

# watersafetyhandbook

best practice guidelines for tourism operators



Eighth Edition – November 2018



**SURF LIFE SAVING  
QUEENSLAND**



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TOURISM INDUSTRY  
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# KEEP QUEENSLAND VISITORS SAFE!

## Best Practice Guidelines For Tourism Operators

This Water Safety Handbook has been updated as part of the ongoing commitment of tourism stakeholders to achieve the aim of 'zero water deaths,' set by the Queensland Visitor Safety Working Group.

The handbook is a set of best practice guidelines for tourism operators to assist in keeping Queensland's visitors safe in all aquatic environments. It is intended that tourism operators refer to these guidelines to develop their own operations manuals and to utilise the checklists to conduct regular safety audits.

When applying the following guidelines please pay special attention to the following groups of visitors as they typically fall into a 'high risk' category<sup>1</sup>:

- Children aged 0-4
- Males between 16-35
- International and domestic tourists
- Residents from culturally and linguistically diverse backgrounds
- Rock fishing enthusiasts

Try to be SHORT, SHARP AND SUCCINCT when presenting information to visitors as they are often distracted by the excitement of water-based activities. But remember they still need to know how to keep safe!

The aim is to minimise risks and educate visitors of the dangers so they can make informed decisions about their actions. Try not to terrorise them.

Remember! Guests need to receive safety information BEFORE they embark upon aquatic-based activity.

The following guidelines must be read in conjunction with the Visitor Safety Checklists and supporting Fact Sheets.

## WATER SAFETY FACT SHEETS

This manual has been updated by the Queensland Tourism Industry Council (QTIC) in partnership with Surf Life Saving Queensland.

QTIC acknowledges the assistance provided to produce the first edition by Surf Life Saving Queensland, Tourism and Events Queensland, University of Sunshine Coast Interns and QTIC's Visitor Safety Ambassadors.

Images are courtesy of Tourism and Events Queensland and Surf Life Saving Queensland.

Whilst every effort has been made to ensure the content of this manual is accurate at time of publishing, QTIC, Surf Life Saving Queensland nor any other agency do not accept any legal liability or responsibility for the accuracy, completeness or usefulness of any information or processes contained herein.

QTIC provides this resource as a tool to support the ongoing priority that tourism industry stakeholders have towards achieving the aim of 'Zero water deaths'.

<sup>1</sup> Australian Water Safety Council, National Water Safety Plan 2008-2011. Sydney: Australian Water Safety Council, 2007, p.7





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# BEST PRACTICE GUIDELINES

## Guidelines Relevant to All Aquatic Environments

### WATER SAFETY

1. Conduct a safety brief with all participants before engaging visitors in aquatic activities.
2. Advise visitors that a great way to keep safe at Queensland beaches is to remember the F.L.A.G.S. message
  - F – Find the flags and swim between them
  - L – Look at and read all safety signage
  - A – Ask a lifesaver or lifeguard for some good advice
  - G – Get a friend or travel companion to swim with you
  - S – Stick your hand up if you need help
3. Advise visitors to swim between the red and yellow flags at patrolled beaches and waterways.
4. When swimming, snorkelling or diving, teach the guests to make a reference point on shore to avoid drifting outside of supervised areas.
5. Make visitors aware of rips and currents. Reinforce that swimming between the flags is the best way to avoid getting into trouble.
6. IF IN DOUBT, DON'T GO OUT!

Advise guests if you think conditions are too rough for them to enter the water. The same rule applies if you are taking guests on an activity and you think it's too rough for them. It's not worth the risk. If possible, let them know what other great things they can do in Queensland!

A good rule of thumb for visitors is, if their feet can't touch the bottom – they are out too far and should make their way back to shore immediately.
7. Never enter the ocean at night and only swim in well lit pools, lagoons etc.
8. When visiting beaches, lakes, rivers, estuaries and canals, advise guests not to swim at dusk or dawn as this is when dangerous marine creatures are most active.
9. Advise visitors that it is best to swim with light clothing on as baggy clothing makes them heavier in the water and it's more difficult for them to swim.

Operators need to be aware that this is only a recommendation. Some cultures do not allow members of their community to wear clothing that is considered revealing.

Please advise visitors wearing baggy and light clothing to bathe in knee deep water only.
10. Advise guests that they should not swim if they have any medical condition that could affect or impede their abilities.
11. Ensure guests are aware that when swimming in rivers and lakes they may experience dangerously cool water temperatures and should always be alert to the dangers of flash flooding.
12. Regularly monitor weather and tide conditions (twice daily – morning and afternoon) so you can advise guests on where the most enjoyable and safe conditions are.

