



# ACCREDITATION REQUIREMENTS AND CHECKLIST ITEMS

## 1. Hygiene And Building

**Requirement: Buildings and services are safe and suitable for their intended use.**

Checklist:

1.1 There is written evidence from a qualified environmental health officer, or state equivalent, stating that accommodation, ablution facilities, food preparation, dining areas, water supply, swimming pools and food safety program (if applicable) satisfy the relevant authority.

1.2 There is written evidence from a qualified building inspector, building surveyor or state equivalent, stating that the buildings are constructed and maintained in a manner which ensures the general health, safety and amenity of the campsite, in particular in terms of:

- building construction and maintenance standards
- safety, amenity and hygiene
- adequate toilets
- adequate bathing facilities
- distance to exits
- hardware and latch systems
- glass doors and windows
- provision and location of firefighting equipment
- smoke detectors
- swimming pools.

1.3 There is written evidence that fire service installation and maintenance is undertaken by a qualified authority.

1.4 Smoke detectors are installed and maintained according to fire authority requirements.

## 2. Gas Appliances

**Requirement: Water, space-heating and cooking appliances are safe.**

Checklist:

2.1 There is written evidence from a suitably qualified tradesperson indicating each appliance is safe and properly maintained.

2.2 Heating units are guarded against accidental burning to campers.

## 3. Electrical Installations And Fittings

**Requirement: Electrical wiring, fittings and appliances are safe.**

Checklist:

3.1 There is written evidence from a qualified electrician indicating that all electrical systems and appliances are safe and properly maintained.

## 4. Campers With Disabilities

**Requirement: The campsite has been assessed for use by people with disabilities.**

Checklist:



- 4.1 Written evidence is provided that the campsite has assessed all facilities and grounds for suitability and accessibility for people with disabilities.

## 5. Statement Of Campsite Policy

**Requirement: Knowledge of the business is incorporated into sound business practices.**

Checklist:

- 5.1 There is a description of:
- the campsite's purpose and objectives
  - the current management structure, including ownership, leasehold or committee of management
  - current and potential user groups, including campers with special needs
  - site plan
  - accommodation, dining and recreation facilities
  - activities and equipment provided by the campsite
  - the environmental and other attractions accessible from the campsite.
- 5.2 There is evidence that the campsite holds the necessary business registrations, certificate of incorporation, licences and permits.
- 5.3 There is evidence that there are sound written procedures for day-to-day operations including:
- financial management and record keeping
  - recording procedures which link financial transactions to their respective bookings
  - delivering a quality service, including cleaning and maintenance
  - collecting and analysing customer feedback
  - responding to written and verbal complaints
- 5.4 Evidence is provided that advertising and other promotional and descriptive material is a true representation of the campsite.
- 5.5 A commitment to good environmental practices is demonstrated.
- 5.6 There is evidence that strategic planning, including a SWOT analysis, or similar, and market research, has been used to produce a business and marketing plan with specific actions, including budgets.

## 6. Hire Agreement And Booking System

**Requirement: A hire agreement and recording system is used for all bookings.**

Checklist:

- 6.1 There is a written hire agreement, incorporating industry accepted booking principles.
- 6.2 There are procedures to avoid double-booking, including the recording of tentative and actual bookings with dates and times.

## 7. User Information Register

**Requirement: Campsite users are recorded in a register.**

Checklist:

- 7.1 There is a register recording the user group name and address, arrival and departure dates and times, and a list of camper names.



## 8. Insurance Policies

**Requirement: Voluntary worker, public liability and workers' compensation cover is provided.**

Checklist:

- 8.1 There is insurance cover for each volunteer worker utilised.
- 8.2 There is public liability insurance at least to the amount recommended by the camping industry's insurance broker.
- 8.3 There is workers' compensation insurance for employees.
- 8.4 Contractors have adequate public liability insurance.

## 9. Illness And Injury Register

**Requirement: Illness and injury to campsite staff or campers is recorded in a register.**

Checklist:

- 9.1 There is an illness and injury register which conforms to authority requirements and industry practice.

## 10. Campsite Staff Information Register

**Requirement: Campsite staff details are recorded in a register.**

Checklist:

- 10.1 There is a register of staff, including volunteers, providing relevant personal and employment details.

## 11. First-Aid For Campsite Staff

**Requirement: First-aid obligations for campsite staff are met.**

Checklist:

- 11.1 There is a copy of the current code of practice for workplace first-aid.
- 11.2 There is written evidence of a first-aid assessment (see code).
- 11.3 First-aid kits for campsite staff are provided at placarded locations around the campsite including in each campsite vehicle.
- 11.4 Staff who are qualified to administer first aid are identified.

## 12. Staff Employment

**Requirement: Campsite staff are employed in accordance with authority requirements.**

Checklist:

- 12.1 There is documented evidence that staff are employed according to authority requirements.
- 12.2 Police checks are conducted on all campsite staff.
- 12.3 There are documented policies in place detailing the appropriate behaviour of campsite staff and contractors towards campers and staff.

## 13. Register Of Vehicles And Drivers

**Requirement: Vehicles and drivers are recorded in a register.**

Checklist:

- 13.1 A written register records all registered and unregistered vehicles, and all drivers used by the campsite.
- 13.2 A record is kept of vehicle insurance cover.



- 13.3 There is a record of vehicle maintenance and withdrawal from service.
- 13.4 There is a record of vehicle operating limitations: licences required, weight and seating limits.
- 13.5 There is a record of staff approved to drive vehicles, including their licence qualifications and endorsements.

#### 14. Vehicle Operating Procedures

**Requirement: Vehicles used to transport campers are safe.**

Checklist:

- 14.1 There are written procedures covering safe use of vehicles — horse-drawn vehicle, car, bus, 4WD, tractor, over snow vehicle, watercraft, or other vehicle operated under power.
- 14.2 There are written procedures for providing passenger safety briefings.

