators to the first floor
- Two disabled changerooms
- Wetsuits that meet the needs of a variety of surfers: [Air-Time Water-Time wetsuits](#)
- An aquatic wheelchair
- A ramp to enter / exit the lagoon.
- Adaptive surfboards.
- A partnership with [Access Adventures](#)

Swim Test

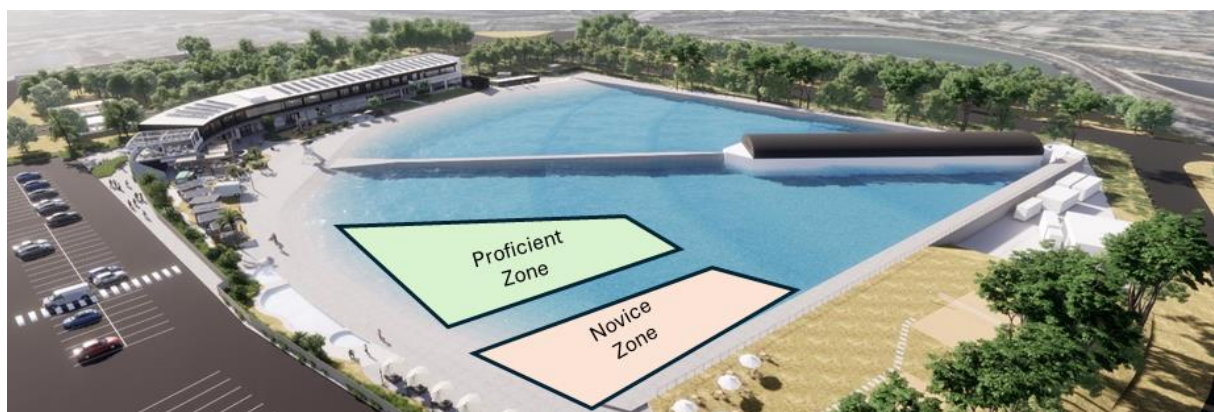
Students will need to be a minimum of 8 years old to participate in aquatic activities at URBNSURF. All students will need to undertake a swim test prior to enjoying a water-based activity at URBNSURF. The below procedure will be followed (further show on the below diagram):

- The students will form a line on one side of the lagoon. All students will be no deeper than 1.2m
- The students will have both Lifeguards and Surf Coaches observing the swim from in the water.

- The students will need to swim 70 metres unassisted to receive a blue wristband that denotes they can partake in all activities within the lagoon.
- Students unable to swim 70 metres unassisted will receive a yellow wristband. Both the teachers and the Surf Coaches must ensure that students with yellow wristbands participate in shallower water.
- Once the swim test has been completed, and all students have received a wristband, they are able to resume with the scheduled activities.
- If a student does not have a wristband, it is assumed they have not passed the swim test and will be placed with other students that have a yellow wristband.



- Students that have not passed the swim test will partake in the surf lesson against the outer wall as marked in the below drawing as “Novice Zone”. The currents are gentle and the varying water depth averages just over 1 meter.
- Students that have passed the swim test will partake in the surf lesson in the middle of The Bay as marked in the below drawing as “Proficient Zone”. The currents are marginally stronger and the varying water depth averages just over 1 meter.



Activities in Detail

Surf & Bodyboard* Lesson

The surfing lesson is broken into 3 sections and will take 1 hour 45 minutes.

Dry Lesson (30-minutes): The ratio of 8 students per 1 Surf Coach will be maintained for the duration of the lesson. The Surf Coach will provide an overview of the lessons, provide a safety overview and coach step-by-step points to assist students control their surfboard and practice the pop-up technique.

Surfing (1-hour): The Surf Coach will provide each student with a foam surfboard that will give them the best chance to pop-up. The Surf Coach and the student will be in The Bays with a maximum water depth of no

more than 1.3m. The Surf Coach will push students into waves and provide feedback a positive reinforcement throughout the lesson.

Post-Surf (15-minutes): At the end of the hour, the students will walk out of the lagoon, put their surfboards away and provided with a final briefing. This is the conclusion of the lesson.

*If a school requests a bodyboard lesson, the same steps and ratios will be followed, and surfboards will be substituted for bodyboards.



Water Safety Lesson

The water safety program will take 1-hour and the ratio of 1 Surf Coach per 8 students will be maintained.

