

# Understanding Hazards at Perisher

Perisher is a purpose built Snowsports destination, which is owned by Vail Resorts and where snow activities have generally been conducted in the area since the 1950s.

Guest and employee safety are very high priorities at Perisher, where the goal is to remove or minimise risks for our guests and employees. It is important to note that there are obvious and inherent risks in all snow sports activities and common sense, staying in control and personal awareness can reduce these risks. Remember that **RESPECT** is the key at the resort - for the mountain, the environment, the supervisors and fellow students, mountain staff and other users of the resort's facilities.

We are here to help and assist school groups with their risk management planning. In addition to the information provided here, we have also produced an "Understanding Hazards at Perisher" tool below. Our intention is to create a tool that is constantly evolving and improving. To this end we would appreciate any comments or suggestions from schools or other interested parties.

Our company is serious when it comes to snow safety. In addition to the tool provided you will also find helpful information on our web site under 'resort info'. Here you will find the [Alpine Responsibility Code](#) our [Lift Usage Policy](#) as well as links to independent organisations who are also dedicated to providing safe snow sports.

## Sometimes accidents happen

Although our goal is always to minimise injuries and promote safe snowsports, there is still the chance that an accident may occur. Risk Management is not just about reducing opportunities for injuries to happen but also about knowing what to do should you be involved in or witness an accident.

1. Recognise the situation - recognise that an accident has occurred. Acting quickly and correctly can help to minimise any impact.
2. Personal safety - prevent further injuries to yourself, the casualty and others. The accepted signal for a snowsports accident is to cross a set of skis uphill from the accident site. This acts as a warning for oncoming skiers and boarders to avoid the area, as well as alert mountain staff that assistance is required.
3. Get help - advise resort employees or Ski Patrol as soon as possible. Always ask a fallen skier or boarder if they are OK or need help (sometimes that decision is made by yourself if they are unable to do so). Send someone to advise mountain staff or Ski Patrol immediately, ensuring they know the exact location of the accident. The best way is to inform a lift operator at the closest lift. They can then phone the accident report to Ski Patrol with all relevant details.
4. Don't leave yet - it may take some time for help to arrive so keep the site safe.
  - The casualty should be kept and comfortable without disturbing any injuries.
  - Do not give the casualty anything to eat or drink.

5. Politely ask curious bystanders to move on so that they are not creating a hazard. Let them know help is on the way.
6. Do not remove a casualty's skis or board or unfasten their boots. Make the scene as safe as possible for passing traffic.
7. If the accident appears to be significant, ask any witnesses to remain to give a statement to Ski Patrol.
8. When Ski Patrol arrives, offer a knowledge handover, ask if you can assist any further and if they require you to remain on scene.

Activity/Area	Hazards	Risk controls making it safe
<b>Our Business</b>	Non-compliance with Operating lease/licence	Perisher holds the legal right to conduct business within the National Park by grant of lease from the NSW Minister for the Environment.
	Inadequate facilities to perform the intended operation and activities for all person abilities and genders	<ul style="list-style-type: none"> <li>• Perisher is a purpose-built snow sports facility. The facilities are maintained to the highest standards &amp; in accordance with industry best practice</li> <li>• Facilities &amp; terrain cater for all standards, including disabled persons.</li> <li>• Trail maps are available which indicate which runs/terrain are appropriate to a person's ability level</li> </ul>
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	Inadequate Liability Insurance	Public Liability Insurance is current. A copy of a Certificate of Currency is available upon request

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<b>Our People</b>	Not competent to complete tasks required	<ul style="list-style-type: none"> <li>• Trained and competent staff perform duties</li> <li>• Certified personnel to work with children – all ski instructors and ski patrollers are required to hold a current Working with Children Check as a condition of employment. No other personnel are permitted to complete these tasks</li> <li>• Competent Managers/Supervisors to monitor work performance</li> <li>• Structured and thorough recruiting processes to select appropriate persons for task</li> <li>• Professional approach to duties consistent with industry requirements e.g.               <ul style="list-style-type: none"> <li>○ APSI (Australian Professional Snowsports Instructors)</li> <li>○ ASPA (Australian Ski Patrol Association)</li> <li>○ NSW Legislation - including WHS, Rail Safety and Food/Beverage specific requirements</li> </ul> </li> <li>• Plant/equipment maintained and operated as per manufacturer specifications</li> </ul>
<ul style="list-style-type: none"> <li>• Snowsports Instructors</li> <li>• Lift Operators</li> <li>• Hospitality Staff</li> <li>• Ski Patrol</li> <li>• Train Drivers</li> <li>• Groomer Operators</li> <li>• Snowmaking Personnel</li> <li>• Managers/Supervisors</li> </ul>		Duties completed as per written policies and procedures which are developed applying risk management principles and manufacturer's requirements.
All other personnel	Not fit for work	<ul style="list-style-type: none"> <li>• Perisher's Code of Conduct</li> <li>• Policies and procedures about fitness for work, including the random alcohol and drug testing of all employees</li> </ul> <p>Competent Managers/Supervisors to monitor fitness for work</p>

