



Policy

67 Signs as Remote Supervision Policy

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Strategic Outcome:	Good government
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Responsible Officer:	Enterprise and Risk Manager

1. POLICY STATEMENT

Berrigan Shire Council is committed to managing its risks strategically and systematically in order to benefit the community and manage adverse effects to the Council.

Berrigan Shire Council recognises that it aims to eliminate risks where possible. This however is not always practicable, and in the many reserves and facilities under the Council's control, it is often appropriate for the Council to use signs as remote supervision as a risk mitigation measure.

2. PURPOSE

The purpose of this policy is to clearly outline the methodology used in assessing facilities for signs as remote supervision. This systematic process will determine the type of sign to be erected, the information to be included, the location and number of signs required, and follow up inspection and maintenance programs.

3. SCOPE

This policy applies to:

- Identified public facilities where, due to their nature, access is open and uncontrolled;
- Staff involved in the assessment of facilities to determine the need for signage;
- Staff involved in the ongoing inspection and maintenance of signage.

4. OBJECTIVE

This policy is designed to assist the Council meet the following Delivery Plan objectives:

- 2.2.2 *Council operations support ethical, transparent and accountable corporate governance.*



Policy

5. DEFINITIONS

Facility refers to a parcel of land that may include reserves, parks, beaches, pools and where applicable waterways, either owned, operated or under the care and control of Council.

Level of Development refers to the amount of improvement that has taken place at a facility, or the existence of natural features within or about the facility. Development and improvement includes the infrastructure that Council has provided for use by the public, such as carparks, tables, barbeque equipment, swings, pools, tennis courts, etc., whilst natural features include creeks, cliffs, blowholes, etc.

Frequency of use is defined as the number of times the facility is used by patrons on a regular basis.

Population Use is defined as the average number of people that use a facility at any given point in time during organised or impromptu events.

Facility Visitation Rating (FVR) is a calculation based on the data collected during the evaluation process. The data collected includes the amount of development of the facility, the population use of the facility and the frequency of use of the facility ($FVR = (Development \times Population) + Frequency$). The FVR is the resulting numerical value used to determine the most appropriate sign for the facility.

Prohibition Symbols are depicted by a red circle with a red diagonal slash across the front on a white background. Inside the red circle is a black pictorial image depicting the behaviour or activity that Council has prohibited.

General Warning Symbols are depicted by a yellow diamond with a black border. Inside the yellow diamond is a black figure/image depicting the activity/hazard that is being warned against.

6. POLICY IMPLEMENTATION

6.1 Determining Appropriate Signs for Council Facilities

In determining appropriate signs for facilities, the Council will apply best practice principles using the following process:

1. Establish a full and complete inventory of all applicable Council facilities;
2. Determine Council's level of development within each facility, including naturally occurring features;



Policy

3. Ascertain the level of use of the facility by the public(population use);
4. Predict or obtain the frequency of use of the facility;
5. Calculate the facility visitation rate;
6. Calculate the Risk Rating of identified hazards;
7. Select and produce the most appropriate sign and determine its location.

6.1.1 Identify Facilities

Council has established a register of all its facilities that fall under the definition of this policy.

The register identifies:

- Site
- Location
- Date of assessment
- Level of Development
- Population use
- Frequency of use
- Facility Visitation Rating (FVR)
- Sign Description
- Sign Location
- Sign Content
- Hazards
- Risk Assessment and Risk Rating
- General Notes and Photos

6.1.2 Level of Development

To determine the level of development, Council will undertake a survey of the facility and use the following rating models:

6.1.2.1 Reserves

Rating	Development	Natural Hazards
1	Virginal bush, cleared land; no infrastructure	No hazardous features
2	Cleared land, static infrastructure, e.g. grass area with tables and chairs, toilet block, lookout	Sloping ground, not natural water; walking track around reserve
3	Cleared land with mobile infrastructure e.g. grassed area with play equipment, cycleway, market, leash free dog areas.	Reserve contains natural waterway that runs during wet weather, drops less than 1 metre.
4	Council owned infrastructure with no artificial lighting, e.g. golf course, football field, recreational ground, caravan park.	Creeks, ponds and ledges between 1 metre and 3 metres.
5	Extensively developed infrastructure with artificial lighting, e.g. sporting complex, artificially lit courts.	Contains rivers, dams and cliffs greater than 3 metres.

