



Risk Assessment for Sustainable House Day (SHD)

Homeowners and local groups are responsible for ensuring they are able to minimise any risks to attending individuals and property for the duration of their Sustainable House Day event. It is compulsory for a risk assessment to be conducted on any property opening for Sustainable House Day and all necessary changes are addressed prior to the staging of the SHD event.

For each participating SHD property please ensure the following actions are undertaken:

- Complete the below telephone list, print off and keep in a highly visible and accessible location for the duration of the SHD event. Print off additional copies for volunteers where required.
- Carefully review the Risk Assessment overview, summaries and in details information
- Print off the Risk Assessment checklist to undertake a self-assessment of your home. It may be a good idea to get a friend to assist you in assessing your home for risks/hazards to ensure no elements are missed.

Telephone Call List

Please fill out the contact details and print a copy and keep it where all the volunteers can find on the day.

Name	Telephone Number	Email Address
Jess Dorney - Renew Events Manager	03 9631 5421	shd@renew.org.au
Katy Daily – Renew Marketing Manager	(03) 9631 5405 or 0400 029 423	katy@renew.com.au
Emergency Services – Fire/Ambulance	000	
Local Group Coordinator		
Local Doctor		
Local Council		
Volunteer 1		
Volunteer 2		
Volunteer 3		
Volunteer 4		

Risk Planning Overview

Risk Category	Likelihood	Impact	Risk level	Ref number	Page number
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Incidents					
Fire/Electrical	Unlikely	Moderate	M	F1	5
Traffic – Vehicle or Pedestrian	Rare	Minor	L	F2	6
Accident					
OHS+W - Lift / Slip / Trip	Possible	Minor	M	A1	6
Medical					
Public – minor	Unlikely	Minor	L	M1	7
Public – major	Unlikely	Major	M	M2	7
Security – General					
Public – theft	Likely	Major	H	S1	8
Property Damage	Likely	Minor	M	S2	8
Alcohol Consumption	Unlikely	Minor	L	S3	9
Lost Children	Unlikely	Minor	L	S4	9
Crowd Control	Likely	Major	H	S5	10
Vandalism	Rare	Insignificant	L	S6	10
Lost Property	Unlikely	Minor	L	S7	11
Utilities					
Power / Water Failure	Unlikely	Moderate	M	U1	11
Environment – Waste	Unlikely	Minor	L	U2	12
Staff / Volunteers					
Volunteer Management	Very Likely	Major	H	V1	12
Communication Plan	Likely	Minor	H	C1	12

Risk Planning Summary

Review – Treat / Action – Record

THE RISK	LIKELIHOOD	IMPACT	ACTION IN BRIEF
Incidents			
Fire/Electrical Incidents	Unlikely	Moderate	<ul style="list-style-type: none"> • Ensure all electrical equipment to be used during SHD is in safe working order and used as recommended • In case of fire, clear area of any equipment, people and flammable materials, ensure relevant power is isolated
Vehicle	Rare	Minor	<ul style="list-style-type: none"> • Discuss / review parking requirements with home owner and neighbouring area • Review parking throughout day • Ensure parking is managed if and when required • Ensure local traffic is not restricted • Develop signage if required in advance
Accident			
OHS - Lift / Slip / Trip	Possible	Minor	<ul style="list-style-type: none"> • Clear area of any tripping hazards • Highlight any steps/uneven levels with a sign or yellow tape • Ensure there is a clear travel path for visitors to access the house / tour • Tape down and cover any cords that transverse any walking/accessible area
Medical			
Public - minor	Unlikely	Minor	<ul style="list-style-type: none"> • Appoint someone as first aid officer • Keep a first aid kit on site for any minor incidents • Review and treat injury requirements as fit (do not provide any medication!) • Clear the path and keep dangerous items away • Keep a record of any incidents
Public - major	Unlikely	Major	<ul style="list-style-type: none"> • Review and assist injury accordingly • CALL POLICE / AMBULANCE
Security – General			
Public - theft	Likely	Major	<ul style="list-style-type: none"> • Ensure all valuable items and personal belongings are secure. Place signs on doors of rooms that you do not want people to enter, if possible keep area locked • Organise structured tours through homes and ask people to wait outside for the next tour time • Review and record details if there is an incident • Notify Police