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<b>Accommodation</b> Staying at The Station	Exposure to alcohol	<ul style="list-style-type: none"> <li>• Students are only allowed in bar areas when accompanied by a teacher and only until 10pm.</li> <li>• Photo ID is required to enter licensed premises and is checked by Security.</li> <li>• The Station promotes and abides by regulations set out under Responsible Service of Alcohol and where relevant Responsible Conduct of Gaming.</li> <li>• Separate meeting areas can be provided to schools (groups)</li> <li>• Location - The Station is located 5km outside of Jindabyne. Students are not exposed to other bar or night clubs besides those on the property.</li> </ul> <p>Security patrols the grounds regularly.</p>
	Exposure to entertainment in the nightclub	No entrance to nightclub for persons under 18 years. Photo ID is required and is checked at every entrance by security.
	The Station covers large open area	<ul style="list-style-type: none"> <li>• Groups are accommodated together in one area or as near as possible subject to demand.</li> </ul> <p>Teachers' rooms are strategically located to provide the best possible supervision</p>
Interaction with wildlife	Information is provided to all guests about the presence of wildlife within the resort area. Guests are advised to stay clear and to supervise and monitor children	

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<b>Snowsports Rental</b> Obtaining your equipment and clothing requirements	Movement of people in the hire area carrying equipment	<ul style="list-style-type: none"> <li>• Rental areas are designed to provide efficient and safe flow of people</li> <li>• Instruct people to look out for equipment being carried by others - adults consider the height of children</li> </ul> <p>Follow instructions from Hire staff on the correct way to carry equipment</p>
	Equipment does not correctly fit a person	<ul style="list-style-type: none"> <li>• Trained and competent staff to assist guests in the selection and fitting of equipment</li> </ul> <p>The correct information must be on the rental form. Do not overstate ability.</p>
	Equipment not maintained in good working order	Equipment is maintained and checked prior to rental and also upon return - any defective equipment is repaired prior to re-rental
	Cuts to hands whilst handling equipment	<ul style="list-style-type: none"> <li>• Follow instructions from Rental staff on the correct way to carry equipment</li> </ul> <p>It is Winter - wearing gloves provides good protection.</p>
	Health concerns using hire equipment e.g. helmets	<ul style="list-style-type: none"> <li>• Clothing is washed prior to re-rental</li> <li>• All other personal related equipment is cleaned to appropriate hygiene standards prior to re-hire</li> </ul>

Activity/Area	Hazards	Risk controls making it safe
<b>Skitube</b>	Slips, trips, falls - wearing ski boots on wet concrete	Take care when walking - particularly when walking in ski boots. Do not run
	Passenger falling onto train track	<ul style="list-style-type: none"> <li>• Train and platform areas are fit for purpose</li> <li>• Warning provided to passengers about the gap between the train and platform</li> <li>• Platforms are marked with "no go" area to stand behind whilst waiting for train</li> <li>• All platforms are monitored by Controllers through CCTV</li> </ul>
	Subjected to same safety and regulatory requirements of all trains in NSW	Trained and competent Concourse personnel to assist with boarding and exiting trains
Injury due to train stopping suddenly	<ul style="list-style-type: none"> <li>• Safety messages about possible sudden train stoppages provided at train departure and arrival. Comply with all safety messages.</li> <li>• Always keep a firm hold within the train.</li> <li>• Sit with feet flat on the floor</li> <li>• Stand with hand gripped to the bars provided</li> <li>• Always supervise children</li> <li>• Barrier panels to reduce movement of passengers</li> <li>• Equipment appropriately stored - on floor or firmly held</li> <li>• Reminder about equipment management in train message</li> </ul>	