6.1.2.2 Pools and Waterways

Rating	Development Rating
1	Other: e.g. natural still waterway that is an area known for swimming and associated



Policy

	activities (rivers, creeks, lakes, etc.).
2	Other: e.g. Any still water environment that has been specifically constructed, designed or intended to be used for swimming, diving, paddling or wading (Rock Pools, Dams, Swimming Enclosures, etc.).
3	Swimming Pool: (Local Community Swimming Pool). Swimming Pool that is managed by the Council and/or a designated community group that has one small swimming pool (less than 25 metres in length) with very low patronage levels and no more than one aquatic activity occurring at any one time. Pool configuration would always be the standard rectangular shape.
4	Swimming Pool: (Aquatic Centre). Facility that has one or two bodies of water with medium to low patronage levels and no more than one aquatic activity occurring at any one time, e.g. One main swimming pool and a diving or toddler pool. Pool configuration is generally a standard rectangular shape.
5	Swimming Pool: (Multi-Purpose Aquatic and Recreation Facility). This facility generally has more than one body of water and would typically have a high patronage turnover with multiple activities occurring at the same time, e.g. school usage, lap swimming, learn to swim, scuba diving, etc. Pool configuration and number of pools within the facility should also be taken into consideration for the purposes of surveillance.

6.1.3 Population Use

To determine the population use, the following ratings will be used:

Rating	Population use
1	Less than 5 people at a time
2	5 to 50 people at a time
3	50 to 100 people at a time
4	100 to 500 people at a time
5	Greater than 500 people at a time

In the event that the facility is used predominantly during peak holiday seasons or one off special events, the process for determining the most appropriate sign will need to reflect the typical usage patterns.

Special events such as festivals, sporting events, etc., may result in increased use of a facility on a single occasion or over a short period of time. In this instance the event must be assessed, and additional temporary signage may be required.

6.1.4 Frequency of Use

Frequency is defined as the number of times the facility is used by patrons on a regular basis. Some facilities may be used so infrequently that they are considered unused. At the other end of the scale, facilities may be used constantly by large numbers of people.

To determine the frequency of use, the following ratings will be used:

Rating	Frequency of use
0	No events or activities are held at the facility
1	An annual activity or event is held in the facility
2	An activity or event takes place within the facility on a monthly basis
3	An activity or event takes place within the facility on a weekly basis
4	An activity or event takes place within the facility on a daily basis
5	The facility is in continuous use for the majority of the day

6.1.5 Facility Visitation Ratings (FVR)



Policy

The next step is to calculate the FVR. This term has been coined to give the resulting numerical value relevance in the decision making process to determine the most appropriate sign for the facility. The FVR is a calculation based on the data collected from the level of development, population use and frequency of use.

The three values are inserted into the following equation and the resulting value is the Facility Visitation Rating.

$$\text{Facility Visitation Rate} = (\text{Development} \times \text{Population}) + \text{Frequency}$$

The value of the FVR is an indication of the risk that Council is exposed to related to the activities that occur in each facility. This value will allow Council to decide on the most appropriate sign which in turn will act as the most suitable form of remote supervision. It also provides Council with a simple way of prioritising the facilities for attention, the higher the FVR, the greater the need for attention.

6.1.6 Hazard Identification and Risk Assessment

The next step is to conduct a risk assessment of the hazards that may be present in and around the facility. Identifying hazards and assessing the risks assists Council in prioritising and determining which hazards need to be included as warnings on signs.

Hazards will be assessed and prioritised in accordance with Council's Risk Management Policy and Framework.

6.1.7 Selection and Location of signage

Council's sign structures include the following components:

- Council and Facility Identification
- General Warning Statement
- Prohibition symbols (if applicable)
- Warning symbols
- Other Information

6.1.7.1 Council and Facility Identification

All facilities within the Council area must be identifiable. This unique identifier will be displayed on the sign and in most cases will consist of the common name of the facility and a street address. It is important that the identifier on the sign can easily be related back to the assessment sheet used by the Council. It must also be relevant in the context of user comments or complaints, work instructions for



Policy

inspection or maintenance purposes, and easily located by emergency services.

6.1.7.2 General Warning Statement

A general safety message such as the following shall be incorporated into the sign:

WARNING
Use of this facility may be hazardous. Please take care

The general safety message is intended to warn the user that hazards may exist within the facility and they will need to take reasonable care for their own safety.