Overview:











Dry Lesson (1-hour): The Surf Coaches will provide an interactive lesson that includes the following topics: rips, tides and currents, aquatic safety awareness, and rescue awareness.

In-Water Lesson (1-hour): The Surf Coaches will provide demonstrations and supervise the following activities: safe beach entry, reach rescue, survival swimming, surf skills, and rips and currents.



Booking Journey Steps

- Once the school has decided which activities the students will partake in, the following steps and information will be required:
- The school must confirm chosen activities (surf lesson, bodyboard lesson and/or water safety program)
- The school and URBNSURF will then agree to a preferred date and time. As show below, URBNSURF consistently schedules the smallest wave type – Cruiser at 11am to ensure schools have time to drive out to URBNSURF and enjoy the most appropriate session as per the students’ abilities.

| | MON | TUE | WED | THU | FRI | SAT | SUN |
|-------|---|---|---|---|---|---|---|
| 6 AM | INT  | INT  | ADV  | INT  | ADV  | INT  | INT  |
| 7 AM | ADV  | ADV T  | INT  | ADV | INT | ADV T | EXP |
| 8 AM | PT | PT | PT | PT | PT | PT | PT |
| 9 AM | ADV T | ADV | ADV T | ADV T | ADV T | ADV | ADV T |
| 10 AM | PT | PT | INT | INT | INT | PT | INT |
| 11 AM | CRU | CRU | CRU | CRU | CRU | CRU | CRU |
| 12 PM | INT | INT | INT | INT | INT | INT | INT |
| 1 PM | PT | CRU | PT | CRU | PT | CRU | PT |
| 2 PM | ADV T | ADV T | ADV T | ADV T | ADV T | ADV T | ADV T |
| 3 PM | INT | INT | INT | INT | INT | INT | ROLLER |
| 4 PM | ADV | ADV | ADV | ADV | ADV | EXP | ADV |
| 5 PM | CRU | PT | CRU | CRU | PT | CRU | CRU |

- Once the booking is finalised, the school will be requested to make a 50% deposit.
- The school will need to send a list of all students to URBNSURF Sydney two-weeks prior to the excursion date. Once URBNSURF receives the list of all students' names, the waivers will be prepared online, and the link sent to the teacher to distribute to the parents. Parents of the students must complete the online waiver form prior to the arrival of the school.
- 2-days prior to the arrival of the school, URBNSURF will confirm all booking details and any outstanding waivers with the school.
- URBNSURF will provide 2-hours of free parking for each bus. After the first 2-hours, Sydney Olympic Park parking rates will apply.
- The school must pay the balance of the owed amount prior to the start of the lesson. Fewer children or additional children will be managed at this point.
- All participants waivers and details will be checked at the entrance to URBNSURF.
- Participants will receive the following complimentary items:
 - Wetsuit hire
 - Surfboard hire
 - Locker

Child Safety at URBNSURF Sydney

- URBNSURF Sydney adheres to the Child Safe Standards set by the NSW Office of Childrens Guardian.
- All URBNSURF Staff & Instructors hold a valid Working with Children Check
- All URBNSURF Staff & Instructors are trained and hold appropriate qualifications.

Excursion Planning & Approval

URBNSURF recommends obtaining the support of the Principal for any URBNSURF proposed surfing or water safety programs before planning.

A planning summary or similar document may be required to submit to the Principal or School Council.

Purpose: The purpose of undertaking an excursion to URBNSURF is to undertake surf, swimming and water safety education aligned with the NSW Department of Education. URBNSURF provides a hands-on practical approach in both surfing, water safety and surf education compared to traditional methods. Development of knowledge and skills relating to survival swimming and basic water safety can significantly reduce a child's drowning risk and enhanced community safety.

Environment: URBNSURF is a safe and controlled environment unlike other venues such as; rivers, dams and beaches. As a result, students will be exposed to significantly less hazards and risks, thus creating the ultimate safe learning environment for students. URBNSURF is less exposed to environmental impacts such as water pollution, marine creatures, hazardous surf and dangerous currents. URBNSURF also offers clean changerooms, showers, toilets for the comfort of students.