Activity/Area	Hazards	Risk controls making it safe
<p><b>Skitube (cont.)</b>            Subjected to same safety and regulatory requirements of all trains in NSW</p>	Emergency events	<ul style="list-style-type: none"> <li>• Safety messages and signage indicating what to do in an emergency e.g. emergency exits, emergency phone etc</li> <li>• Emergency exits are at the end of each train</li> <li>• Skitube evacuation plans in place and regularly tested</li> <li>• Train carriages have an automatic fire protection system and are also fitted with a min of 5 fire extinguishers per carriage</li> <li>• All equipment and infrastructure are regularly inspected and maintained</li> <li>• Trained and competent Train Driver and other Perisher personnel to manage emergency situations</li> </ul>
<p>Skitube is accredited to operate by the National Rail Safety Regulator.</p>		
<p><b>Alpine Environment</b>            Consult <a href="http://www.snowsafesafe.org.au">www.snowsafesafe.org.au</a> for more information on visiting an alpine environment</p>	<p>Exposure to alpine conditions includes:</p> <ul style="list-style-type: none"> <li>• cold</li> <li>• windy</li> <li>• snowing</li> <li>• wet</li> </ul> <p>sunny</p>	<p>Advisable to have:</p> <ul style="list-style-type: none"> <li>• good quality beanies</li> <li>• thermal/winter socks</li> <li>• waterproof gloves</li> <li>• thermal underwear (highly recommended)</li> <li>• NB: These items cannot be hired due to health regulations</li> <li>• Wear appropriate clothing; windproof &amp; waterproof outer jacket &amp; pants can be hired</li> <li>• Avoid wearing heavy and bulky items. Use insulating layers on the inside and a waterproof layer on the outside</li> <li>• Goggles are recommended when participating in snow sport activities</li> <li>• Good quality sunglasses are recommended for all other times whilst at the snow</li> <li>• The use of a certified ski or snowboard helmet is recommended generally and is mandatory for all children in snowsports school lessons.</li> <li>• Consult Perisher's web site for forecast and actual weather, recommendations on protective clothing/equipment</li> <li>• Eat well and drink fluids regularly</li> </ul>
<p>Carry &amp; use high SPF sunscreen, being a minimum of SPF 50</p>		



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	Slippery surfaces	<ul style="list-style-type: none"> <li>• Caution when walking, particularly in ski boots</li> <li>• Key areas of the facilities have been lined with appropriate flooring to provide increased grip</li> <li>• Regular inspection and dedicated crew to provide snow clearing operations</li> </ul> <p>Heated decks and stairs in high traffic areas</p>
	Stairs	Use handrails - stick to the left - carry equipment so that it faces to the outside of the stairs
<b>Building and surrounds</b>	Emergencies	<ul style="list-style-type: none"> <li>• All buildings are fitted with required fire management equipment - including alarms and fire extinguishers</li> <li>• Trained and competent personnel to coordinate emergencies</li> <li>• Exits are defined, check where they are when you enter a building</li> </ul> <p>Follow all the instructions given by Perisher personnel or emergency personnel in the event of an emergency</p>
	Exposure to unsanitary conditions	<ul style="list-style-type: none"> <li>• Perisher staff implement high standards of cleanliness and hygiene throughout all Perisher buildings</li> </ul> <p>Staff record when cleaning is completed and report abnormalities</p>

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<b>Snowfields</b>	Obstacles both marked and unmarked	<ul style="list-style-type: none"> <li>• Ride responsibly, know and follow the Alpine Responsibility Code (ARC) - copies are posted throughout the resort and contained on the trail map</li> <li>• Perisher Ski Patrol conducts daily and periodic inspection of ski slopes</li> </ul>
	Visibility variations	Read and obey all signage, including the ARC
	Variable snow cover	<ul style="list-style-type: none"> <li>• Keep activity flexible in case of sudden weather changes</li> <li>• Seek out sheltered areas</li> <li>• Check forecast conditions.</li> <li>• Ensure equipment is fit for purpose (e.g. goggles, glasses etc)</li> <li>• Slopes are groomed with machinery overnight to prepare a smooth surface in general traffic areas.</li> <li>• Snowmaking in high traffic areas</li> </ul>
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<b>Snowsports Activities</b>	Injury due to fall or other type of incident	<ul style="list-style-type: none"> <li>• Stay in control and ride responsibly, know and follow the ARC - copies are posted throughout the resort and are available upon request</li> <li>• Take lessons if you are a beginner or get a refresher if you do not regularly ski or snowboard</li> <li>• Ensure your equipment is safe and fit for purpose - this applies to all parts of your Snowsports equipment - seek advice if you are not sure</li> <li>• NB: Perisher Hire can only check and adjust Perisher's equipment</li> <li>• Protective equipment - certified ski and snowboard helmets are recommended for all persons</li> <li>• Helmets are mandatory for children 14 and under in snowsports lessons</li> <li>• For more information on helmets visit <a href="http://www.lidsonkids.org">www.lidsonkids.org</a></li> </ul>
		Wrist guards are recommended for beginner snowboarders
	Runaway equipment injuring others	<ul style="list-style-type: none"> <li>• Always secure your equipment.</li> </ul> <p>All skis must be fitted with functional ski brakes or safety straps</p>

