



Risk and Procedure manual
for education programs.

Reviewed June 2024

FORWARD

This document sets out to facilitate the safety of both crew and passengers on any Moonraker Dolphin Swims cruise.

Describing the various roles and responsibilities of each crew member and office personnel, along with requiring employees to make a commitment towards providing a safe and therefore happy work environment.

This document also recognises there are certain risks involved in conducting tours both for crew and passengers, with the aim of identifying and assessing the risks and therefore actioning steps to reduce risks without greatly impacting on the fun and adventure value of the activities.

In the case of an emergency, this document contains a set of procedures to be used as a guide by relevant staff, in conjunction with their own First Aid training.

These procedures have been adapted by Moonraker Dolphin Swims to suit the unique conditions experienced on our cruise.

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HEALTH & SAFETY POLICY AGREEMENT:

All members of staff and management are required to agree to the policy and sign a commitment to cooperate in realising the objectives.

GENERAL SAFETY:

- Provide a vessel fit for service and a safe working environment,
- Provide and maintain facilities on the vessel for the health and safety of both crew and passengers,
- Ensure both passengers and crew are not unnecessarily exposed to hazards on or near the vessel,
- Ensure passengers and crew are given information on emergency procedures and identified hazards,
- Establish safeguards against all identified risks,
- Provide and be proficient with procedures to deal with emergencies,
- Continuously improve the safety management skills of personnel ashore and onboard the vessel.

DUTY OF CARE:

- Ensure the vessel is correctly manned and maintained at all times in accordance with AMSA (Australian Maritime Safety Authority) Safe Operation Certificate,
- Involve and motivate crew members in the development of health and safety procedures whilst maintaining high standards of safety consciousness,
- Provide appropriate in-house training to crew, covering operational procedures, drills, company procedures and policies,
- Ensure documented company OH&S procedures are followed,
- Ensure all employees have a current Working With Children's Check for all passenger operations,
- Take into consideration all mandatory rules, regulations, codes of conduct and guidelines,
- Provide a drug free working environment,
- Crew will maintain a 0.00 blood alcohol limit and be 100% drug free at all times,
- Ensure crew gain a minimum of 8 hours rest within a 24hour period to reduce effects of fatigue,
- The Master has the right to refuse any passenger or crew member from boarding, travelling or working on the vessel that is, in his/her opinion, unfit to travel due to the affects of alcohol or drugs and therefore may cause hazard to other passengers and crew.



GENERAL INFORMATION:

Vessel Owners/Operators

Moonraker Charters Pty Ltd, trading as Moonraker Dolphin Swims.

Business Address:

Sorrento Pier,
Esplanade Road
Sorrento
VIC 3943

Tel 03 5984 4211

Email info@moonrakercharters.com.au

Points of Contact,

Contacting the boat during the tour – 0417 375 797

Contacting the office at anytime prior, during or after the tour – 03 5984 4211

Contacting the Shore Manager – 03 5984 4211

Licenses and Permits held:

Parks Victoria:

- Tour Operators License – PV 1927
- Dolphin Swim License – 2099c

AMSA (Australian Maritime Safety Authority)

- Certificate of Survey for tour vessels - COO2313-1

EMPLOYEE QUALIFICATIONS AND SKILLS:

Moonraker Dolphin Swims employees are required to hold the following minimum qualifications.

MASTER/CAPTAIN:

Minimum qualifications as set out on the AMSA Operation Certificate for the particular vessel being used and displayed on the vessel at all times.

- Minimum level 2 First Aid certificate, provide first aid, HLTAID006
- Master 5 Certificate of competency,
- Includes radio operators' certificate,
- MED 3 certificate of competency,
- Local knowledge certificate for the area of operation.

The Master and Engineer are required to carry their qualification or (a true & certified copy) at all times whilst operating the vessel.

SNORKEL INSTRUCTOR:

Minimum as set by the Adventure Activity Standards for Wildlife Swims. (Whales Dolphins & Seals.)

Providers of training for instructor(s) and guide(s) of snorkelling activities may include; SCUBA diving associations, community organisations, in-house training, TAFE colleges, universities and registered training organisations (RTO's).

A snorkelling instructor/guide must be confident of having satisfied a process of skill acquisition, and have experience that must be appropriate for the complexity of the activity, and at least equivalent to that described by the following.

