Acknowledgement

I would like to acknowledge the traditional custodians of the land I am on today, the **Bunurong people** and pay respects to their elders past, present and emerging and to all Aboriginal and Torres Strait Islander people in our community today.



Australian Adventure Activity
Standard

Australian Adventure Activity Standard (AAAS) - General Overview

What are they?

The Australian Adventure Activity Standard (AAAS) and related Good Practice Guides (GPGs) are a voluntary good-practice framework for safe and responsible planning and delivery of outdoor adventure activities with *dependent participants*.

Who do they apply to?

The **AAAS** and related **GPGs** are specifically designed to help activity providers who are conducting activities involving *dependent participants*, to provide a safe and responsible experience.

Are they legally binding?

The **AAAS** and **GPGs** are voluntary, not legal requirements. However, they may refer to specific laws and regulations which may be legally binding on activity providers.



Australian Adventure Activity Standard (AAAS)

Who created the standard?

The **AAAs** and **GPGs** were developed with the input from a wide range of outdoors and adventure activity experts with extensive field experience.

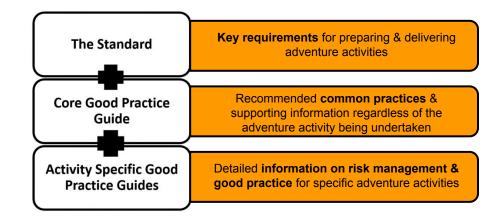
Structure

The AAAS and Core GPG cover only those activities specifically listed. While the AAAS and Core GPG may be useful in managing risk generally for other activities, they may not reflect good practice for such other activities.

Individual activity Good Practice Guides include guidance on specific adventure activities

International Standard

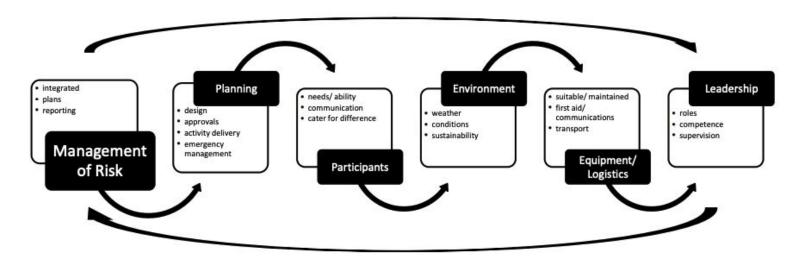
AS/NZS ISO 31000: 2018 Risk Management Guidelines



Australian Adventure Activity Standard (AAAS) - Structured Framework

Components of the AAAS framework

Providers are encouraged to consider how they address each component of the framework, and how these work together in their own adventure activity management system/s



A quick summary

- Operators utilise the standards to develop best practice, remain competitive and establish leadership
- Industry participation is key to remaining relevant, connected to operators, and maintain the success of organisations
- Confidence grows through our customer base through knowing that their students/children will be in the care of highly quality operators
- Above and beyond some operators have dedicated risk management specialists in-house that build on the AAAS even further





https://australianaas.org.au

https://www.outdoorsvictoria.org.au/resources/australian-adventure-activity-standard

Australian Camp/Adventure
Activity Provider Accreditation

Australian Camp/Adventure Activity Provider Accreditation - General Overview

What is it?

The *Accreditation* has been designed to ensure that the camp or outdoor experience is conducted in a manner where the safety of participants and staff is assured.

Meeting the standard

The Accreditation program is administered by the state **tourism bodies** through a recent merger with the <u>Australian Camps</u> <u>Association</u>

The Australian Tourism Accreditation certifies tourism businesses that meet specific quality assurance criteria ensuring they are committed to exceeding consumer expectations with great customer service and the highest standards of business practice.

All quality tourism accredited businesses undertake regular onsite audits to ensure compliance.



Australian Camp/Adventure Activity Provider Accreditation - Key Modules

Licences & Permits

Ensures the business has all the required licences and permits

Business Operating Systems

Ensures business has detailed & proactive operating systems ie: maintenance, health and safety and cleaning schedules.

Economic Sustainability and Financial Systems

Ensures business complies with accounting standards Up-to-date record keeping and complies with consumer laws

Insurance Details

Ensures the business has all required coverage inc. at least \$10million in public liability insurance.

Human Resource Management

Ensure management complies with legislation relating to employing staff along with comprehensive ongoing training and skill development.

Environmental Management

Business must demonstrate a documented and practical commitment to sustainable environmental practices.

Customer Service

Business must have documented customer service procedures, booking and cancellation policies and customer feedback processes.

Risk Management

Business must demonstrate documentation and Implementation of risk management plans, as well as emergency and evacuation procedures.

Code of Practice

Business must sign industry code of ethics.





Thanks.