Activities: URBNSURF can offer both Surfing and Water Safety / Surf Education programs to Schools. An example of activities can include:

- Rip Current Recognition and Awareness
- Surf Awareness and Skills
- Surf Swimming
- Rescue Skills
- Negotiate the Surf
- Types of Waves
- Escape a Rip
- Basic Emergency Care
- Surfing

People: URBNSURF will provide trained and qualified staff in relation to Surfing and Water Safety / Surf Education activities. Further information about supervision and instruction framework is found within this School Safety Plan.

Excursion Risk Management

Consequence Criteria (Reflecting DEECD)

| Consequence | Health and Safety Consequence Description |
|---------------|--|
| Insignificant | First aid only – no measurable impact or lost time |
| Minor | Medically treated injury Peer support for stress event |
| Moderate | Hospital treatment (outpatient), less than 3 days lost time Stress event requiring professional support |
| Major | Long term injury or illness (hospital admission) Possible permanent disability Stress event requiring clinical support |
| Severe | Fatality and/or permanent disability Stress event requiring extensive clinical support for multiple individuals |

Likelihood Criteria (Reflecting DEECD)

| Likelihood | Description | Indicative Frequency |
|-------------------------------------|---|--|
| Almost Certain (>95%) | Expected to occur | Prone to occur regularly. Is anticipated for each repetition of the activity or event |
| Likely (66 - 95%) | Probably will occur. ("no surprise") | May be anticipated multiple times over a period of time. May occur once every few repetitions of the activity or event. |
| Possible (26 – 65%) | May occur at some stage | May occur several times across DEECD or a region over a period of time. |
| Unlikely (5 – 25%) | Would be surprising | May occur somewhere within DEECD over an extended period of time. |
| Rare (<5%) | May never occur | May occur somewhere, sometime ("once in a life time / once in a hundred years") |

Risk Rating Matrix (Reflecting DEECD)

| | | Consequence | | | | |
|------------|----------------|---------------|--------|----------|---------|---------|
| | | Insignificant | Minor | Moderate | Major | Severe |
| Likelihood | Almost Certain | Medium | High | Extreme | Extreme | Extreme |
| | Likely | Medium | Medium | High | Extreme | Extreme |
| | Possible | Low | Medium | Medium | High | Extreme |
| | Unlikely | Low | Low | Medium | Medium | High |
| | Rare | Low | Low | Low | Medium | Medium |

URBNSURF School Risk Register

| | |
|-----------------------------|--|
| School: | |
| Supervising teachers/staff: | |
| Program/Excursion: | URBNSURF Sydney |
| Year Level: | |
| Expected Numbers: | |
| Dates: | |
| Location: | 15 Hill Road, Sydney Olympic Park, NSW, 2127 |

| Risk Description | Existing Controls | Risk Assessment – with existing controls | | | | Treatment | Residual Risk Assessment – after treatments | | | Actions |
|--|---|--|-------------------|-----------------|-------------|---|---|-----------------|-------------|--|
| Describe the risk event, cause/s and consequence/s. For example, <i>Something occurs ... caused by ... leading to ...</i> | Describe any existing policy, procedure, practice or device that acts to minimise the risk | Effectiveness of existing controls | Risk Consequences | Risk Likelihood | Risk Rating | For those risks requiring treatment in addition to the existing controls. List: <ul style="list-style-type: none">What will be done?Who is accountable?When will it happen? | Risk Consequences | Risk Likelihood | Risk Rating | Options are: Extreme/High - Do not proceed Medium - Ongoing review required Low - Only periodic review required |
| Injury while walking to the surf with a surfboard. | URBNSURF Safety Video informs students of special awareness and to keep clear of each other. Coach to enforce in and out of the water. Surfboards will already be positioned by URBNSURF Coaches to avoid students collecting surfboards. Students will be separated into small groups with a Coach (1:8). Students will follow each other in a line formation when entering the Lagoon. | Satisfactory | Minor | Unlikely | Low | Students will not need to collect surfboards as they will be placed on the training area ready for students. Students will be shown how to safely hold, manoeuvre and carry a surfboard. URBNSURF Coaches will inform students how to avoid a collision when walking with a Surfboard from the Surf Academy and to the Lagoon. URBNSURF Coaches to control students. | Minor | Unlikely | Low | Low – URBNSURF to review annually. |
| An unexpected rip, current, tide, obstacle or craft causes a drowning or near drowning. | URBNSURF is a purpose build man-made facility for surfing. There are no unexpected rip, currents, tide or obstacles that cannot be eliminated or controlled. URBNSURF has two permanent rips and a slight current. The safety video and Coaches will identify these areas. Coaches uphold a safety ratio 1:8 in the water. | Satisfactory | Minor | Unlikely | Low | In the event of an unexpected impact involving a permanent rip or current at URBNSURF the Emergency Stop function can be used to eliminate the risk. Coach supervision is overlapped by Lifeguard supervision. Programs are tailored to the student’s abilities. Surf Experience packages are conducted in shallow water. Coaches uphold a strict safety ratio. Supervision is also overlapped by Lifeguards | Minor | Unlikely | Low | Low – URBNSURF to review annually. |

