

POLICY 17

Name of organisation:

Overseas Tour Policy



Commitment to Te Tiriti o Waitangi

(insert name of organisation) recognises Te Tiriti o Waitangi as Aotearoa New Zealand's founding document.

(insert name of organisation) is committed to upholding the mana of Te Tiriti o Waitangi and the principles of Partnership, Protection and Participation.

Values

(insert name of organisation) knows everyone involved in play, active recreation and sport is here because of a shared passion for the activity/sport and care for the people involved.

(insert name of organisation) aims to provide a safe, inclusive and enjoyable environment for everyone involved in its activities. People are expected to show respect and courtesy in their interactions with others.

Children and young people in particular must be cared for, treated with respect and their welfare placed at the centre of everything we do in the activity/sport.

Everyone involved in the activity/sport joins with good intentions and we are all expected to do our part responsibly and to comply with our policies and rules.

Everyone participating in the activity/sport is an ambassador of the activity/sport and when overseas, an ambassador of Aotearoa New Zealand.

Purpose

This policy aims to:

- provide guidance on matters to be considered and managed on overseas tours
- provide guidance on the behaviour expected of all people when participating in an overseas tour
- support an inclusive environment where all people on an overseas tour are cared for and are treated with dignity, respect and courtesy.

Application

This policy applies to anyone involved in an overseas tour and includes volunteers, participants, supporters, employees, overseas tour team officials and families/whānau of participants.

It is to be read together with

(insert name of organisation)s policies and procedures, particularly those which cover codes of conduct, health and safety, child safeguarding and team selection.

Overseas tours

From time to time the opportunity to travel overseas with

(insert name of organisation) will be offered to

(insert activity/sporting code) participants. A place on an overseas tour is both a privilege and a responsibility for everyone involved.

The safety of everyone on the overseas tour is paramount. To support the safety and wellbeing of everyone participating in the tour (particularly children, young people and vulnerable people),

(insert name of organisation) will consider and make provisions for:

- tour planning and management teams
- general eligibility criteria for participants
- code of conduct for participants and others on the overseas tour
- protection and participation of children and young people
- risk identification and management
- medical support
- accommodation
- nutrition
- communications, including use of social media
- alcohol and drugs
- local culture and rules of behaviour
- Aotearoa New Zealand government travel warnings.

Tour planning and management teams

(insert name of organisation) will appoint an overseas tour planning team and a tour management team.

The Tour Planning Team

When selecting people for the Tour Planning Team, consideration will be given to prior experience and skills needed.

If possible, the Tour Planning Team will be appointed at least 18 months prior to the sporting event. This will allow sufficient time to cover the requirements of an overseas tour, such as to:

- register for New Zealand Police vetting
- apply for

(insert sporting code) approvals

- apply for funding
- make travel arrangements
- be aware of any cultural expectations and arrangements
- find suitable accommodation
- arrange uniforms.

The Tour Management Team

The Tour Management Team will be selected by the Tour Planning Team 12 months prior to the overseas tour. Getting a tour management team in place as early as possible in the planning process means they can be actively involved in the planning.

Members of the Tour Management Team may overlap with the Tour Planning Team. Members may include parents, caregivers, whānau, coaches, supervisors and team leaders.

The Tour Planning Team will act fairly, responsibly and without bias in selecting the Tour Management Team and will treat all applicants with respect, fairness and dignity throughout the selection and confirmation process.

When selecting people for the Tour Management Team, consideration will be given to prior experience and the range of skills needed. The type of skills required will include knowledge of [activity/sporting code], medical knowledge, travel experience, previous tour experience whether in [activity/sporting code] local or overseas.

All members of the Tour Management Team will:

- complete a New Zealand Police Request and Consent Form [attached] for Police Vetting
- complete an Overseas Tour Form
- provide two written references when invited to be part of the overseas tour.

The Tour Planning Team will confirm their selection when they have received an appropriate response from the New Zealand Police Vetting process, approved the completed Overseas Tour Form and checked the references.

All members of the Tour Management Team will have responsibility for the welfare and safety of the participants and others joining the tour, while on tour.

Planning timetable

The Tour Planning Team will complete a timetable which sets out the dates for the necessary decisions to be made and provisions for the overseas tour confirmed. It is useful to have a plan that identifies what is to be done one year out from the overseas tour, nine months, six months, three months and then each week prior to the overseas tour group departing.

Budget

The Tour Planning Team will prepare a budget of known and estimated costs as early as possible. The budget will change throughout the planning process and the overseas tour itself. All changes must be approved by the Tour Planning Team with the Tour Management Team (once selected) and recorded.

Except for any items of commercial sensitivity, the budget will be available to interested people to view.

In developing a budget for the overseas tour, the Tour Planning Team will provide to the participants and Tour Management Team an estimate of costs that the participants and Tour Management Team will be required to pay while on tour. This will include items such as personal toiletries, non-uniform clothing, food additional to meals provided on tour, cellular phone costs and possible fines [adapt this list to suit the tour, destination, activity/sporting code and funding available].