Property Damage	Likely	Minor	<ul style="list-style-type: none"> • Ensure all valuable items and personal belongings are secure. Place signs on doors of rooms that you do not want people to enter. • Organise structured tours through homes and ask people to wait outside for the next tour time • Review and record details if there is an incident. • Photograph any damage if possible.
Alcohol Consumption	Unlikely	Minor	NO ALCOHOL PERMITTED AT THIS EVENT
Lost Children	Unlikely	Minor	<ul style="list-style-type: none"> • Secure child with two adults and wait for parent to collect
Crowd Control	Likely	Major	<ul style="list-style-type: none"> • Ensure that processes are put in place to limit numbers of people in the home at any one time (i.e. assess how many can comfortably fit into a room at one time). • Manage and review as required
Vandalism	Rare	Insignificant	<ul style="list-style-type: none"> • Review and record details if there is an incident. • Photograph any damage if possible • Notify Police
Lost Property	Unlikely	Minor	<ul style="list-style-type: none"> • Store and recycle after 1 week • Place notification of lost property on SHD Facebook page
Utilities	Possible	Minor	<ul style="list-style-type: none"> • Home owner to lead plan
Power / Water Failure	Unlikely	Moderate	<ul style="list-style-type: none"> • Home owner to lead plan
Staff / Volunteers	Very Likely	Major	<ul style="list-style-type: none"> • Ensure all volunteers are registered and roles clearly outlined. • Report & document any incidences
Volunteers Mgmt.	Very Likely	Major	AS ABOVE
Communications Plan			Media Enquiries can be directed to the Renew's media manager, Sasha Shtargot on 03 9631 5409

Risk Planning – Pre-emptive actions and proposed responses

The following lists are a detailed listing of pre-emptive actions and proposed responses in the instance of specific incidents/accidents.

Risk Category:	Fire/Electrical	Reference No:	F1
Responsible:	Homeowner/Lead Volunteer	Pre-Emptive:	Homeowner/Lead Volunteer
Identified Hazards	Electrical or gas equipment, flammable liquids		
Response:	St Johns / SA Ambulance / Local Fire Authority		

Pre-emptive Actions:

- Ensure all electrical items are safely used.
- Ensure all flammable liquids or materials are stored safely.
- Ensure all restricted areas of the home are secured and locked and signed to keep visitors out.
- Ensure that all exits are visibly signed
- No smoking in or around the homes by visitors
- Prepare /identify any fire-fighting tools/products onsite in case of emergency
- Notify all volunteers of emergency evacuation plans
- Ambulance and Fire emergency contact details on site and easy to access

Proposed Response:

- Home owner / lead volunteer to isolate problem.
- Ensure all visitors onsite are kept at a considerable, safe distance away from fire/electrical problem. Evacuate home if required.
- Use correct fire extinguisher to extinguish fire if on site.
- Contact Emergency Agency if necessary .
- Contact ambulance if any injuries.

Notes: *If electrical / machinery is to be used as part of a demonstration / tour, please ensure visitors on the tour remain at a safe distance from the equipment. Visitors are not to handle or operate any machinery.*

Risk Category:	Traffic – Vehicle or Pedestrian	Reference No:	F2
Responsible:	Homeowner/Lead Volunteer	Pre-Emptive:	Homeowner/Lead Volunteer
Identified Hazard:	Vehicles, pedestrians, bike riders, animals, parking availability		
Response:	Police, Ambulance, Local Council		

Pre-emptive Actions:

- Prior to SHD, assess potential parking or traffic hazard issues in relation to the property/home and create plans to rectify accordingly
- Develop appropriate signage indicating parking arrangements or requests.
- Notify your neighbors of upcoming SHD event and notify of any plans that may affect them.
- If applicable source suitable additional car parking areas and asks volunteers/homeowners to park their car away from the home, to car pool or to bike ride/walk.
- Notify any visitors (through Facebook etc.) of any alternate public transport options or provide access for bikes
- SHD rep to monitor parking and ensure there are no street blockages, if cars are parked and are causing a hazard, please find the driver of the vehicle via registration number and ask them to move their vehicle.