- AMSA Certified in house training, and or
- Recognised Snorkel instructors' certificate, and or
- Recognised Dive Instructors certificate, and or
- Community Surf Bronze medallion, and or
- Certified Rescue Dive Qualification, and or
- Surf Life saving skills and certification, and or
- Competency and experience in boating practices specific to the tour vessel, and or
- Current Level 2 First Aid certificate. (Provide First Aid)
- Working with Children's check

DECK HANDS:

- No formal qualifications required.
- Recognition will be given for experience of general deckhands.
- Level 2 / Provide First Aid.
- Working with Children's check

ROLES & RESPONSIBILITIES:

Staff classifications are generally responsible for **but not limited** to the following areas.

Specifically, the Master/Captain (permanent or casual)

The Master/Captain is responsible for the safe operation of the vessel and the safety of personnel on board. The Master/Captain has the overriding authority and responsibility to make decisions regarding the safety of the vessel, its passengers and crew along with pollution prevention.

- ensures the Safety Management Plan is implemented and followed,
- ensures the vessel is operated within its capability – considering sea conditions and weather,
- identifies appropriate crew to ensure a safe voyage,
- manages crew fatigue,
- ensures crew members are aware of planned emergency procedures,
- boat condition, sea worthiness and regular maintenance,
- mechanical condition of engines and all other mechanical components including regular servicing and refuelling,
- condition of radio and navigational equipment,
- condition of deck fittings & attachments to ensure safe working order,
- on board cleanliness and tidiness,
- safe boat handling and navigation,
- maintains the vessel's log book of operations,
- if required, acts as the representative of the vessel owner,
- maintains lifesaving, medical, communication and firefighting equipment to required standards,
- inducts or delegates induction of new crew members,
- is required to hold current qualifications set out in the vessels Safe Operation Certificate,
- has certified local knowledge for the area of operation,
- responsible for liaising with snorkel instructors as to snorkelling conditions and procedures both before and during cruise.

Pre cruise inspection:

- Boat fit for purpose inspection,
- Safety equipment & communications equipment inspection,
- Deck tidiness and securing of loose items,

Guides and Instructors:

Instructors will be responsible for the following activities, in all other cases it will be the responsibility of the delegated instructor.

- Pre-cruise risk assessment (weather, water conditions, passengers, desired outcomes)
- Equipment fitting,
- Tour safety briefings,
- Passenger/snorkel safety,
- Safe and hygienic food handling and serving,

- Tour interpretation,
- Customer service,
- Equipment cleaning,
- Take control in situations,
- Direct subordinate instructors,
- Assist in induction and mentoring of new employees,
- Maintain the vessels presentation,
- Maintain, repair and sanitise all snorkel and activity equipment,
- Ensure interpretation is followed as per company requirements (as outlined in the guided guide)

Deckhand:

- Boat departure and mooring duties,
- Assisting in water,
- Customer service,
- Lookout for snorkelers,
- Vessel tidiness.

Moonraker Dolphin Swims recognises that deck hands make a valuable contribution to the efficient running of cruises. We recognise that these positions can help volunteers or prospective snorkel instructors gain experience whilst yet to qualify for their certification.

STAFF TRAINING AND ON-GOING DEVELOPMENT:

Moonraker Dolphin Swims team consists of 11 employees, all of whom are given the opportunity to learn and grow within the company, gaining skills and qualifications as required. Professional development for individuals is determined by:

- Commencement of new employees,
- Requirements of the position job description,
- Promotional opportunities,
- Changes in regulations / operating procedures,
- Necessary refresher training in OH&S practices,
- Focus on customer service enhancement,
- Skills development to add to individual & business repertoire,
- Performance of staff member – additional training if seen to be performing tasks incorrectly or requiring more assistance,

Title	Number of Employees	Professional Development Needs
Master/Captain	1 Full time employee 1 Sub-contractor	Qualification in boat operation, Training in current dolphin regulations, OH&S trained.
Guides	8 Casual employees	Induction upon employment commencement, OH&S & first aid training and updates, Training in dolphin swim regulations, Vessel’s Captain or Manager observation of staff conduct may result in further individual training as required, Performance reviews,
Office Coordinator	1 Full time employee	Training in customer service procedures, Family outing on Moonraker tour, Attend workshops to develop skills and networks in local tourism industry, Training by 3 rd party booking systems.