| Risk Description | Existing Controls | Risk Assessment – with existing controls | | | | Treatment | Residual Risk Assessment – after treatments | | | Actions |
|---|---|--|--------------|-----------------|------------|--|---|-----------------|------------|------------------------------------|
| | Students will be briefed what to do in all activities and be told how to signal for assistance if required. | | | | | | | | | |
| Staff or students collide with a hard object. | <p>URBNSURF Safety Video informs students of special awareness and to keep clear of each other. Coach to enforce in and out of the water.</p> <p>Soft Surfboards will be used by beginners.</p> <p>Leg ropes will be used with all surfboards and wrist leashes will be used with all body boards.</p> <p>Students will be taught how to safely enter and exit the water. Including how to safely dismount a surfboard.</p> | Satisfactory | Minor | Unlikely | Low | URBNSURF Coaches will move students in the event any unforeseeable hazards are identified by trained and qualified staff. | Minor | Unlikely | Low | Low – URBNSURF to review annually. |
| Ineffective communication with the group during the activity leads to students adopting unsafe practices | URBNSURF Coaches will have coloured identifiable rash tops. Students will also have identifiable rash tops. URBNSURF Coaches will carry a whistle for signalling surfers, bodyboarders and swimmers. These signals are clearly defined. URBNSURF Coaches will communicate a pre session safety briefing to describe the signal for students to leave the water and the boundaries of defined program / surfing areas. | Satisfactory | Minor | Unlikely | Low | Existing controls adequate. | Minor | Unlikely | Low | Low – URBNSURF to review annually. |
| A student or students get into difficulty due to deep or turbid water, rips, currents, tides, big or strong waves. | <p>Consultation with the School will determine which type of program students will partake in.</p> <p>All Coaches and teachers will be familiar with the URBNSURF venue through a written and verbal brief.</p> <p>URBNSURF Coaches will communicate a pre-session safety briefing to describe the signal for students to leave the water and the boundaries of defined program / surfing areas.</p> <p>URBNSURF Coaches will have accessible rescue equipment and be trained and qualified appropriate to the environment.</p> | Satisfactory | Minor | Unlikely | Low | <p>URBNSURF Coaches will highlight to all students fixed rip locations, areas where slight currents may be present.</p> <p>In the event students are using a rip current as part of the program delivery and rip awareness / survival the URBNSURF Coach will have a rescue device.</p> <p>Depending on the ability students may have a floating device during the activity.</p> | Minor | Unlikely | Low | Low – URBNSURF to review annually. |