Guests need to be made aware that conditions can change quickly. What might be safe swimming at one time could change to unsafe in a short period of time.
13. Advise guests on how to avoid marine creatures such as stingers, sharks, crocodiles, sea snakes, and stingrays as outlined in the SLSQ [Dangerous Marine Creatures](#) (pages 13-22) and [Marine Stingers](#) (pages 23-31) fact sheets.
14. Advise all guests to take notice of and understand safety warning signs and explain the meaning of the signs to visitors.

Remember! Safety signs are great but they do not replace the need for verbal instruction. Be sure to offer written and verbal communication about local dangers wherever possible.
15. Visitors should always enter the water slowly, feet first and never dive in when the depth is not known.
16. Reduce the risk of spinal injury. Prior to allowing guests to enter an aquatic environment ensure staff check the area for dangerous objects. Advise visitors of the risk of spinal injury by erecting notices or signs. Notices and signs should be explanatory – for example, do not just say DANGER, say SUBMERGED ROCKS, LOGS, or SHALLOW WATER.
17. Ensure all equipment used is checked and maintained regularly.





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## WATER SAFETY

(continued)

18. Minimise the risk of infection from animal faeces. Make guests aware that the water may not be drinkable because of animal faeces and promote the drinking of bottled water.
19. Ensure multilingual water safety information is available for your guests. Details on Surf Life Saving Queensland's range of multilingual Fact Sheets and Beachsafe smartphone app can be found in this resource.
20. Develop a risk management plan whereby risks are identified and assessed; and control measures are developed, implemented, and monitored for effectiveness.  
Ensure you regularly assess all possible risks in an area so guests receive the most up-to-date information.
21. If you have activities that operate in or near rivers, construct a 'Safety Line' downstream consisting of heavy duty rope and a floatation device.

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## SUPERVISION

22. Where possible, provide trained lifeguards or appropriately qualified personnel around water areas as required and encourage visitors not to swim alone.
23. Ensure you are aware of the lifeguard/lifesaver beach patrolling hours and advise guests not to swim outside those hours.
24. Advise guests to follow all instructions given by lifesavers, lifeguards, and trained personnel.
25. When visiting the beach, encourage your guests to obtain additional information about the local swimming conditions from the qualified personnel on duty.
26. Children should be supervised at all times.

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## ALCOHOL

27. Advise guests that alcohol and aquatic activities don't mix.  
Try to avoid the service of alcohol around water areas and advise guests not to participate in any aquatic activities after drinking.
28. Provide glass-free areas around Queensland waterways. Encourage the use of non-glass bottles where possible.
29. Advise staff to check guest recreational areas to ensure there is no litter such as broken glass which could be dangerous to visitors.

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## SUN SAFETY

30. Visitors to Queensland are often unaware of the powerful effects of the sun and prolonged exposure. Visitors should be advised to liberally apply sunscreen, reapply regularly, and avoid excessive sun exposure where possible.
31. The Queensland heat is a danger also. Ensure visitors have ready access to bottled water and are provided with shaded areas wherever possible.
32. Slip on a shirt, Slop on some sunscreen, Slap on a hat, Slide on some sunnies, Slurp lots of water, Seek some shade.

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## CLIFF SAFETY

33. Make visitors aware of any unstable headlands or cliff edges in the area and emphasise the potential dangers associated with exploring the vicinity. For example, let them know that the area is unstable or that the rocks are covered in moss which makes them slippery. Barriers are essential. If the cliff edge is not on private property, contact your Local Government office and notify them.
34. Ensure all guests are aware that they must use public walkways. They should not walk on any dunes or river banks as they may collapse.
35. Encourage your guests to 'take only photographs and leave only footprints' so as not to disturb any delicate eco systems in the area.

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## POOL/LAGOON (MAN-MADE) SAFETY

36. Ensure that all pools are fenced with automatic locks on gates.
37. Display CPR procedures within the pool environs.
38. Ensure there are appropriately qualified personnel in attendance when guests use any pool facilities.





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## FIRST AID

39. Delegate the responsibility of maintaining the first aid resources to nominated staff and ensure this is recorded in the Role Statement.
40. Ensure that there are key staff trained and proficient in the provision of standard CPR procedure and First Aid.
41. Ensure that a First Aid Kit is fully stocked, regularly checked and available for immediate use as and when required by trained staff members.
42. Ensure that nominated staff are provided with refresher training in CPR every 12 months and First Aid every three years.
43. Prominently display CPR and First Aid charts within the workplace.
44. An Automated External Defibrillator (AED) should be accessible. [AED use should not be restricted to trained personnel](#); however it is recommended that training in the use of AEDs be provided.

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## BOATING (RIVERS, LAKES, DAMS ETC)

45. When boating ensure all visitors are provided with a Personal Floatation Device (PFD). Use of these PFDs when operating power craft should be mandatory.
46. Ensure all legally required safety equipment is stowed on-board i.e. emergency flares, flashing light, oars etc.
47. Make sure vessels comply with maximum load capacities as stipulated in user manuals.
48. Develop a procedure to be implemented in case of emergency (such as capsizing) and ensure key staff are trained accordingly.
49. Never allow guests to operate power or sail craft when under the influence of drugs or alcohol.
50. All operators should have fully equipped First Aid kits on board and an Automated External Defibrillator (AED).