To promote safety onboard the vessel, the following drills and training shall be conducted within the time periods specified below and results recorded in the vessel logbook. This will ensure all staff are trained and equipment is in operating order.

Emergency Training drills are conducted in accordance with AMSA requirements:

- **Fire drills.**
- **Man overboard drills.**
- **Abandon ship drills.**

* Training will also take place for new staff members when joining the vessel

Drills and training is for all Masters, GP’s, and Hospitality staff and recorded in the vessels logbook

PASSENGER HEALTH AND SAFETY:

Duty of Care:

Moonraker Dolphin Swims and all its employees have a duty to provide a safe environment for each client to participate in the activities we provide.

It should be understood that our duty of care may, in some circumstance, be from the time that clients arrive on the Sorrento Pier to begin the activity.

Moonraker Dolphin Swims must provide safe access from assembly point to the boat and return.

- Consideration is made to provide adequate signage.
- Removal of tripping hazards or diverting guests where necessary.

Equipment:

- All guests are well fitted with high quality full-length wetsuits, masks, snorkels and fins provided prior to departure.

Ratio:

- The minimum ratio of snorkel instructor to clients is 1:10 or as outlines in the AMSA manning determination displayed on the vessels Certificate of Survey.

Pre-departure Briefing:

- Clients are thoroughly briefed on all boat safety issues, general snorkelling and tour itinerary.

Site briefing:

- Clients are again briefed before each snorkelling session at each site.

Language difficulties:

- Crew are instructed to use clear simple language when briefing clients. To avoid slang or localised language ie: "The hat" for Chainman's Hat.

Hazards:

- All necessary checks and actions will be conducted to minimise tripping and slipping hazards.
- Crew must avoid unnecessary clutter on deck and must provide suitable and safe storage for snorkelling equipment and boat equipment on deck.
- Instructors must ensure passengers are familiar with the entry and exit procedures around swimming off the swim platform on board the tour vessel.

COMMUNICATION:

Emergency communication:

- Each tour boat is fitted with a radio, for boat to boat and also boat to shore communication,
- A mobile phone with on board charging facility,
- A list of emergency telephone numbers is located in the Safety Management Plan,
- All staff have been trained in the use of radio and mobile phone usage.

On board public address communication:

- Boat is fitted with on-board PA system with speakers located to cover all areas of boat.

INCIDENT NOTIFICATION:

As we operate under various permits issued by Parks Victoria and DEWLP along with a survey (Certificate of Safe Operation) from AMSA, there is a requirement to inform AMSA, and submit an incident report within 72 hours of any incident (this includes all incidents/accidents). Along with clear notes in the vessel log book.

Internal:

- Complete an incident report (vessel daily log book) and return to the Master,
- A register of all injuries is to be maintained in the office or onboard the tour vessel,
- All injuries are to be brought to the attention of staff in order to prevent recurrence,
- In the case of a serious injury/death/ equipment failure preserve the site.

External:

- Notify **AMSA** within 72 hours of incident this includes all incidents/accidents. (forms available)
- Notify **Worksafe and AMSA** of serious incidents 13 23 60
- Notify **Parks Victoria** of any natural or other disaster, injury, illness or delay that may impact on the tour groups or if an event occurs which may give rise to a claim or prejudice their Public Liability Policy. Email lto@parks.vic.gov.au
- Notify Insurance Company if an incident occurs that may result in a claim against that company.

FIRST AID

First Aid Kit:

- A comprehensive first aid kit is carried in the wheelhouse behind the Captain's chair, and a 'basic' first aid kit is located in the galley next to the door.
- First aid kit is regularly checked and replenished by the Captain or designated crew member
- A copy of staff current First Aid certificate is to be held at the office.

INCIDENT REPORT FORMS ARE IN THE DAILY VESSEL LOG BOOK.