| Risk Description | Existing Controls | Risk Assessment – with existing controls | | | | Treatment | Residual Risk Assessment – after treatments | | | Actions |
|--|---|--|----------|----------|--------|--|---|----------|--------|--|
| A student suffers a neck or back injury by diving into the water and hitting the floor. | <p>All Coaches and teachers will be familiar with the URBNSURF venue through a written and verbal brief.</p> <p>The operating environment will be unchanged with no exposure to common external beach environment risks. All hazards at URBNSURF are identified.</p> <p>Students will be told not to dive during the activity verbally and through the safety video when in shallow water.</p> | Satisfactory | Moderate | Possible | Medium | <p>Despite URBNSURF Coaches knowing local hazards they will undertake a physical check before commencing any program.</p> <p>URBNSURF Coaches will instruct students how to prevent a possible nosedive when handling a surfboard or bodyboard.</p> <p>URBNSURF Coaches are trained and qualified in spinal injury management and prevention.</p> <p>When surfing, students will be taught how to safely dismount a surfboard and how to fall safely.</p> <p>When surfing, students will be taught how to protect their head and neck if they unexpectedly come off their surfboard.</p> | Moderate | Unlikely | Medium | Medium – URBNSURF to ongoingly review as required. The initial risk is decreased with effective control measures however the nature of an unlikely injury requires the Moderate consequence to be unchanged only by definition. <i>(Hospital treatment less than 3 days lost time)</i> |
| A pre-existing medical condition results in injury or illness during the excursion. | <p>URBNSURF will request and collect confidential medical information of all students and staff. Where uncertainty exists, additional information will be sought.</p> <p>All URBNSURF Coaches will hold a level II First Aid (Apply First Aid HLTAID003)</p> <p>URBNSURF advise Schools to provide a portable First Aid Kit, asthma or epi-pens if required.</p> <p>URBNSURF Coaches will ask students if they have any injuries within a small group prior to undertaking activities.</p> <p>URBNSURF requests Schools to carry medical information during the program and referred to as necessary.</p> | Satisfactory | Minor | Unlikely | Low | <p>URBNSURF will have emergency medical equipment on site including a; First Aid Kit, Medical Oxygen and Defibrillator. Schools can request to have a designated trained staff as part of the program at extra cost.</p> <p>Emergency Procedures are covered in this School Safety Plan.</p> | Minor | Unlikely | Low | Low – URBNSURF to review annually. |
| Staff or student fatigue results in incident and/or injury. | <p>All URBNSURF programs will adopt appropriately timed rest breaks. Water will be accessible.</p> <p>Environmental factors will be considered such as water temperature, wind strength and direction, season, rain etc.</p> <p>URBNSURF will encourage students to drink water, apply and reapply sunscreen.</p> | Satisfactory | Minor | Unlikely | Low | <p>URBNSURF Coaches will monitor students fatigue levels and provide support to students.</p> <p>URBNSURF programs may be adapted or changed due to skill level, intensity and loads, support, evacuation or cancellation of the activity.</p> | Minor | Unlikely | Low | Low – URBNSURF to review annually. |

| Risk Description | Existing Controls | Risk Assessment – with existing controls | | | | Treatment | Residual Risk Assessment – after treatments | | | Actions |
|--|---|--|-------|----------|--------|--|---|----------|-----|---|
| <p>Warm or cold weather conditions lead to a temperature-related illness.</p> | <p>URNSURF will provide students will wetsuits as a standard program. Where required in colder months wetsuit boots will be provided. During warmer temperatures wetsuits may not be required.</p> <p>URBNSURF provide the school with a student ‘To Bring List’. This list includes bathers, towel, water bottle and appropriate clothing for each season.</p> <p>URBNSURF Coaches will plan and/or adjust the program in response to foreseeable and unforeseeable weather conditions.</p> | Satisfactory | Minor | Unlikely | Low | <p>Suitable wetsuits will be provided to students by URBNSURF.</p> <p>URBNSURF will assess the conditions and impact to students before the program commences.</p> <p>Medical treatment will be provided to any student who is affected by temperature-related illnesses.</p> | Minor | Unlikely | Low | <p>Low – URBNSURF to review annually.</p> |
| <p>A group is caught in severe weather or a thunderstorm resulting in injury.</p> | <p>URBNSURF will check the weather conditions including thunderstorm or lightning forecasts prior to undertaking programs.</p> <p>URBNSURF Duty Manager will have a direct access to live thunderstorm and lighting tracking through technology. Any unforeseeable lightning will be identified through radio detection and ranging (RADAR) systems.</p> | Satisfactory | Minor | Possible | Medium | <p>The 30/30 Rule is applied for lightning safety in the Australian Standard on Lightning Protection.</p> <p>Where a lightning strike is recorded by the Bureau of Meteorology within 10km the program will be moved indoors. No students will be permitted to be in the water. Where 30 minutes has passed since the last sighting of lightning. A standard storm travels at about 40km/h. Waiting 30 minutes allows the thunderstorm to be approximately 20km away.</p> <p>As a preventative safety measure the program will stop, students evacuated from the water and moved into a building. The program will then be modified.</p> | Minor | Unlikely | Low | <p>Low – URBNSURF to review annually.</p> |
| <p>A transport accident occurs while travelling to or from the venue.</p> | <p>The school will ensure vehicle is appropriately insured and maintained. Where the vehicle is a bus, it must be regularly inspected by a licensed bus tester.</p> <p>Drivers will have the appropriate driver’s licence and certificates for the planned journey. Drivers will perform a daily vehicle check.</p> <p>In accordance with heavy vehicle driver fatigue laws all drivers will take sufficient breaks from driving. Drivers will also be sufficiently rested prior to driving.</p> <p>Drivers will allow sufficient time for the planned journey to URBNSURF Sydney and adjust speed to suit the driving conditions and speed limits.</p> | Satisfactory | Minor | Rare | Low | <p>URBNSURF to provide a recommended transport bus services that meet existing controls and School requirements.</p> | Minor | Rare | Low | <p>Low – School to accept responsibility and where required change this risk accordingly.</p> |