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## SECURITY

51. Implement procedures to ensure guests can store their valuable items in a safe and secure manner i.e. safety deposit boxes etc.
52. Install signage reminding guests to securely store items within their accommodation.
53. Provide security lighting in darkened areas that guests can access.

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## HYGIENE

54. Display appropriate signage for hygiene for all staff.
55. Ensure all equipment is cleaned and/or sanitised after each use.
56. Ensure pools/lagoons are cleaned and chlorinated on a regular basis.
57. Keep masks, safety goggles and gloves in First Aid kits.
58. Provide hand wash and disinfectant for First Aid facilities.

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## Guidelines Relevant to Coastal Areas Only

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### MARINE STINGERS

59. Refer to [Marine Stingers Fact Sheets](#) (pages 23-31) for more information on Irukandji's, Box Jellyfish, Bluebottles and more.
60. Marine stingers are a potential risk in Queensland waterways. Ensure visitors are made aware of safe swimming areas.
61. Although isolated incidents have been reported further south, visitors to the waters from Agnes Water north should be advised to wear Lycra suits in the water to minimise the chance of marine stings.
62. Where practical boat and tourism operators from Agnes Water north should provide Lycra suits for visitors. If not possible, please provide visitors with a list of where these are available to purchase or hire prior to commencement of the tour.





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## WATER SAFETY AND BOATING

63. When boating ensure all visitors are provided with a Personal Floatation Device (PFD). Use of these PFDs when operating power craft should be mandatory.
64. Ensure all legally required safety equipment is stowed on-board i.e. emergency flares, flashing light, oars etc.
65. Make sure vessels comply with maximum load capacities as stipulated in user manuals.
66. Develop a procedure to be implemented in case of emergency (such as capsizing) and ensure key staff are trained accordingly.
67. Never allow guests to operate power or sail craft when under the influence of drugs or alcohol.
68. All operators should have fully equipped First Aid kits on board and where a trained operator is available, an Automated External Defibrillator (AED).

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## SNORKELLING AND DIVING

69. Snorkellers from Agnes Water north should be advised to wear Lycra or neoprene suits to minimise the chance of marine stings.
70. When taking visitors snorkelling or diving ensure that an Automated External Defibrillator (AED) is regularly maintained and available to be used (high volume operators). [AED use should not be restricted to trained personnel](#); however it is recommended that training in the use of AEDs be provided.
71. When taking visitors on aquatic activities such as snorkelling, flag the area with buoys to contain swimmers and to act as an exclusion zone for other marine transport.
72. Ensure the Compressed Air Recreational Diving & Recreational Snorkelling Code of Practice is complied with when snorkelling or diving.
73. Provide instruction on any equipment to be used and demonstrate how best to use it.
74. Check if any visitors have a pre-existing medical condition that could impede their abilities in the water.
75. Demonstrate to snorkellers wearing flippers/fins the most effective manner in which to stand in shallow water i.e. lie on your back and then place feet on bottom of reef or sand area.
76. Encourage visitors to resurface at regular intervals and maintain visual contact with your group. Where possible, have a dive buddy.

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## ROCK FISHING

77. Ensure all visitors wear a Personal Floatation Device (PFD) and non-slip shoes or purpose made footwear which is available from most major sports clothing stores, whilst rock fishing.
78. Make guests aware of the risks associated with wave breaks on rocks in and around the fishing area.  
Further information is available at [www.beachsafe.org.au/surf-ed/rocks-and-reefs](http://www.beachsafe.org.au/surf-ed/rocks-and-reefs).
79. Advise guests of the safest locations for rock fishing.

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## Guidelines Relevant to Inland Areas Only

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### WATER SAFETY

80. Tourism operators on farms and in the bush should ensure a safe environment for guests i.e.
  - Fill in unused ditches, sheep dips and pot holes;
  - Put cover lids on wells, tanks and sewerage collection areas;
  - Create a securely fenced swimming area and restrict visitor swimming to within this area.



# VISITOR SAFETY CHECKLISTS

Meeting the Tourism Operator Best Practice Guidelines

## Checklists Relevant to All Aquatic Environments

### WATER SAFETY

1. Conduct a safety brief before engaging visitors in activities where possible.
  - ☐ Have you explained to visitors the unique risks associated with your activities and briefed them on how to keep safe? Visitors are often distracted by the excitement of the activities so look for cues that indicate the guests may not be paying attention – such as looking away. Ask them to repeat the key points of your brief to ensure they have received the message.
2. Advise visitors that a great way to keep safe in Queensland waterways is to remember F.L.A.G.S. Visitors should not swim in unpatrolled areas.
  - ☐ Have you advised visitors of the information on the [F.L.A.G.S. Fact Sheet](#) (page 6)?
  - ☐ Have you provided them with a copy of the F.L.A.G.S. Fact Sheet or,
  - ☐ Is this fact sheet displayed where visitors are most likely to see it?