Moonraker Dolphin Swims Risk Assessment

Risk Assessment Key:

	Likelihood	Explanation
5	Almost certain	Is expected to occur in most circumstances
4	Likely	Will probably occur in most circumstances
3	Possible	Might occur at some time
2	Unlikely	Could occur at some time
1	Rare	May occur, but only in exceptional circumstances

	Consequence	Explanation
1	Negligible	No injuries, low financial loss, no disruption to tour
2	Minor	First aid treatment, medium financial loss, some disruption to tour but fixable
3	Moderate	Medical treatment required, high financial loss, tour disrupted and changes made
4	Major	Extensive injuries, off site release with no detrimental effects, major financial loss, huge impact on tour
5	Severe	Death, toxic release off site with detrimental effect, huge financial loss, tour stopped immediately

Risk Level
HIGH
MEDIUM
LOW

		Consequences				
Probability		1	2	3	4	5
	1	1	2	3	4	5
	2	2	4	6	8	10
	3	3	6	9	12	15
	4	4	8	12	16	20
	5	5	10	15	20	25

Risk Assessment:

Ref #	Risk	Risk Level	Likelihood	Consequence	Prevention	Contingency
Marine Life Encounters						
1	Injury from marine plant or animal	1	1	1	Education and interpretation prior to activities being undertaken.	Treat bite or cut with first aid and complete an incident report.
2	Dolphin attack	1	1	1	Ensure dolphin regulations are upheld.	Assess injury and apply first aid, complete an incident report.
3	Seal bite	3	1	3	Ensure seal code of conduct is upheld and guests are educated and informed prior to taking the activity.	Assess injury, and seek medical assistance ie: call ambulance or telephone doctor and arrange appointment as soon as the vessel returns to shore. Do not remove the wetsuit if the injured person is bleeding. Complete an incident report.
4	Shark attack	5	1	5	Radio contact with other marine operators, a 'look out' is maintained for the duration of each swim and tours are operated in safe clear water, with little risk of a shark being sighted.	Apply first aid and call 000. Try to prevent or slow bleeding, complete an incident report. Notify other operators in the area.
5	Sting from Jellyfish	1	1	1	Education and interpretation prior to activity taking place. (Only necessary during jellyfish season.)	Treat sting with fresh water and vinegar, also apply rash and irritation cream to the area.
Site Hazards and Business Risk						
5	Falling down the ladder	8	4	2	A safety briefing and visual demonstration is performed at the commencement of the cruise.	Apply first aid and determine the extent of injury. If medical attention is required call 000 and request ambulance. Complete an incident report.

6	Injuries boarding & disembarking	4	2	2	Two crewmembers are present at each boarding and disembarking point, offering assistance to each guest. Prior to embarking and disembarking, guests are verbally advised of the correct procedures.	Apply first aid and determine the extent injury. If medical attention is required call 000 and request and ambulance. Complete an incident report.
7	Boat strike from Moonraker vessel or other boat	1	1	4	Ensure guests are advised during snorkel briefing that they must remain as a group and ensure that an instructor is guiding the group at all times. Ensure dive flag is hoisted during each swim activity and the lookout is maintained.	Apply first aid and determine the extent injury. Call 000 and request and ambulance. Complete an incident report. Record the details of the vessel involved in the boat strike and try to take a photograph of the vessel.
8	Propeller strike	5	1	5	Ensure all swimming guests are present during the snorkel briefing and the pre site briefings. Ensure crew member(s) are present at all times when passengers are entering and returning from the water. The vessel must not be operated with the engines in gear when passengers are outside the transom safety rail. Communication between the crew members and captain must be maintained at all times.	Apply first aid and determine the extent injury. Call 000 and request and ambulance. Complete an incident report. Record the details of the incident and include any external factors that may have contributed to the incident.
9	Boat strike while boarding in rough sea	9	3	3	Ensure the vessel does not operate if the sea conditions prevent the tour from operating safely. Inform guests of safe boarding practices. Ensure crew are present at all times and assisting each and every guest.	Apply first aid and determine the extent injury. Call 000 and request and ambulance. Complete an incident report.