6.1.7.3 Prohibition Symbols

All Council regulations relevant to the facility will appear as prohibition symbols. It is important to note that prohibition signs are only useful if the Council can demonstrate that the prohibition is enforced.



6.1.7.4 Warning Symbols

Hazards that have been identified, assessed and prioritised will be included as warning symbols on signage.

Council will ensure all new signage uses the current warning symbols in accordance with current standards, and will continue to use the diamond shape to maintain consistency. However, as new standards are released and symbols change, existing signage will continue to reflect retrospective standards until complete sign replacement is deemed necessary.



6.1.7.5 Other Information

Any other comments or instructions that Council wishes to appear on the sign will appear either as information or safety messages.



Policy

Information will appear as a white image or words on a blue background; Safety/Emergency information such as exits, first aid, etc. will appear on the sign as white images or words on a green background.



6.1.8 Determining the Most Appropriate Sign

Berrigan Shire Council acknowledges that it is not possible to warn users of every possible hazard. The types of warnings provided and the number of signs erected will correlate with the FVR of the facility.

As a guide, any warning sign must be in a form that would reasonably be expected to catch the attention of a visitor to the facility. Users should be able to see the sign before entering the facility so they can, based on the information depicted on the sign, make an informed decision as to whether or not this is a suitable facility for their purpose.

6.1.8.1 Determining sign content and location for a Council Facility

FVR	General Sign Description	Location
2 – 3	No sign required	NA
4 – 6	<p>The sign should contain:</p> <ul style="list-style-type: none"> The name of the facility. A general warning message. All Council's Regulations that apply to the facility should appear on the sign as prohibition pictograms. Any information symbols relevant to the facility. <p>NB: Given The low rating of or absence of risk, the sign does not require the depiction of warning symbols.</p>	A sign should appear in a prominent position within the facility.
7 -10	<p>The sign should contain:</p> <ul style="list-style-type: none"> The name of the facility A general warning message. All Council's Regulations that apply to the facility should appear on the sign as prohibition pictograms. All potential hazards identified within the facility that have a risk rating of HIGH should appear on the sign as warning symbols. If there are no HIGHS then the top hazard should appear. 	A sign should appear at all entrances to the facility provided by Council.



Policy

FVR	General Sign Description	Location
	<ul style="list-style-type: none"> Any information symbols relevant to the facility 	
11 – 15	<p>The sign should contain:</p> <ul style="list-style-type: none"> The name of the facility A general warning message All Council's Regulations that apply to the facility should appear on the sign as prohibition pictograms All potential hazards identified within the facility that have a risk rating of HIGH should appear on the sign as warning symbols. If no HIGHS then the top two hazards should appear. Any information symbols relevant to the facility. 	A sign should appear at all entrance to the facility provided by Council.
16 – 20	<p>The sign should contain:</p> <ul style="list-style-type: none"> The name of the facility A general warning message All Council's Regulations that apply to the facility should appear on the sign as prohibition pictograms All potential hazards identified within the facility that have a risk rating of HIGH should appear on the sign as warning symbols. If no HIGHS then the top three hazards should appear. Any information symbols relevant to the facility. 	A sign should appear at all entrances provided by Council to the facility. Consideration should be given to placing signs in other areas of high use.
21 – 26	<p>The sign should contain:</p> <ul style="list-style-type: none"> The name of the facility A general warning message All Council's Regulations that apply to the facility should appear on the sign as prohibition pictograms All potential hazards identified within the facility that have a risk rating of HIGH should appear on the sign as warning symbols. If no HIGHS then the top four hazards should appear. Any information symbols relevant to the facility. 	A sign should appear at all entrances provided by Council to the facility. Consideration should be given to placing signs in other areas of high use.
27 – 30	<p>Council should consider full time supervision whilst the facility is occupied, as well as the display of warning symbols.</p> <p>The level of risk is such that the installation of a sign alone warning people of the hazards would not be the most appropriate risk reduction technique.</p> <p>A combination of both supervision and signage is the most appropriate approach.</p>	In addition to supervision, consideration should be given to placing signs at the entrance and in other highly visible areas within the facility.



Policy

FVR	General Sign Description	Location
	Whatever level of supervision Council elects, the supervisory body must be experienced and trained for the activity.	