View all [SLSQ Beach Safety Fact Sheets](#) (Page 4-12) for more information.
3. Ensure that guests make a reference point on shore to avoid drifting.
  - ☐ Have you advised guests to select a marker on shore, swim directly in front of it, and keep an eye on it to ensure they don't drift too far? Remember, the best markers are the Surf Life Saving Flags. Between them is the safest place on the beach.
4. Make visitors aware of rips and currents then advise them on how to keep safe. Swimming between the flags is the best way to keep safe.
  - ☐ Have you advised visitors of the information contained in the [Rip Currents Fact Sheet](#) (page 7)?
  - ☐ Have you printed out the Rip Currents Fact Sheet and displayed it where visitors are most likely to see it?
  - ☐ Have you advised visitors to swim between the flags?

View all [SLSQ Beach Safety Fact Sheets](#) (Page 4-12) for more information.

  - ☐ If you are operating near rivers, have you constructed a 'Safety Line' downstream consisting of heavy duty rope and a floatation device?
5. IF IN DOUBT, DON'T GO OUT! Advise guests not to go in the water if they think conditions are too rough for them. The same rule applies if you are taking guests on an activity and you think it's too rough for them. It's not worth the risk. If possible, let them know what other great things they can do in Queensland!
  - ☐ Have you advised visitors to be realistic about their own swimming ability and not to risk their own safety?
  - ☐ Have you conducted a risk assessment for the prevailing conditions?
6. Ensure guests only swim in well lit areas and advise guests not to swim at dusk or dawn.
  - ☐ Have you provided lighting around pool areas? If you are unable to provide lighting ensure guests are aware of the risks associated with swimming in this environment.
  - ☐ Have you advised guests not to swim in rivers, lakes, dams, or at the beach at dusk, dawn, or during the night?





7. Advise visitors that it is best to swim with light clothing on as baggy clothing makes them heavier in the water and it's more difficult for them to swim. Operators need to be aware that this is only a recommendation. Some cultures do not allow members of their community to wear clothing that is considered revealing.
- ☐ Have you advised guests on the most appropriate swimwear and/or protective clothing?
  - ☐ Have you advised guests wearing baggy or loose fitting clothing that Lycra or neoprene attire is more appropriate?
8. Advise guests that they should not swim if they have medical conditions that could affect their abilities.
- ☐ Do you have a detailed risk management plan on medical conditions that pose the greatest threat to visitors while engaged in water-based activities?
  - ☐ Have you asked all guests to notify you of their past and current medical conditions and encouraged those with poor health to engage in more appropriate water-based activities?
9. Ensure guests are aware that when swimming in rivers and lakes they may experience dangerously cool water temperatures and should be alert to the dangers of flash flooding. Visitors should enter the water slowly feet first and never dive in.
- ☐ Have you advised visitors of the information contained within the Royal Life Saving [Inland Waterways Safety Fact Sheet](#)?
  - ☐ Have you prominently displayed the information contained within the Royal Life Saving Inland Waterways Fact Sheet?

This fact sheet is available on the website [www.royallifesaving.com.au](http://www.royallifesaving.com.au) – click on 'Key Facts' under the heading 'Facts and Figures'.

We encourage you to read more information about the ["Respect the River"](#) project lead by Royal Life Saving.

10. Regularly monitor weather and tide conditions (twice daily – morning and afternoon) so you can advise guests on where the most enjoyable and safe conditions are. Guests need to be made aware that conditions can change rapidly. What might be safe swimming at one time could change to unsafe in a matter of hours.
- ☐ Have you checked any or all of the following websites to determine conditions? [www.bom.gov.au](http://www.bom.gov.au), [www.coastwatch.com.au](http://www.coastwatch.com.au), [www.coastalwatch.com.au](http://www.coastalwatch.com.au), local newspapers, or call the Bureau of Meteorology on (07) 3239 8700, 1300 360 426 (All of Queensland), 1300 360 427 (Marine Warnings).
  - ☐ Have you advised guests that conditions can change quickly? If winds increase and the conditions worsen, visitors should be encouraged to leave the water. Ask a lifesaver or lifeguard on duty about the expected conditions.
11. Advise guests on how to avoid marine creatures such as sharks, crocodiles, sea snakes, and stingrays as outlined by the Dangerous Marine Creatures fact sheets.
- ☐ Are you familiar with the [Dangerous Marine Creatures](#) (pages 13-22) and [Marine Stinger Fact Sheets](#) (pages 23-31) and have you advised guests accordingly?
  - ☐ Have you prominently displayed the Dangerous Marine Creatures and Marine Stinger Fact Sheets so guests are aware of what to avoid contact with?
  - ☐ Have you advised guests of any other dangerous creatures evident around your waterways?
  - ☐ Have you advised guests that many beautiful creatures exist in Queensland and it is OK to LOOK but DON'T TOUCH?
  - ☐ Have you advised guests that if they come into contact with any of these creatures they should seek medical assistance from a lifesaver, lifeguard or other trained personnel; or call 000 and ask for the Ambulance?