| Risk Description | Existing Controls | Risk Assessment – with existing controls | | | | Treatment | Residual Risk Assessment – after treatments | | | Actions |
|--|---|--|-------|----------|-----|--|---|----------|-----|--|
| A student or staff member suffers a bite or sting causing illness or death. | Schools will carry current and confidential medical information for all students and staff participating in the activity. Teachers will ensure there are appropriate medications available and an emergency response strategy to support a worsening condition. URBNSURF have a current Animal Control Policy. | Satisfactory | Minor | Unlikely | Low | URBNSURF will provide trained and qualified staff to be able to provide medical response and treatment to a bite or sting. | Minor | Unlikely | Low | Low – URBNSURF to review annually. The school is to provide any asthma or epi-pens for individual students. |
| Public interaction interfering with an URBNSURF program | All confirmed URBNSURF programs are booked. Depending on the nature of the activity and program a section of the Lagoon will be allocated to the respective program. URBNSURF Coaches will provide a briefing for students to identify a program boundary area. | Satisfactory | Minor | Unlikely | Low | URBNSURF Coaches commonly act as a marker or program barrier. URBNSURF will act immediately if a member or guest interferes with any program. | Minor | Unlikely | Low | Low – URBNSURF to review annually. |

Risk Assessment Summary:

The majority of hazards and risks initially identified in this risk assessment are low due to the unique nature and operating environment of URBNSURF. To book an inspection or to receive further information please contact the URBNSURF Operations Department.

School Staffing Requirements

URBNSURF encourages that Schools provide a minimum of two teachers or as per the Schools Excursion Policy. It is the school's responsibility to have adequate staff to be able to coordinate students before and after the program.

URBNSURF recommends that there is a minimum of one teacher who escort a student to the changeroom or toilet. The URBNSURF staff will not be permitted to assist students in the changeroom.

URBNSURF recommends that there is one teacher based at a central location near the Surf Academy as a point of reference for students.

URBNSURF can cater for students with special needs. However, we do ask a support teacher is available to maximise the students learning and increase safety. The aquatic environment can potentially be confronting and challenging for some. We find it is rewarding experience for both the student and support teacher.

Transfer of Instruction (Duty of Care)

Upon entering URBNSURF Sydney, a Duty of Care will be enacted as standard practice when entering any aquatic facility. It is the responsibility of teachers to coordinate students into the facility and wait at the Surf Academy area, where they will be met by an URBNSURF Coach.

A Transfer of Instruction will occur as part of a handover from the teacher to the URBNSURF Coach. During this period, URBNSURF Coach will maintain control of the program delivery until the conclusion where the URBNSURF Coach will then handover back to the teacher.

URBNSURF encourages teachers to take part of our programs with the students. Complimentary sessions will be given to the Teachers to promote participation with the students.

Qualifications

URBNSURF Surf Coaches are trained and qualified. URBNSURF Surf Coaches will hold a current:

- Bronze Medallion or Surf Rescue Certificate from Surf Life Saving Australia (SLSA)
- Surfing Australia Foundation Coaching Course
- Provide CPR (HLTAID009)
- Apply First Aid (HLTAID011)
- New South Wales Working with Children's Check
- Play by the Rules – Child Protection course

URBNSURF Lifeguards are trained and qualified. URBNSURF Lifeguards will hold a current:

- Royal Life Saving Pool Lifeguard (SISSS00133)
- Provide CPR (HLTAID009)
- Apply First Aid (HLTAID011)
- New South Wales Working with Children's Check

Ratios

Following both the Advisory Guide, Swimming Instruction and Water Safety and Surfing Victoria Guidelines the following supervision ratios have been established adopted at URBNSURF.