10	Falling overboard	2	1	2	The vessel is fitted with safety rails and gates across the aft deck, these gates are to be kept closed whilst the vessel is moving from location to location and at the conclusion of each swim activity. Ensure crew are maintaining passenger observations.	Apply first aid and determine the extent injury. If medical attention is required call 000 and request and ambulance. Complete an incident report.
11	Rough seas cause injury through thrown passengers	4	2	2	Ensure the vessel does not operate if the sea conditions prevent the tour from operating safely. Ensure guests are informed and can sit safely clear of any hazards. If ships waves are present advise guests and ensure they are seated.	Apply first aid and determine the extent injury. If medical attention is required call 000 and request and ambulance. Complete an incident report.
12	Fire onboard the boat	5	1	5	Fire extinguishers are serviced and checked yearly, fixed fire-fighting system and bottle is checked and serviced yearly. Fire drills are completed and recorded. The vessel is surveyed yearly by TSV	Assess fire and respond as per training. Complete an incident report. Notify TSV Notify other vessels and Water Police.
13	Boat breaks down	1	1	1	Vessels are serviced regularly, and maintained in excellent order. If a vessel does breakdown another company owned vessel in survey could replace it.	Repair vessel.
Equipment						
14	Fin Strike from fellow snorkeler	1	1	1	Ensure guests enter the water in a controlled order, and are educated and instructed on the correct way to use their fins. Fins are not used during a dolphin swim to eliminate this risk	Assess injury and apply first aid, complete an incident report.

Human Conditions						
15	Hypothermia	4	2	2	Ensure guests are supplied with a full-length wetsuit. Advise guests to stay out of the wind, ensure hot drinks are served, and show guests where thermal blankets are kept. Ensure crew are trained on how to detect the first stages of Hypothermia.	Assess the guest, treat and ensure warmth is supplied to them.
16	Sun burn	3	1	3	Advise guests where sun block is kept. Ensure a crew member offers sun block to guests during the cruise.	Supply sun block, advise guests to stay in the shade.
17	Asthma attack on entry to the water due to cold, anxiety, excitement, exertion	6	3	2	Ensure each crew member know who the asthma suffers is, ensure crewmembers know where the person has their inhaler.	Assess injury and apply first aid, If the guest does not improve call 00 and request ambulance. complete an incident report
18	Cardiac arrest due to any of the above elements	9	3	3	Ensure guests have completed their participation forms. Ensure each crew member knows of guests with reported pre-existing heart conditions. Monitor such guests at all times in the water.	Apply first aid and determine the extent injury. Call 000 and request and ambulance. Remain with the guest. Complete an incident report.
19	Swallow large amount of salt water	3	1	3	Ensure guests are educated and know how to use their snorkel correctly. Ensure gear is maintained. Ensure a guide is present in the water to assist. Ensure a 'look out' is maintained at all times.	Assess injury and apply first aid, complete an incident report
20	Exhaustion	1	1	1	Educate and inform guests about each activity so they are prepared. Monitor each activity and each guest. Ensure an instructor is present and ratios are maintained.	Assess injury and apply first aid. Provide adequate rest and ensure the guest is hydrated. Complete an incident report.

21	Drunk & disorderly	2	1	2	Ensure all swimming guests do not consume alcohol at any time. Ensure crew are RSA trained. Ensure liquor license conditions are maintained.	Stop the serving of alcohol. Provide the guests with a non-alcoholic drink. Return to jetty (if needed call police).
22	Sea sickness	1	1	1	Monitor guests. Inform guests where to sit on the boat.	Assess injury and apply first aid, complete an incident report. Provide the person with care, water, tissues and a bag or container.
23	Food Poisoning	2	1	2	All food is prepared offsite by licensed caterers. All food is packaged to prevent contamination. Food for those with dietary requirements and allergies is kept separated.	Food is stored in refrigerator or display cabinet. Dates and temperatures are monitored to prevent spoilage occurring.
Environmental Risk						
24	Natural disaster: bushfire, tsunami etc.	15	3	5	Observe weather / danger warnings. Cancel tour when high risk and probability of natural disaster.	Maintain contact with authorities. Recommence tours only when risk has subsided.
25	Sickness or injury to Dolphins.	6	2	3	Follow dolphin regulations to prevent stress & harm. Work with Parks Victoria, the Department of Environment and Primary Industries & The Dolphin Research Institute to determine best practice and adapt tours accordingly.	Stop tour in the area where sick or injured dolphin(s) are sighted. Maintain high visual lookouts to ensure we do not impact the sick or injured dolphin. Prevent any contact from passengers or tour vessel.