## WATER SAFETY

(continued)

12. Advise all guests to take notice of and understand warning signs and explain the meaning of the signs to visitors. Remember – safety signs are great but they do not replace the need for verbal instruction. Be sure to offer written and verbal communication about local dangers wherever possible.

- ☐ Have you advised visitors of the information contained within the [F.L.A.G.S Fact Sheet](#) (page 6)?
- ☐ Have you advised visitors of the information contained within the [Safety Signs Fact Sheet](#)?
- ☐ Are the F.L.A.G.S and Safety Signs Fact Sheets prominently displayed where visitors are most likely to see them?

View all [SLSQ Beach Safety Fact Sheets](#) (Page 4-12) for more information.

13. Reduce the risk of spinal injury. Prior to allowing guests to enter an aquatic environment, ensure staff check the area for dangerous objects. Advise visitors of the risk of spinal injury by erecting notices or signs. Notices and signs should be explanatory – for example, do not just say DANGER, say SUBMERGED ROCKS, LOGS, or SHALLOW WATER.

- ☐ Have you or a staff member checked all waterways in the area for dangers such as logs and shallow areas?
- ☐ Is there adequate safety signage displayed?
- ☐ Have the surrounding areas been assessed to ensure all dangers are identified?
- ☐ Have you directed guests to known safe swimming locations?

View all [SLSQ Beach Safety Fact Sheets](#) (Page 4-12) for more information.

14. Ensure all equipment used (especially by tourists/guests) is checked and maintained regularly.

- ☐ Have you complied with all relevant Maritime Safety Queensland equipment guidelines ([www.msq.qld.gov.au](http://www.msq.qld.gov.au))?
- ☐ Have all manufacturer maintenance guidelines been adhered to?

15. Minimise the risk of infection from animal faeces. Make guests aware that the water may not be drinkable because of animal faeces and promote the drinking of bottled water.

- ☐ Have you notified guests when water is not appropriate for drinking?
- ☐ Have you provided bottled water for the visitors in these areas?

16. Ensure multilingual water safety information is available for your guests.

- ☐ Are the Surf Life Saving [Multilingual Surf Safety Fact Sheets](#) readily available to your guests?
- ☐ Is multilingual safety information available to your guests for all other relevant aquatic activities?
- ☐ Inform your guests to download [Surf Life Saving's Beachsafe app](#) for smartphones for direct access to up to date information on Queensland's beaches, translated to 72 languages.

View all [SLSQ Beach Safety Fact Sheets](#) (Page 4-12) for more information.



## WATER SAFETY

(continued)

17. Develop a risk management plan whereby risks are identified and assessed, control measures are developed, implemented, and monitored for effectiveness. Ensure you regularly assess all possible risks in an area so guests receive the most up-to-date information.

☐ Do you follow a diving risk management process?

If not, you should visit [www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au) (Workplace Health & Safety) and search 'General diving work checklist'.

## SUPERVISION

18. Provide trained lifeguards around water where required and encourage visitors not to swim alone.

☐ Do you provide trained lifeguards around pools and other private swimming areas (high volume operators)?

☐ Do your staff monitor visitor behaviour and check pool and swimming areas regularly (low volume areas)?

☐ When using public waterways do you ensure guests only swim in flagged areas? Call (07) 3846 8000 or visit [www.beachsafe.org.au](http://www.beachsafe.org.au), click on 'Find a Beach' and enter details to find the closest patrolled beach in your area.

☐ Do you have CCTV (Video Cameras) around pool areas?

19. Ensure you are aware of the lifeguard beach patrolling hours and advise guests not to go swimming outside those hours.

☐ Do you display beach patrol hours for your guests?

For a list of patrolled beaches call (07) 3846 8000 or visit [www.beachsafe.org.au](http://www.beachsafe.org.au), click on 'Find a Beach' and enter details to find the closest patrolled beach in your area then notify visitors of the hours of operation.

20. Advise guests to follow all instructions given by lifesavers, lifeguards, and trained personnel.

☐ Do you make guests aware that lifesavers, lifeguards, and trained personnel have extensive knowledge about Queensland waterways and that their instructions are made for the visitor's own safety?

