

PARADISE VALLEY SPRINGS

RISK ANALYSIS AND MANAGEMENT FOR GROUPS OF CHILDREN / STUDENTS

Updated September 2025

Paradise Valley Springs is committed to maintaining a safe and healthy environment. The following information must be adhered to at all times to ensure the safety and enjoyment of your group's visit to Paradise Valley Springs.

POLICIES

- Children's groups are met and briefed by a Paradise Valley Springs staff member regarding safety and visiting guidelines.
- We recommend (as a minimum) one adult/competent supervisor for every seven children, a 1:7 ratio. A much higher ratio of adults to children is strongly recommended when accompanying young children, as per your policy.
- First aid kit and AED located at main reception (entrance).
- Staff have knowledge of first aid procedures and most hold current first aid certificates.
- All staff are trained in emergency, evacuation and health and safety procedures.
- In case of an emergency, three blasts from an airhorn will be sounded. Gather your group and make your way to the carpark to wait for instructions.

GUIDELINES FOR WHEN VISITING

- All children must be supervised by a competent supervisor at all times while at Paradise Valley Springs.
- Make sure children do not run in the park.
- All visitors must keep to the designated pathways, and behind all safety barriers.
- Please keep noise levels to a reasonable level at all times. Remember you are entering our animal's homes, and they do not like loud noises.
- Please respect other visitors in the park as they are here to enjoy themselves as well.

IDENTIFIED HAZARDS PERTAINING TO VISITORS

The following is a guide to make you aware of the risks that have been identified at our park, however other hazards could be present.

WHAT COULD GO WRONG?	WHAT WOULD CAUSE THIS?	HOW TO PREVENT	WHO IS RESPONSIBLE?	WHEN/WHERE WILL PREVENTATIVE MEASURES BE TAKEN?	EMERGENCY PLAN
Personal accident or injury (could include slips, trips, falling into water etc)	<ul style="list-style-type: none"> Person not looking where they are going Person falls over Person pushing or shoving another General carelessness Running or moving quickly Wet floors or pathways Climbing onto railings/rocks/trees/sculptures etc 	<ul style="list-style-type: none"> Being aware of uneven ground Ensuring supervision at all times No running in park Reading safety signs Keeping to the designated pathways 	All supervisors of the visiting group Students	<ul style="list-style-type: none"> At safety talk before entering park Constant reminders and supervision while in park 	<ul style="list-style-type: none"> Supervisor notifies park staff of accident, injury or near-miss. This action must be taken even if supervisor is a qualified first-aider and situation is under control or has been dealt with First aid administered by qualified park or group first-aider Incident report to be completed by group supervisor before leaving
Person lost or unaccompanied	<ul style="list-style-type: none"> Lack of adequate supervision Inadequate supervisor to student ratio Persons lack of awareness of risk in such a situation 	<ul style="list-style-type: none"> Planning for and enforcing minimum supervisor ratios in accordance with your policies Ensuring students are made aware of the requirement to remain close to supervisor at all times Ensuring that supervisors personally conduct regular and careful headcounts Children to be accompanied to the toilet block area 	All supervisors of the visiting group Students	<ul style="list-style-type: none"> At safety talk before entering park Constant reminders and supervision while in park 	<ul style="list-style-type: none"> Contact park staff Notice and description of missing person is radioed out to park staff who will keep a lookout and help search When located, missing person will be returned to group

WHAT COULD GO WRONG?	WHAT WOULD CAUSE THIS?	HOW TO PREVENT	WHO IS RESPONSIBLE?	WHEN/WHERE WILL PREVENTATIVE MEASURES BE TAKEN?	EMERGENCY PLAN
Person injured by an animal (ie. bitten or scratched)	<ul style="list-style-type: none"> • Person ignores written and/or verbal instructions • Lack of adequate supervision • Curiosity 	<ul style="list-style-type: none"> • Reading safety signs (ie. do not handfeed pigs) • Ensuring supervision at all times • Ensuring a flat hand is used if handfeeding animals • Following instructions of park staff member/s during any animal encounters (ie. patting lion cubs) 	All supervisors of the visiting group Students Park staff members, during an animal encounter	<ul style="list-style-type: none"> • At safety talk before entering park • Constant reminders and supervision while in park 	<ul style="list-style-type: none"> • Supervisor notifies park staff of accident, injury or near-miss. This action must be taken even if supervisor is a qualified first-aider and situation is under control or has been dealt with • First aid administered by qualified park or group first-aider • Incident report to be completed by group supervisor before leaving
Dropping items or rubbish into enclosures	<ul style="list-style-type: none"> • Desire to attract animal and observe reaction • Accidental release 	<ul style="list-style-type: none"> • Utilising rubbish bins • Informing visitors of the need to respect the homes of the animals and of the danger items or rubbish can pose to animals when playing with or ingesting them • Making sure clothing is worn or held securely 	All supervisors of the visiting group Students	<ul style="list-style-type: none"> • At safety talk before entering park • Constant reminders and supervision while in park 	<ul style="list-style-type: none"> • Don't attempt to retrieve any items from an enclosure • Supervisor notifies park staff who will retrieve the item if possible