#### 15. Vehicle Parking And Access Roads

**Requirement: Vehicle access and parking is safe.**

Checklist:

- 15.1 There is provision for vehicle parking and access suitable for periods of maximum use.
- 15.2 There is a defined hard standing and turning area for heavy vehicles.
- 15.3 There is sign posting of campsite speed limits, access roads, parking, and areas shared by vehicle and pedestrian traffic.
- 15.4 There is unimpeded access at all times for emergency and campsite vehicles.
- 15.5 Access roads within the campsite that are used by groups, are properly maintained.

#### 16. Safety Briefing Of Campers

**Requirement: Campers are briefed about safety and emergencies.**

Checklist:

- 16.1 Arrangements are in place for conducting a safety and emergency briefing for campers soon after arrival.
- 16.2 A written camper briefing is prepared including the normal rules and procedures, restricted areas and activities, and is displayed in a prominent location.
- 16.3 The emergency management plan is available to user groups as:
  - an immediate response sheet and is displayed in prominent locations
  - a complete emergency management plan is available to group leaders.

#### 17. Supervision And Care Of Campers Other Than In Activities

**Requirement: Campsite staff responsibilities for the supervision and care of campers are identified.**

Checklist:

- 17.1 Procedures which describe the scope and limitations of staff responsibilities for the supervision of campers are drawn up for situations:
  - where campsite staff have total responsibility for the camping group
  - where campers (for example school groups) bring their own supervisors who have responsibility for the camping group
  - where supervision is shared between campsite staff and the group leaders.
- 17.2 An area is provided for campers who are unwell.



17.3 There are procedures for explaining who is responsible for first-aid.

## **18. Specialised Activities Provided By The Campsite**

**Requirement: Specialised activities provided by the campsite are conducted in a safe manner.**

Checklist

- 18.1 All the activities available at the campsite are listed and specialised activities identified.
- 18.2 Written procedures are provided for the conduct of specialised activities by campsite staff or user groups. The procedures will conform to current industry practice.
- 18.3 There is evidence that the specialised activity equipment meets industry standards or guidelines and is appropriate for its intended use.
- 18.4 Contractors, if used, have provided written procedures for the conduct of the activities for which they are responsible.

## **19. Maintenance And Storage Of Specialised Activity Equipment**

**Requirement: Specialised activity equipment used by campers is properly maintained and stored.**

Checklist:

- 19.1 There are written procedures for the checking and maintenance of specialised activity equipment.
- 19.2 Specialised activity equipment is stored in a secure, safe and placarded area.

## **20. Safe Practices In The Use And Maintenance Of Equipment**

**Requirement: Electrical and mechanical equipment is properly maintained and safe to use.**

Checklist:

- 20.1 All electrical and mechanical equipment is listed and specialised equipment is identified.
- 20.2 There are written procedures for the maintenance of non-specialised electrical and mechanical equipment.
- 20.3 There are written procedures for the use and maintenance of all specialised electrical and mechanical equipment.

## **21. Management Of Hazards**

**Requirement: Hazards that threaten the safety of campers, staff or property are identified and reduced or removed.**

Checklist:

- 21.1 The campsite provides evidence of an awareness of the principles of the management of hazards and compliance with the requirements of the occupational health and safety legislation or similar.
- 21.2 There is written evidence of a thorough review of the campsite to identify all potential hazards.
- 21.3 There is written evidence of a hazard reduction program with priorities, planned action and timelines.
- 21.4 There is evidence of a systematic, ongoing method for hazard identification and removal or reduction.



## 22. Campsite Emergency Management Plan

**Requirement: An emergency management plan for routine and non-routine incidents is endorsed by the emergency services.**

Checklist:

- 22.1 There is a list of contact numbers for emergency services.
- 22.2 Camp users have access to phones for emergency use.
- 22.3 There are procedures for contacting the emergency services.
- 22.4 There is a map showing the exact location of the campsite to allow adequate verbal description to be given to emergency services.
- 22.5 There is a list of after-hours contact numbers for campsite staff and tradespeople.
- 22.6 An audit of the site and surrounds has been undertaken to determine the scale and nature of the potential routine and non-routine incidents.
- 22.7 There are procedures in place for dealing with routine incidents, such as power failure, loss of water, mechanical breakdown.
- 22.8 There are procedures in place for dealing with non-routine incidents, including emergencies such as explosion, storm, injury, and fire.
- 22.9 There is a site plan showing buildings, facilities, parking areas, access roads, gas, electricity, water shut-off points, location of first-aid kits, firefighting and other emergency equipment, identification of evacuation assembly areas and alternative routes to those areas. The site plan is displayed in prominent locations.
- 22.10 A program for training and exercising of campsite staff in emergency procedures is in operation.
- 22.11 A timetable is in place for reviewing the plan, particularly after an emergency.
- 22.12 Procedures are in place for obtaining emergency access to:
  - contact information for each camper's parent, guardian or next of kin
  - information about relevant camper health history.
- 22.13 Procedures are in place for ensuring campers under 18 years of age have the signed consent of a parent or guardian authorising participation in the camp, its associated activities and provision of emergency medical, hospital and ambulance services.
- 22.14 The emergency management plan shall be endorsed by the appropriate emergency services.

## 23. Accreditation Site Inspection

**Requirement: The campsite has been visited by an accreditation consultant and conforms to the requirements of the accreditation program, as amended from time to time by the national accreditation body.**

Checklist:

- 23.1 There is evidence from visual inspection of site and from auditing of the folder that the campsite meets the requirements of the accreditation program.
- 23.2 There is evidence that the campsite operator is committed to accreditation and understands and accepts the intent of the accreditation program.