## ALCOHOL

21. Advise guests that alcohol and aquatic activities don't mix. Do not serve visitors alcohol around water areas and advise them not to engage in any aquatic activities after drinking.

☐ Have you reviewed the [Don't Drink and Drown Fact Sheet](#) (page 10) and do you advise guests accordingly?

☐ Do you serve alcohol to visitors around water areas and do you monitor them?

View all [SLSQ Beach Safety Fact Sheets](#) (Page 4-12) for more information.

22. Provide glass-free areas around Queensland waterways. Encourage the use of non-glass bottles. Also, advise staff to check the area to ensure there is no litter such as broken glass which could be of danger to visitors.

☐ Do you restrict guests from taking glass bottles around pools or other public access areas?

☐ Do you encourage the use of non-glass bottles by finding plastic and can alternatives?

☐ Do your staff regularly monitor public access areas for hazardous materials before allowing guests to visit?



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## SUN SAFETY

**23.** Visitors to Queensland are often unaware of the powerful effects of the sun and prolonged exposure. Visitors should be made aware of the dangers of sun exposure and the precautions that should be taken.

- ☐ Are you familiar with the Surf Life Saving [Fun in the Sun Safety Fact Sheet](#) (page 9) and do you advise guests accordingly?
- ☐ Have you printed out this fact sheet and displayed it where visitors are most likely to see it?
- ☐ Do your guests have ready access to sunscreen?
- ☐ Do you make bottled water readily available to guests and encourage them to keep their fluids up?
- ☐ Do you or your staff make visitors aware that the effects of the sun still exist in overcast or cloudy weather?
- ☐ Are your guests aware of the sun safety 'S's'?

Slip on a shirt, Slop on some sunscreen, Slap on a hat, Slide on some sunnies, Slurp lots of water, Seek some shade.

View all [SLSQ Beach Safety Fact Sheets](#) (Page 4-12) for more information.

**24.** The Queensland heat is a danger also. Ensure visitors have access to and drink plenty of bottled water and stay in shaded areas wherever possible.

- ☐ Do you make bottled water readily available to guests and encourage them to keep their fluids up?
- ☐ Do you provide shaded areas wherever possible for guests?
- ☐ Do you remind visitors of the effects of the sun in overcast or cloudy weather?

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## CLIFF SAFETY

**25.** Make visitors aware of cliff edges in the area and ensure you emphasise WHY it is dangerous. For example, let them know that an area is unstable or that the rocks are covered in moss which makes them slippery. Barriers are essential. If a dangerous cliff edge is not on private property, contact your Local Government office and notify them.

- ☐ Have you identified any dangerous cliff edges in and around your location and erected signage and barriers where needed? Monitor the area to ensure the signage and barriers remain effective.
- ☐ Have you identified any dangerous cliff edges on public land and contacted your Local Government office? Contact details are available at [www.dilgp.qld.gov.au/local-government-directory](http://www.dilgp.qld.gov.au/local-government-directory).

**26.** Ensure all guests are aware that they must use the public walkways. They should not walk on the dunes or river banks as they may collapse.

- ☐ Have you advised guests and provided signage where necessary?
- ☐ Do you provide walkways for dune or river bank areas on private property?
- ☐ Have you located dunes or riverbanks on public property that need walkways and contacted your Local Government office? Contact details are available at [www.dilgp.qld.gov.au/local-government-directory](http://www.dilgp.qld.gov.au/local-government-directory).

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## POOL/LAGOON (MAN-MADE) SAFETY

**27.** Ensure that all pools are fenced with automatic locks on gates and display CPR procedures near the pool.

- ☐ Does your pool/lagoon comply with all Local Government laws regarding pool fencing? Details are available on the [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au) website.
- ☐ Does your pool/lagoon comply with new Queensland Government Pool Safety Laws & Regulations? Details are available on the [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au) website.





## POOL/LAGOON (MAN-MADE) SAFETY

(continued)

- ☐ Does your pool pass the test? Ensure all safety and signage guidelines on this checklist are followed.
- ☐ Do you prominently display a [CPR Chart](#) near pools/lagoons?

Ensure you are familiar with the [requirements for CPR and warning signs](#).

Further information about pool safety licensing, compliance and disciplinary functions can be found at [www.qbcc.qld.gov.au](http://www.qbcc.qld.gov.au).

## FIRST AID

28. Ensure that key staff are trained in the provision of standard CPR procedure and First Aid.

- ☐ Have your key staff been trained in the provision of first aid and CPR?

First Aid Courses are available through Surf Life Saving Queensland visit [www.lifesaving.com.au](http://www.lifesaving.com.au) or call 07 3846 8000.

- ☐ Do you display a [CPR Chart](#) around pools/lagoons and where staff and guests are likely to see it?