Proposed Response:

- Notify owner of offending vehicle of issue with a request to rectify the situation.
- Contact appropriate emergency agency

Risk Category:	OHS, Lifts/Slips/Trips	Reference No:	A1
Responsible:	Homeowner/Lead Volunteer	Pre-Emptive:	Homeowner/Lead Volunteer
Identified Hazard	Public - Minor	Response:	Emergency Services

Pre-emptive Actions:

- Where possible ensure all walking surfaces are dry and safe for all onsite visitors to walk.
- Where hazards are unavoidable (i.e. wet surfaces from rain, mud, steps, uneven surfaces etc.) prepare relevant signage to notify of hazard (i.e. wet floor signs, fluorescent tape for steps). Mop up any wet spills/mud where possible.
- Request that visitors do not drink or eat at the open homes while on the house tours.
- If bathrooms facilities are available, please ensure a volunteer keeps on eye on the floor during the day.
- Prepare a designated travel route throughout the premises clearing all pathways and walk ways for tours. Where possible have a dedicated and separate entry and exit for all visitors.
- For lifting, check with volunteers to seek their capabilities, do not lift anything heavier than 15kgs and ensure all lifting is conducted in the correct and safe manner

Proposed Response:

- Keep a record of any accidents/incidents that have occurred onsite
- Rectify any problem areas where accident has occurred
- If medical attention is required and the person is unable to make their own way, contact the emergency agency.

Notes:

- Visitors are not to handle or operate any machinery

Risk Category:	Medical – Minor	Reference No:	M1
Responsible:	Homeowner/Lead Volunteer	Pre-Emptive:	Homeowner/Lead Volunteer
Identified Hazard	Public – Minor	Response:	Emergency Services

Pre-emptive Actions:

- Ensure areas are clear of any hazards or the hazards have been identified and managed.
- Ensure minor first aid equipment is available e.g.: band aids, ice pack
- Allocate a dedicated first aid area
- Appoint a first aid officer to undertake any medical incidents
- If conducting a tour of a garden or visitors will have access to garden for a reasonable amount of time; where possible please inform visitors of potential allergic reaction to plant material

Proposed Response:

- Respond to medical incident as required
- NOTE: NO MEDICATION OF ANY DESCRIPTION IS TO BE PROVIDED TO VISITORS OR VOLUNTEERS
- Make note of any incidents on the incident report sheet
- Contact emergency services as required

Risk Category:	Medical - Major	Reference No:	M2
Responsible:	Homeowner/Lead Volunteer	Pre-Emptive:	Homeowner/Lead Volunteer
Identified Hazard	Public – Major	Response:	Emergency Services

Pre-emptive Actions:

- Ensure areas are clear of any hazards or the hazards have been identified and managed.
- Ensure minor first aid equipment is available e.g.: band aids, ice pack
- Allocate a dedicated first aid area
- Appoint a first aid officer to undertake any medical incidents
- If conducting a tour of a garden or visitors will have access to garden for a reasonable amount of time; where possible please inform visitors of potential allergic reaction to plant material

Proposed Response:

- Call emergency services on 000
- Respond to medical incident as required
- NOTE: NO MEDICATION OF ANY DISCRIPTION IS TO BE PROVIDED TO VISITORS OR VOLUNTEERS
- Make note of any incidents on the incident report sheet

Risk Category:	Security - Public Theft	Reference No:	S1
Responsible:	Homeowner/Lead Volunteer	Pre-Emptive:	Homeowner/Lead Volunteer
Identified Hazard	Public – Major	Response:	Police

Pre-emptive Actions:

- Ensure all valuable items are stored safely and securely.
- Place signage around home and building to indicate restricted areas. Lock areas where possible.
- Ensure all tours are guided and groups are kept together.
- If staff numbers allow, ensure staff at various key points of access to the home and grounds.
- Ensure sign in procedures are adhered to obtain a record of all individuals visiting
- Monitor and remain on alert during busy times
- Ensure all onsite visitors to your home have signed in and provided all relevant details

Proposed Response:

- Request to inspect bags randomly or target if suspicion arises.
- If an incident has occurred contact Police immediately.
- Make note of any incidents on the incident report sheet

Risk Category:	Property Damage	Reference No:	S2
Responsible:	Homeowner/Lead Volunteer	Pre-Emptive:	Homeowner/Lead Volunteer
Identified Hazard	Public – Minor	Response:	Police

Pre-emptive Actions:

- Ensure all valuable items are stored safely and securely.
- Place signage around home and building to indicate restricted areas. Lock areas where possible.
- Place signage requesting that there is to be no unnecessary touching of property.
- Ensure all tours are guided and groups are kept together.
- If staff numbers allow, ensure staff at various key points of access to the home and grounds.
- Ensure sign in procedures are adhered to
- Monitor and remain on alert during busy times
- Ensure all onsite visitors to your home have signed in and provided all relevant details

Proposed Response:

- Record any item that is damaged. Photograph damage if possible.
- Record the details of the person that did the damage if possible.
- Report to police if required
- Make note of any incidents on the incident report sheet

Risk Category:	Security – Alcohol Consumption	Reference No:	S3
Responsible:	Homeowner/Lead Volunteer	Pre-Emptive:	Homeowner/Lead Volunteer
Identified Hazard	Public – Minor	Response:	Police

THERE IS TO BE NO ALCOHOL CONSUMED DURING THE EVENT BY STAFF / VOLUNTEERS OR VISITORS

Pre-emptive Actions:

- Make up a sign if appropriate.
- Remind visitors that there is no eating or drinking on the site

Proposed Response:

- Advise no eating, drinking and alcohol consumption on site. Remove any alcohol bought onsite
- Contact Police if required to remove visitor

Risk Category:	Security – Lost Children	Reference No:	S4
Responsible:	Homeowner/Lead Volunteer	Pre-Emptive:	Homeowner/Lead Volunteer
Identified Hazard	Public – Minor	Response:	Police

Pre-emptive Actions:

- Prepare a sign indicating that as a condition of entry all children are to remain under supervisions of parents/guardians
- Reinforce rule of children to remain under supervision to parents/guardians

Proposed Response:

- Ensure child remains with two volunteers or home owners until the parent is located.
- If necessary request to see the parent ID and take down a drivers licence on the incident form if required
- Police can be called if required

Risk Category:	Security – Crowd Control	Reference No:	S5
Responsible:	Homeowner/Lead Volunteer	Pre-Emptive:	Homeowner/Lead Volunteer
Identified Hazard	Public – Minor	Response:	Homeowner/Lead Volunteer

Pre-emptive Actions:

- If due to popular demand a house is inundated with visitors and it is causing a logistical and dangerous situation then
- Create a Tour Roster and Book people in, ensure the home owner and volunteers are capable of handling the time slots and number of tours.
- Consider the entry exit points of the home and see if the tour can start and finish in different locations so the crossover of people do not add to the crowd numbers. Consider concluding a tour a distance away from the start. E.g. inside and outside.
- Place staff at the entrance of the home and either book tours in until they are full for the day or advise visitors that the tours are full and that information on the home can be found on the website.
- Make Tour Full signage if appropriate

Proposed Response:

- Monitor the crowds and recognise that there will be slower periods early and later in the day.
- Notify of delays on Facebook, social media etc.

Risk Category:	Security – Vandalism	Reference No:	S6
Responsible:	Homeowner/Lead Volunteer	Pre-Emptive:	Homeowner/Lead Volunteer
Identified Hazard	Public – Minor	Response:	Police if required

Pre-emptive Actions:

- Home owner and or Lead Volunteer to assess property at the commencement and conclusion of the event and record findings on the incident sheet. Photograph any damage if possible.
- Ensure visitors are registered as they enter.
- Monitor crowd and individual behaviour.