Dry Safety Ratio

URBNSURF Staff to Student Ratio: 1:10

Aquatic Safety Ratio

URBNSURF Staff to Student Ratio: 1:8

Health Precautions

At URBNSURF students will be able to use the changeroom and toilet facilities on site. Based on the number of students URBNSURF can accommodate large changing areas.

All wetsuits and wearable clothing are washed, disinfected and dried.

Emergency Procedures and Safety Measures

Safety Awareness

The following information is intended to give you an understanding of our procedures for handling emergency and critical situations. This information extends to any First Aiders that may have accompanied the group. In all emergency situations, medical or other, where it is felt that emergency services need to be contacted, URBNSURF's staff are trained to direct and inform emergency services of an exact location for a faster response. It is imperative that all organisers, partners and supervising staff involved in your event are aware of this information and can assist URBNSURF in providing safe and prompt response to any emergency.

First Aid Response

In the event of a medical emergency or first aid assistance please contact a Lifeguard or Staff Member immediately. Briefly explain the nature of the emergency and/or situation.

- Remain calm and reassure the injured or ill person.
- URBNSURF will coordinate appropriate first aid response.
- DO NOT call emergency services unless the person is in immediate danger.
- Alert the Duty Manager immediately if an ambulance has been called.
- Pass on any information about the person's condition or how the incident has occurred within URBNSURF, so they are able to make an informed assessment.
- Do not crowd URBNSURF staff and assist in keeping larger crowds away from the injured person.
- You may be asked to leave the area or be moved away, please follow all URBNSURF staff instructions.
- If necessary URBNSURF will call an ambulance.

Schools sourcing external First Aid or Security

External First Aid and Security providers operating on URBNSURF site must report to the URBNSURF Duty Manager any incident and treatment given of a serious nature. This includes any incident such as:

- | | |
|--------------------------------|---------------------------|
| • Requiring Emergency Services | • Excessive Bleeding |
| • Medical Oxygen | • CPR |
| • Defibrillation | • Fracture or Dislocation |
| • Breathing Difficulties | • Chest Pains |

- Loss of Consciousness

Unless the patient is in immediate danger, please have URBNSURF Staff or the Duty Manager assist in calling emergency services; staff are trained to inform emergency services of directions on-site for faster access to the patient.

Fire Fighting (Primary Immediate Response)

In the event of a fire within URBNSURF take the following actions:

- Remain calm.
- Immediately contact URBNSURF staff, including the Duty Manager.
- Do not approach the fire unless you have firefighting equipment at hand, and it is safe to do so.
- Remove all people in proximity to the fire.
- Follow instructions from URBNSURF staff and evacuate the area as per instructions below.

Emergency Evacuation Procedures

In the event of an Evacuation within URBNSURF take the following actions:

- The Evacuation tone sounds like; “WOOP, WOOP”.
- Remain calm and await further instruction from URBNSURF staff.
- At the sound of the Evacuation Tone “WOOP, WOOP” make preparation for an evacuation.
- Follow all instructions and direction from URBNSURF staff.
- Follow EXIT and directional signage to the safest and nearest assembly location area.
- Assist with directing people in your group.
- Ensure all mobility impaired persons are paired with a “buddy” in a safe area; notify a Warden (URBNSURF staff) of their location immediately.
- Listen for further information.
- You may be held at the assembly location area for a short time, whilst here please await further instructions and account for all members of your group.