29. Ensure that a First Aid Kit is regularly maintained and available to be used by a trained staff member.

- ☐ Do you have a fully equipped First Aid kit which is readily accessible by all staff?
- ☐ Do you have a minimum of one trained staff member on each shift (i.e. every supervisor) trained in First Aid?
- ☐ Do you have a nominated staff member responsible for monitoring the First Aid supplies?

Kits can be purchased through the St. John Ambulance Service ([www.stjohnqld.com.au](http://www.stjohnqld.com.au), 1300 360 455).

Refer to Workplace Health and Safety guidelines found at [www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au) and search 'First Aid in the Workplace Code of Practice 2014'.

## BOATING (RIVERS, LAKES, DAMS ETC)

30. When boating ensure Personal Floatation Devices (PFDs) are available to all visitors. PFDs should be worn by all visitors in situations where they may be forced into the water. Ensure all legally required safety equipment is stowed on-board. Make sure vessels are not overloaded. Develop a procedure to be implemented in case of emergency (such as capsizing) and ensure key staff are trained accordingly.

- ☐ Are you familiar with the Royal Life Saving [Watercraft Safety Fact Sheet](#)?

This fact sheet is available on the website [www.royallifesaving.com.au](http://www.royallifesaving.com.au) – click on 'Key Facts' under the heading 'Facts and Figures'.

- ☐ Do you provide Personal Floatation Devices (PFD s) for all visitors/guests?
- ☐ Do you demonstrate to guests how to best use all applicable safety equipment?
- ☐ Do you comply with standards pertaining to legally required safety equipment to be stowed on-board? (Refer to Maritime Safety Queensland guidelines, [www.msq.qld.gov.au](http://www.msq.qld.gov.au)).
- ☐ Have you developed a procedure to be implemented in case of emergency (such as capsizing) and are all key staff trained accordingly?
- ☐ Do you comply with all applicable Maritime Safety Queensland guidelines?

These are available at [www.msq.qld.gov.au](http://www.msq.qld.gov.au).



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## SECURITY

31. Ensure measures are taken to keep visitors and their valuables safe and secure.

- ☐ Do you provide secure facilities for visitors to lock-up their valuables while engaging in water activities?
- ☐ Are all staff trained to be observant of suspicious activity?
- ☐ Do you remind staff and visitors to lock all vehicles?
- ☐ Do you display advice for visitors about walking alone, or in dark areas?
- ☐ Do you advise visitors to not make it obvious if they have valuable possessions?
- ☐ Do you provide advice to visitors on the personal safety tips provided by the Queensland Police Service?  
<https://www.police.qld.gov.au/programs/cscp/personalSafety/adults/safetyoutandabout.htm>.
- ☐ Do you advise visitors to call 000 in an emergency?
- ☐ Have you got CCTV (Video Cameras) around your facility?

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## HYGIENE

32. Ensure all equipment is cleaned after use.

- ☐ Is all equipment such as snorkels and goggles cleaned and/or sanitised after each use?
- ☐ Are pools/lagoons cleaned and chlorinated on a regular basis?
- ☐ Do you keep face masks, eye goggles and gloves in First Aid kits?
- ☐ Do you provide hand wash and disinfectant for First Aid facilities?
- ☐ Do you have hygiene signs displayed for all staff to easily see?

## Checklists Relevant to Coastal Areas Only

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### MARINE STINGERS

33. Marine stingers are a risk in Queensland waterways. Ensure visitors are made aware of safe swimming areas. Advise visitors to wear Lycra or neoprene suits to minimise stings. Boat operators north of Agnes Water should provide Lycra or neoprene suits for visitors.

- ☐ Have you advised visitors of the general marine stinger prevention and personal safety guidelines?
- ☐ Review the [Marine Stingers Fact Sheets](#) (pages 23-31).
- ☐ Are these facts sheets displayed so guests have a visual idea of what creatures to avoid contact with?
- ☐ Are your guests advised that stinger season runs from November through to May and what additional extra precautions they should take during this time?

In addition to the above, operators north of Agnes Water (North Queensland) must:

- ☐ Make visitors aware of the swimming enclosures available.
- ☐ Advise visitors of Protective Clothing to be worn.
- ☐ Make full body Lycra or neoprene suits available for guest use if needed. If suits are unavailable, provide visitors with a list of where these are available to purchase or hire prior to commencement of the tour.





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## WATER SAFETY AND BOATING

**34.** When boating ensure Personal Flotation Devices (PFDs) are available to all visitors. PFDs should be worn by all visitors in situations where they may be forced into the water. Ensure all legally required safety equipment is stowed on-board. Make sure vessels are not overloaded. Develop a procedure to be implemented in case of emergency (such as capsizing) and ensure key staff are trained accordingly.