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<b>Use of Chair Lifts and Surface Lifts (included Magic Carpets)</b>	Falling from chairlift	<ul style="list-style-type: none"> <li>• Be responsible, know and follow the ARC - copies are posted throughout the resort and are available upon request</li> <li>• Read and obey all signage at lift load and unload stations</li> <li>• Children to ride supervised if small and/or inexperienced and placed in middle of chair not on ends</li> </ul> <p>Use the safety bar provided on the chair</p>
	Falling whilst loading or unloading any lift	<ul style="list-style-type: none"> <li>• Ride responsibly, know and follow the ARC - copies are posted throughout the resort and are available upon request</li> <li>• Take lessons from Snowsports instructors</li> <li>• Follow the advice provided by Lift Operators for loading chair lifts - if unsure ask for advice or assistance</li> </ul> <p>Clear the unload area immediately</p>
	Chair Lift equipment failures <ul style="list-style-type: none"> <li>• Chair stoppages</li> </ul>	<ul style="list-style-type: none"> <li>• Inspections and maintenance carried out according to documented procedures, manufacturer's specifications and in compliance with government regulation</li> <li>• Emergency evacuation plan in place if breakdown cannot be fixed with a reasonable amount of time</li> </ul>
	Rope (cable) detaches	Trained and competent Mountain Operations personnel to manage emergencies
	Stuck on chair lift - loose clothing, backpacks	<ul style="list-style-type: none"> <li>• Follow instructions as indicated by signage when entering lift queues</li> <li>• Remove backpacks when riding chair lifts</li> <li>• Secure all loose clothing - keep scarves within your jacket</li> <li>• Secure long hair</li> </ul> <p>Ensure all gear and clothing is clear prior to unloading</p>
	Surface lifts (T-bars, pomas) rope (cable) detaches and other failures	<ul style="list-style-type: none"> <li>• Ride the lift in accordance with instructions - stay on the lift track - running wide will cause ropes to detach</li> </ul> <p>Inspections and maintenance carried out according to documented procedures and in compliance with government regulation</p>

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<p><b>Toboggans</b>            NB: Tobogganing is specifically prohibited for school children by the NSW Department of Education and Training</p>	<p>No brakes or directional control on Toboggans</p>	<ul style="list-style-type: none"> <li>• Use only moulded plastic toboggans</li> <li>• Be aware of other persons using the toboggan area</li> <li>• Always supervise children in the toboggan area</li> <li>• Ride with caution</li> </ul>
<p><b>Cross-country skiing is available adjacent to the resort</b></p>	<p>Being lost or disoriented if going cross country</p>	<p>Do not make chains or attempt jumps</p> <hr/> <ul style="list-style-type: none"> <li>• Only toboggan in the designated toboggan slope which is adjacent to the Perisher Car Park.</li> <li>• Toboggans are not permitted on any ski slopes or on Skitube between Perisher and Blue Cow Mountain</li> <li>• Read and obey all signage</li> <li>• There is no tobogganing or toboggan area at Blue Cow, Guthega or Smiggin Holes</li> <li>• There is no tobogganing or toboggan area at Blue Cow, Guthega or Smiggin Holes</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Take all precautions and seek professional advice before undertaking this activity</li> </ul> <p>Perisher Valley has marked trails designed for cross country use</p>
<p>For more information visit - <a href="http://www.wildernesssports.com.au">www.wildernesssports.com.au</a></p>		

Activity/Area	Hazards	Risk controls making it safe
<b>Emergency Response on Snowfields</b>	Ineffective emergency response	<ul style="list-style-type: none"> <li>• Perisher has Emergency Response Plans.</li> <li>• Trained and competent personnel - Ski Patrol and other key Mountain Operations personnel</li> <li>• Medical facilities in Perisher Village</li> <li>• Ambulance Station in Perisher Valley - attending Paramedics</li> <li>• Fire Station in Perisher Valley</li> <li>• Fit for purpose equipment for response to all types of emergencies - including:               <ul style="list-style-type: none"> <li>○ Defibrillation Units</li> <li>○ Oxygen</li> </ul> </li> </ul> <p>Administering of analgesic</p>