



## Risk Management in Practice - Level One

### What is Risk Management?

In simple terms, risk management is what organisations (including their workers) do to keep themselves and other people affected by their work, safe from physical or mental harm.

More specifically, risk management is the *overarching process* of identifying, evaluating, and prioritizing risks, which is then followed by applying controls (preventative actions) which may require resources such as effort, time, or money etc. to minimise risks. Risk management also includes ongoing monitoring of the controls for effectiveness.

### SLSNZ Risk Management Process

The following eight steps represent the SLSNZ Risk Management process.

#### **You need to know...**

1. The eight steps are typically not completed by one person individually, however it is important that everyone have an understanding of all eight steps.
2. Individuals who are in Level One of the Health and Safety Management System (HSMS) need to ensure, they are familiar with Step One through Step Six.
3. The example in *blue* is specific for lifeguarding, however the eight steps can and must be applied to all SLSNZ operations, not just the duties between the flags.

**Step One** - Identify the activity, duty or work to be undertaken.

*Example - Lifeguards plan to set up and operate a safe flag zone for use by the public, which identifies the work or duty to be undertaken.*

**Step Two** - Identify the people likely to be affected by the work.

*Example - Lifeguards, identify the people likely to use the flagged zone and the surrounding beach, which includes the Lifeguards. This may include competent swimmers, boogie boarders, surfers, poor swimmers, children, families, first time beach users, all of whom may be affected in different ways by the work of the patrol and their use of the water and beach environment.*

**Step Three** - Identify hazards (environmental, human and objects/equipment)

*Example - Lifeguards identify environmental hazards such as rips, currents, and wave height and type, along with potential human hazards such as surfers near the proposed flag zone, or first time beach users, as well as potential 'man made' (objects) and equipment hazards such as jet skis on the water, or vehicles on the beach, or the remains of an old disused wharf or jetty.*

**Step Four** - Identify and assess the risks associated with the hazards, which may result in harm to people if preventative actions (controls) are not applied.

*Example - identifying the location and strength of rips, or surfers coming into contact with the swimmers leading to injury, or fully clothed swimmers entering the water leading to drowning, or swimmers near or in rips leading to drowning.*

**Step Five** - Apply control measures (preventative action) to prevent harm to people.

*Example - Lifeguards locate the flags away from surfers and rips, and may also place signs to warn beach users of dangerous currents, and may talk to first time beach users about the safety of swimming between the flags.*



**Step Six** - Continue to monitor and assess the hazards, risks and control measures for effectiveness.

*Example - Lifeguards monitor and review steps 1-5.*

**Step Seven** - Maintain records of the above.

*Example - Some of the above information may be recorded on the Patrol Captains Form. However SLSNZ is moving towards using SLSNZ's Operational Risk Assessment Forms that are completed prior to and during patrol.*

**Step Eight** - Implement emergency responses where required. Emergency responses are applied where preventative actions have failed, or where risks have changed or have not been adequately identified or assessed.

*Example - Lifeguards rescue swimmers from a flash rip that suddenly appears adjacent to the flags.*

## **Risk Assessment in Practice - Level One**

### **What is Risk Assessment?**

Risk assessment, is a component of risk management. Risk assessment is the *process of evaluating* the risks to health, safety, and welfare.

Not surprisingly, risk assessment is something that most people do in their daily lives without realising it. Is that plate hot? Is it safe to cross the road? Do I need to put sun cream on? Similarly, well trained and experienced lifeguards demonstrate effective risk assessment procedures every day while on patrol.

### **Why do we do risk assessment?**

SLSNZ does risk assessments to prevent harm to people, to inform our procedures and practices, and records the evidence in support of our the legal requirement to 'do risk assessments' under the Health and Safety at Work Act 2015.

### **How do we record our risk assessment?**

There are three SLSNZ Risk Assessment tools:

1. SAFER
2. General Risk Assessment
3. Operational Risk Assessment

### **Who does the risk assessment?**

There are different expectations for risk assessment for each Level of the Health and Safety Management system.