- ☐ Do you provide a Personal Flotation Device (PFD) for all visitors/guests?
- ☐ Do you demonstrate to guests how to best use all applicable safety equipment?
- ☐ Do you comply with standards pertaining to legally required safety equipment to be stowed on-board? (Refer to Maritime Safety Queensland guidelines, [www.msq.qld.gov.au](http://www.msq.qld.gov.au))?
- ☐ Do you have a procedure to be implemented in case of emergency (such as capsizing) and are all key staff trained accordingly?
- ☐ Do you comply with all applicable Maritime Safety Queensland guidelines?

These are available at [www.msq.qld.gov.au](http://www.msq.qld.gov.au).

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## SNORKELLING AND DIVING

**35.** When taking visitors snorkelling or diving ensure that an Automated External Defibrillator (AED) is regularly maintained and available to be used by a trained staff member (high volume operators).

- ☐ Do you have an Automated External Defibrillator (AED) available?

These can be purchased by calling the St. John Ambulance Service on 1300 360 455 or by visiting [www.stjohnqld.com.au](http://www.stjohnqld.com.au).

Alternatively, Laerdal can also provide AEDs. Visit [www.laerdal.com.au](http://www.laerdal.com.au).

- ☐ Do you ensure the AED is inspected, repaired and maintained in accordance with manufacturer's instructions?
- ☐ Is there a non-conducting mat provided to allow the safe use of the AED?
- ☐ Do you ensure that key staff maintain current training in the use of the AED?

Training is available from Surf Life Saving Queensland visit [www.lifesaving.com.au](http://www.lifesaving.com.au) or call 07 3846 8000.

Refer to Workplace Health and Safety guidelines found at [www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au) and search 'Occupational Diving Work'.

**36.** When taking visitors on aquatic activities such as snorkelling, flag the area with buoys to contain swimmers and to act as an exclusion zone for other marine transport.

- ☐ Do you flag the aquatic activity area with buoys?
- ☐ Do you follow all applicable Maritime Safety Queensland guidelines?

These are available at [www.msq.qld.gov.au](http://www.msq.qld.gov.au).

**37.** Ensure the Recreational Diving, Recreational Technical Diving and Snorkelling Code of Practice is complied with when diving or snorkelling.

- ☐ Do you adhere to all the instructions outlined within the Recreational Diving, Recreational Technical Diving and Snorkelling Code of Practice? (Refer to Workplace Health and Safety Guidelines found at [www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au) and search 'Recreational Diving and Snorkelling'.

**38.** Provide instruction on any equipment used and demonstrate how best to use it.

- ☐ Do you instruct visitors on how to best use any applicable equipment?
- ☐ Do you demonstrate the use of this equipment?



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## ROCK FISHING

39. Ensure all visitors wear a Personal Floatation Device (PFD) and non-slip shoes while rock fishing.

- ☐ Are you familiar with the information contained within the Royal Life Saving [Rock Fishing Fact Sheet](#)?
- ☐ Do you prominently display the Royal Life Saving Rock Fishing Fact Sheet where visitors are most likely to see it?
- ☐ Do you provide visitors with a Personal Floatation Device (PFD) or can you recommend where they may obtain this item?
- ☐ Do you provide visitors with information on the appropriate footwear to be worn while rock fishing? If possible, point them in the direction of specialist fishing stores or larger sporting equipment stores.

## Checklists Relevant to Inland Areas Only

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### WATER SAFETY

40. Operators on farms and in the bush need to fill in unused ditches, sheep dips and pot holes; put cover lids on wells, tanks and sewerage collection areas; and create a securely fenced swimming area and restrict visitor swimming to within this area.

- ☐ Have you identified any unused ditches, sheep dips and pot holes and filled them in to ensure they are safe for visitors to the area?
- ☐ Have you placed cover lids on wells, tanks and sewerage collection areas?
- ☐ Have you provided a securely fenced swimming area?
- ☐ Do you direct your guests to this swimming area in place of others?
- ☐ Do you display the Royal Life Saving [Farm Water Safety Fact Sheet](#) where visitors are most likely to see it?

This fact sheet is available on the website [www.royallifesaving.com.au](http://www.royallifesaving.com.au) – click on 'Key Facts' under the heading 'Facts and Figures'.

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### BE WATERSAFE

41. A recent change to SLSQ's overarching vision now sees the organisation working towards the wider goal of 'Zero preventable deaths in Queensland public waters.' In addition to beaches this also includes dams, rivers, lakes, lagoons and all other freely publicly accessible bodies of water. Please visit [lifesaving.com.au/watersafe](http://lifesaving.com.au/watersafe) for more information.

#### Watersafe fact Sheets

[Be Riversafe Brisbane](#)

[Be Riversafe](#)

[Be Damsafe](#)

[Be Creeksafe](#)

[Be Snorkelsafe](#)

[Be Waterfallsafe](#)

[Be Surfsafe](#)

[Be Surfsafe North Queensland](#)

For a full copy of the SLSQ Coast Safe Report please [click here](#).