The above table is designed to establish the minimum requirements for signs as remote supervision within the Berrigan Shire Council. On occasions it may be appropriate to warn of more hazards than is stipulated by the above standard, either because of the number and variety of hazards at the facility, or there being a number of hazards with similarly severe consequences. On these occasions it would be appropriate for the assessment team to recommend that additional warning symbols be added to the sign. In doing so, it should be recognised that one of the key purposes of setting the above criteria is to help standardise signage across facilities within the Shire.

An alternative to adding additional warning symbols to a facility wide sign may be to divide the facility into zones and erect signs that warn of the potential hazards within specific areas of the facility (i.e. special purpose signs developed for a playground within a community park). This strategy should only be considered when:

- Patterns of usage and potential hazards are significantly different in one part of a facility to another;
- Members of the public will be able to easily distinguish the various zones from other parts of the facility; and,
- The design of the sign will enable patrons to readily identify the sign as belonging to a different part of the facility.

6.1.8.2 Determining the most appropriate sign for a Council Pool

FVR	General Sign Description	Location
2 – 20	<p>Council should always consider Full Time Supervision whilst the pool is occupied as well as the display of warning and prohibition symbols.</p> <p>A sign should contain:</p> <ul style="list-style-type: none"> • The name of the pool. • A general warning message • All Council's Regulations that apply to the pool should appear on the sign as prohibition pictograms. • All hazards identified within the pool should appear on the sign as warning symbols. • Any information symbols relevant to the pool. 	<p>A sign should appear at all entrances provided by Council to the pool including all warning, regulatory/prohibition and emergency symbols.</p> <p>Warning symbols should also be placed in close proximity to the water bodies and other relevant signs placed in other highly visible areas within the facility as reinforcement for hazards or rules.</p>
21 – 30	<p>Council should always consider Full Time Supervision whilst the pool is occupied as well as the display of warning and prohibition</p>	<p>A sign should appear at all entrances provided by council to the pool including all warning,</p>



Policy

FVR	General Sign Description	Location
	<p>symbols. The level of risk is such that a sign warning people of the hazards would not be the most appropriate risk reduction technique.</p> <p>Whatever level of supervision Council elects, the supervisory body must be experience and trained for the activity.</p> <p>Physical barriers preventing access should be provided and installed unless there is full time supervision.</p>	<p>regulatory/prohibition and emergency symbols.</p> <p>Warning symbols should also be placed in close proximity to the water w=bodies and other relevant signs placed in other highly visible areas within the facility as reinforcement for hazards or rules.</p>

6.2 Sign Maintenance and Inspection

Council has in place a regular inspection and maintenance regime for facility signage which is included as part of the overall public facility inspection program.

As a guide, inspections for facility signage are carried out in accordance with the facility's FVR and at the following frequencies:

FVR	Frequency of Inspection
2 – 3	Nil – Sign not erected
4 – 6	Biennial
7 – 15	Annual
16+	Biannual

Ongoing maintenance of signs as remote supervision will be carried out as part of scheduled maintenance and recurrent expenditure programs for signage as allocated in the Council's Annual Budget, and at the discretion of the responsible manager. With the resources available for maintenance programs being restricted, works will be prioritised according to the level of risk and in the context of the Council's overall signage obligations.

Changes to Standards or Best Practice procedures on which this policy and the signs' design are based will not automatically warrant the replacement of signs. Rather the existing signs will be used until they reach the end of their useful life or circumstances within the facility change to the extent that it warrants replacement.

6.3 Documentation

Documentation is vital for Council to be able to demonstrate that it has performed due diligence throughout the sign evaluation and determination process, and this is continued throughout the sign inspection and maintenance program.

All records are kept and stored as part of Council's records management system.



Policy

6.4 Monitoring and Review

Ongoing review of risk management activities is essential to ensure that hazard management plans remain relevant. To facilitate the ongoing monitoring and review of signs as remote supervision any significant changes to the level of development or usage of a facility will require a reassessment of its FVR and potential hazards;

7 RELATED POLICIES OR STRATEGIES

Additional publications to be read in conjunction with this policy include:

- Risk Management Policy and Framework
- *AS 2342 Development, testing and Implementation of Information and Safety Symbols and Symbolic Signs*
- *AS/NZS 2416 Standard for Water Safety*