<b>HSMS Level</b>	<b>Level One</b>	<b>Level Two</b>	<b>Level Three</b>
SAFER	✓	✓	✓
General Risk Assessment		✓	✓
Operational Risk Assessment			✓

However, everyone should have the understanding of how each risk assessment tool plays a part in health, safety and welfare management by familiarising themselves with the tools below.



## SAFER

### What is a SAFER?

SAFER is an acronym which represents the risk management process that underpins and informs all Surf Life Saving New Zealand operations, and is simple enough to enable everyone to practice "safety." SAFER is an easy-to-remember approach to preventing harm to self and/or others by:

Spotting the hazard

Assessing the risk

Finding control measures to **Fix** the problem

Evaluating the result of the solution

Recording your SAFER actions

### Who should know how to implement SAFER?

Everyone (Level One – Level Three) involved in SLSNZ operations.

### When should I use SAFER?

The SAFER Risk Management Process should be used in real time, while working, and/or where quick action is needed. SAFER can be carried out on the spot in developing and changing situations or when unexpected hazards present themselves during routine tasks. SAFER is used for situations where dynamic, on the spot, risk assessments are required (i.e. ad hoc activities, urgent or emergency responses).

### How do I record SAFER?

If reasonably practicable, record your SAFER Risk Management Process using audio/video tools before and/or after your task(s).

Any findings or insights discovered as a result of a SAFER Risk Management Process should be communicated to your patrol captain or line manager.



## General Risk Assessment

### What is a General Risk Assessment?

General Risk Assessment (GRA) is used when assessing repetitive tasks, which are unlikely to change significantly, due to the predictable nature of the work. e.g. refilling a fuel bladder.

### Who should know how to do a General Risk Assessment?

Anyone in Level Two or Three of the Health and Safety Management System should know how to complete a GRA. However, those in Level One that do the tasks that are being risk assessed, are key information sources that can help provided data/information for the assessment.



### **When/how often is a General Risk Assessment completed?**

If there is risk associated with a task and **no** assessment covering that risk, then a GRA must be completed. Once a GRA has been completed, the assessment shall be reviewed:

1. if the nature of the task undergoes a significant change or risks become noticeably different, or
2. following an incident or near miss, or
3. on a predetermined periodic basis (higher risk tasks should be reviewed more often).

### **Where are General Risk Assessments stored?**

Current GRAs should be stored in a secure place, where those that require access can do so without barriers. Obsolete GRAs are considered records, and should be safely stored for a minimum of 3 years, either in hard copy or soft copy.

### **How is a General Risk Assessment completed?**

GRAs can be filled out electronically, or in hard copy. The GRA Template can be accessed on SLSNZ's web site. For guidelines and procedures on how to complete the document, refer to the General Risk Assessment NSOP.

## **Operational Risk Assessment (ORA)**

### **What is an Operational Risk Assessment?**

The Operational Risk Assessment is a written (document) or electronic (app) risk assessment that can capture the environmental changes and other factors associated with dynamic environments. The ORA encourages repeated assessments due to changing environmental factors and/or other conditions. The ORA is used for lifesaving operations including patrols, beach education, lifeguard training, lifesaving surf sport training and events.

### **Who should know how to do an Operational Risk Assessment?**

Anyone in Level Three of the Health and Safety Management System should know how to complete an ORA.

### **How often is an Operational Risk Assessment completed?**

An ORA is completed before and during patrols, beach education, lifeguard training, lifesaving surf sport training and events.

### **Where is the Operational Risk Assessment stored?**

Obsolete ORAs are considered records, and should be safely stored for a minimum of 3 years, either in hard copy or soft copy.

### **How is an Operational Risk Assessment completed?**

ORAs can be completed in hard copy or completed electronically using SLSNZ's ORA App where available. The Operational Risk Assessment form can be accessed on SLSNZ's web site. An example of how to complete an ORA document can be found in the Operational Risk Assessment NSOP.

*\*SLSNZ is working to put together electronic training videos to help them understand the form and to complete it adequately.*