Proposed Response:

- If undesirable behaviour is noted, request visitor to leave.
- If damage is associated with this visitor, contact Police.
- Ask for details from witnesses
- Clean, repair if appropriate or seal off area to manage hazard.

Risk Category:	Security – Lost Property	Reference No:	S7
Responsible:	Homeowner/Lead Volunteer	Pre-Emptive:	Homeowner/Lead Volunteer
Identified Hazard	Public – Minor	Response:	Police if required

Pre-emptive Actions:

- Create a lost property box to be based at main entrance desk
- Advise all volunteers of location of lost property box

Proposed Response:

- Collect and place lost property items in one location at the home.
- Record lost and collected items of value e.g.: mobile phones etc.
- Record lost items of value on incident forms if item has not been found.

Notes:

At the conclusion of the event, if appropriate send any lost items to Local Coordinator. Items can be handed in to the local police department after 1 week or handling by a SHD representative / lead volunteer or home owner. All items not collected after this time will be discarded at the discretion of the police.

Risk Category:	Utilities Failure (water/power)	Reference No:	U1
Responsible:	Homeowner/Lead Volunteer	Pre-Emptive:	Homeowner/Lead Volunteer
Identified Hazard	Public – Minor	Response:	Appropriate service provider (i.e. power, water, plumber)

Pre-emptive Actions:

- Ensure all services are in normal working order before commencement of event

Proposed Response:

- Secure area and remove all visitors from the site if there is a hazard.
- Assess situation, if appropriate cancel the tours and close the home for the day.
- Prepare necessary signage indicating cancellation.
- Volunteers and staff to advise visitors turning up they can access information on the website.
- Contact necessary utilities service provider.
- All actions at the home owner’s discretion. Volunteers to assist where possible but are not responsible for calling, contacting or liaising with contractors.

Risk Category:	Environment – Waste	Reference No:	U2
Responsible:	Homeowner/Lead Volunteer	Pre-Emptive:	Homeowner/Lead Volunteer
Identified Hazard	Public – Minor	Response:	Homeowner/Lead Volunteer

Pre-emptive Actions:

- Ensure waste recycling and a waste management process is in place.
- Provide sufficient amount of bins for potential waste indoors and outdoors.

Proposed Response:

- At the conclusion of the event, ensure a thorough travel path in and around the home is conducted and event waste is collected.
- If larger than expected waste amounts are present at a home, split between the volunteers to assist the home owner.
- If appropriate, please check the parking area is appropriate; to ensure the event waste is not evident on the streets, or parking area at a home. Remember to remove event signage.

Risk Category:	Volunteer Management	Reference No:	V1
Responsible:	Homeowner/Lead Volunteer	Pre-Emptive:	Homeowner/Lead Volunteer
Identified Hazard	Staff – Major	Response:	Homeowner/Lead Volunteer

Proposed Response:

- Refer to volunteer management guidelines available on SHD website
- Recruit a sufficient number of volunteers to assist in all tasks throughout the day of opening. Create a schedule if possible.
- Ensure all volunteers complete the volunteer registration form
- Provide sufficient details to all volunteers of required tasks, sustainable features and recommendations (i.e. footwear, clothing etc.)
- Conduct a volunteer briefing session prior to your SHD event if possible.
- Record any volunteer incidents on the incident form.

Risk Category:	Communication Plan	Reference No:	C1
Task:	Media Management	Responsible:	Homeowner/Lead Volunteer
Identified Hazard	Staff – Major	Response:	Homeowner/Lead Volunteer

Proposed Response:

- Refer to national PR and marketing guidelines available on the Sustainable House Day website
- Appoint a media spokesperson for the property in the instance of any media attendance
- Print copies of the fact sheet and media releases to keep on hand and to distribute to media
- Contact national organisers if required for assistance: Jodi@ata.org.au 0431 826 921 or katy@ata.org.au 0400 029 423