Assembly Areas

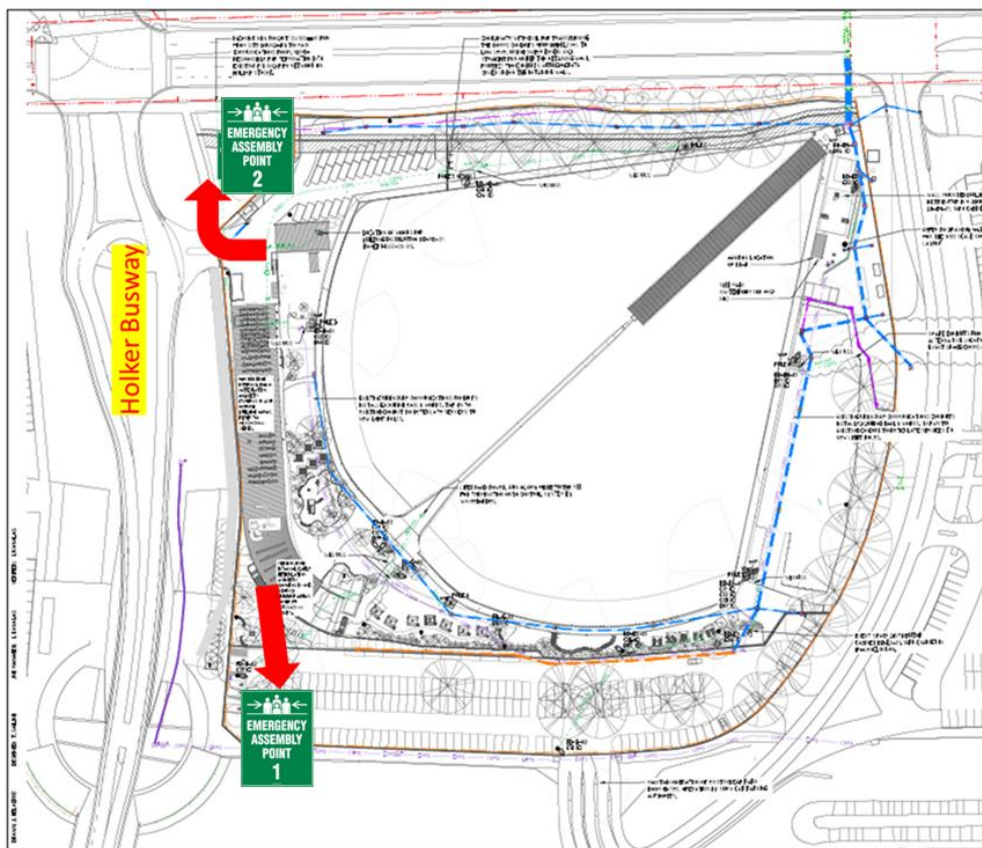
Please listen to announcements for directions of which Assembly Location to use, or to an area as designated by the Chief Warden. Please follow all directions from URBNSURF staff.

Assembly Location Area 1 – see map

The assembly location area 1 point is located within the main guest car park.

Assembly Location Area 2 – see map

The assembly location area 2 point is located on Holker Busway



Warden Identification

The Emergency Control Organization (ECO) is the structure used to effectively manage and control any emergency. URBNSURF ECO is made up of the Chief Warden (Duty Manager), Deputy Chief Warden, Area Wardens, and Wardens. The Chief Warden will control the situation from the Fire Control Room. All wardens will be clearly identifiable wearing safety vests and helmets. Please follow all instructions made by Wardens during an emergency.

Chief Warden



Warden



First Aid



Emergency Contact Details

| Contact | Number |
|--|--------------|
| Duty Manager | 0483 215 788 |
| Surf Academy | 0418 466 258 |
| Sales Executive | 0488 081 053 |
| Emergency Services (Police, Fire, Ambulance) | 000 |

Emergency Procedures Induction

All schools will be required to have a copy of this document and have read through it so that they understand our emergency procedures. Copies of qualifications may be requested for sighting by URBNSURF staff on the day.

URBNSURF staff receive nationally recognised first aid and emergency response training by an RTO. At a minimum, URBNSURF staff are First Aid and CPR qualified. By opting the above assistance, you will receive a service of visible and accessible First Aiders with knowledge of the facility and with immediate back-up help in the event of an emergency. Formal records are kept of all treatment and staff are well versed in URBNSURF 's policies of child protection, disability action, privacy, complaints, and OH&S.

URBNSURF recommends you take advantage of our trained staff and request for an URBNSURF First Aider to provide first aid service during your program. You may also request a short presentation of this information to your staff and/or attendees to ensure their safety in the event of an emergency which is highly recommended for larger programs.

| Sign Off | |
|--|--------------------------|
| School has read and acknowledges the URBNSURF Sydney Emergency Procedures Induction. | |
| School Organiser / Inductee Name | NAME HERE |
| School Organiser / Inductee Signature | SIGN HERE |
| URBNSURF Duty Manager Name | URBNSURF STAFF ONLY HERE |
| URBNSURF Duty Manager Signature | URBNSURF STAFF ONLY HERE |

References

NSW Education: School Sport Unit. Municipal, Commercial and School Swimming Pools

<https://app.education.nsw.gov.au/sport/Municipal-commercial-and-school-swimming-pools>