WHAT COULD GO WRONG?	WHAT WOULD CAUSE THIS?	HOW TO PREVENT	WHO IS RESPONSIBLE?	WHEN/WHERE WILL PREVENTATIVE MEASURES BE TAKEN?	EMERGENCY PLAN
Weather related hazards	<ul style="list-style-type: none"> Lack of adequate protection against: Cold, dehydration, heat, rain, UV radiation, wind 	<ul style="list-style-type: none"> Visitors must check the weather forecast and ensure every student is suitably protected from the elements 	All supervisors of the visiting group	<ul style="list-style-type: none"> At discussion meeting before arriving at the park At safety talk before entering park Constant reminders and supervision while in park 	<ul style="list-style-type: none"> Supervisor notifies park staff of person's condition. This action must be taken even if supervisor is a qualified first-aider and situation is under control or has been dealt with First aid administered by qualified park or group first-aider Incident report to be completed by group supervisor before leaving
Person falling ill	<ul style="list-style-type: none"> Pre-existing condition Lack of medication 	<ul style="list-style-type: none"> Ensuring that all required medications (for asthma, allergies etc) are readily at hand and that pre-existing conditions are notified and that provision has been made for this 	All supervisors of the visiting group	<ul style="list-style-type: none"> At discussion meeting before arriving at the park As and when necessary, upon the arrival of qualified first aid personnel 	<ul style="list-style-type: none"> Supervisor notifies park staff of person's condition. This action must be taken even if supervisor is a qualified first-aider and situation is under control or has been dealt with First aid administered by qualified park or group first-aider Incident report to be completed by group supervisor before leaving

WHAT COULD GO WRONG?	WHAT WOULD CAUSE THIS?	HOW TO PREVENT	WHO IS RESPONSIBLE?	WHEN/WHERE WILL PREVENTATIVE MEASURES BE TAKEN?	EMERGENCY PLAN
Burns	<ul style="list-style-type: none"> Accidental spillage of hot drinks Hot water in cafe 	<ul style="list-style-type: none"> Ensuring supervision at all times around hot drinks or when in café area 	All supervisors of the visiting group	<ul style="list-style-type: none"> At safety talk before entering park Constant reminders and supervision while in park 	<ul style="list-style-type: none"> Supervisor notifies park staff of person's condition. This action must be taken even if supervisor is a qualified first-aider and situation is under control or has been dealt with First aid administered by qualified park or group first-aider Incident report to be completed by group supervisor before leaving
Traffic hazards in carpark (entrance/exit)	<ul style="list-style-type: none"> Lack of adequate supervision Inadequate supervisor to student ratio Persons lack of awareness of risk in such a situation 	<ul style="list-style-type: none"> Gathering groups on lawn in front of entrance building, not in carpark Supervising children to ensure not entering carpark Escorting children to and from transportation No running in or near carpark 	All supervisors of the visiting group	<ul style="list-style-type: none"> At discussion meeting before arriving at the park Constant reminders and supervision while near carpark 	<ul style="list-style-type: none"> Supervisor notifies park staff of accident, injury or near-miss. This action must be taken even if supervisor is a qualified first-aider and situation is under control or has been dealt with First aid administered by qualified park or group first-aider Incident report to be completed by group supervisor before leaving

WHAT COULD GO WRONG?	WHAT WOULD CAUSE THIS?	HOW TO PREVENT	WHO IS RESPONSIBLE?	WHEN/WHERE WILL PREVENTATIVE MEASURES BE TAKEN?	EMERGENCY PLAN
Animal escape	<ul style="list-style-type: none"> • Earthquake • Accidental release 	<ul style="list-style-type: none"> • Regular monitoring of enclosure condition/security 	All park staff members particularly keepers	<ul style="list-style-type: none"> • Daily • During enclosure design 	<ul style="list-style-type: none"> • Park staff will implement animal escape procedure • All visitors to follow directions of park staff
Emergency (such as a natural disaster or fire)	<ul style="list-style-type: none"> • Natural process • Deliberate, accidental, careless activity 	<ul style="list-style-type: none"> • Unpreventable for a natural disaster • Care with flammable materials • Reporting suspicious behaviour 	<p>All supervisors of the visiting group</p> <p>All park staff members</p>	<ul style="list-style-type: none"> • As and when using flammable materials • As and when any suspicious behaviour is reported 	<ul style="list-style-type: none"> • Park staff will implement relevant emergency procedure • All visitors to follow directions of park staff



PARADISE VALLEY SPRINGS

467 Paradise Valley Road, Rotorua, New Zealand
 Phone: +64 7 3489667, Email: info@paradisev.co.nz, www.paradisevalleysprings.co.nz