The Tour Planning Team will be open and transparent about any costs the participant and Tour Management Team may be required to cover themselves as early in

the process as possible. If a participant or member of the Tour Management Team cannot meet those costs, whether in full or part, they should discuss it with the Tour Planning Team. If a solution cannot be found they may need to withdraw from the overseas tour. All efforts will be made to help them resolve the shortfall and avoid losing good people. We want to ensure everyone can participate.

The budget will include all details of any daily allowance [amend or delete as appropriate] to be paid to participants and the Tour Management Team.

Funding/fundraising

The Tour Planning Team may apply for funding from

(insert sporting code) and other relevant government organisations. Consideration should also be given to any sponsorship agreements

(insert name of organisation) has in place.

If it is planned to raise funds for the overseas tour by fundraising activities, the Tour Planning Team must provide clear rules and guidance for fundraising.

The rules and guidance for fundraising should cover at minimum:

- Acceptable fundraising activities, for example sausage sizzle.
- Unacceptable fundraising activities, for example fundraisers involving alcohol for a school-aged overseas tour.
- How group fundraiser funds will be apportioned, for example half to the group/team and the rest to be divided between the fundraising participants.
- The timeframe for fundraising activities.
- Guidance on whether individuals can independently raise funds for their own use, for example a "give a little" page.
- Guidance on how branding of the overseas tour or

(insert name of organisation) may be used.

Sport code approvals

Your overseas tour may require approval from

(insert sporting code). Check any approval requirements and timeframes. There may be approval fees to be included in an overseas tour budget.

Risk management plan

For the protection of the participants, Tour Management Team and any others on the overseas tour, a risk management plan will be prepared.

The job of the risk management plan is to identify any risks that may affect the participants, others and the Tour Management Team. The risks will cover matters such as travel, health, weather, and accommodation.

Once risks have been identified, the Tour Planning Team will record how risks can be eliminated or managed. For example, lost luggage is always a risk. The possibility of lost luggage can be managed by ensuring the team checks in as a group booking, and all luggage is clearly labelled and colour coded. Important equipment should be distributed across several cases (or if possible carried in carry-on luggage) to lessen the risk of losing the whole set.

Templates are useful and can reduce the workload but care must be taken though to ensure the risks of the overseas tour are correctly identified rather than simply relying on a past trip document. Risks can change from year to year, event to event and country to country.

The risk management plan should be referred to throughout the process and updated, as necessary.

New Zealand Police Vetting registration

It is mandatory to get a Police Vetting in relation to a person on the Tour Management Team where children, young people and other vulnerable people will be traveling with the tour group.

Only an agency approved for Police Vetting may submit a Police Vetting Request with New Zealand Police. Check whether

(insert name of organisation) is registered. See the list of approved agencies here [<https://www.police.govt.nz/about-us/publication/list-approved-vetting-agencies>].

If not, register with NZ Police. Refer to this link for information about registering <https://www.police.govt.nz/advice-services/businesses-and-organisations/vetting/register-new-zealand-police-vetting>

The Police Vetting request is submitted by the agency, in this case

(insert name of organisation) with the consent of the person who is to be vetted. Applications take about 20 working days and there is a fee. The cost of the fee should be calculated in the budget for the tour as a cost of the

(insert name of organisation).

Medical needs

The medical needs of the tour group will change from tour to tour and must be assessed prior to selecting the Tour Management Team.

In assessing the medical needs of the tour group, the Tour Planning Team must consider:

- the medical needs of the participants, particularly children and young people
- medical needs of others on the tour as part of the tour group
- availability of medical facilities at venues and countries.

There should be at least [insert appropriate number such as two] person/people with current [insert name of medical certifier and certificate, for example St John First Aid certificate, Level 2] as part of the tour group.

Caring for the health of our people, particularly children, young people and vulnerable people, is central to all planning. Medical needs will need to be reassessed once the participants and remaining members of the tour group are selected and confirmed.

The person or people providing for the medical needs of the group should not also hold other key roles on tour such as coach or team leader, so they are always available to meet the medical needs of the tour group.

All athletes, Tour Management Team members, and others on the overseas tour will complete a Health Form. This will be held in confidence and only disclosed for the purposes of giving medical assistance.

Some athletes, Tour Management Team members and others on the overseas tour may need to take medication as part of their usual health requirements. All drugs needed to be taken while on tour must be disclosed to the

Tour Planning Team in advance. This is critical as some medications, even medicines readily available across the counter in Aotearoa New Zealand, may be restricted in other countries. Language can be a barrier to buying common medications. This includes headache tablets, natural health remedies, antihistamines, and cold/flu preparations.

All medicines must be disclosed and checked prior to departure; no exceptions.

For tours involving children or young people you may wish to consider having all personal medications held by the Medical Officer/s, with the exception of asthma inhalers. Spares should be held by the Medical Officer.

All athletes, Tour Management Team and others on the Tour must be familiar with

(insert name of organisation), Sport New Zealand's and [international code's] rules and regulations on drugs and supplements.

Accommodation

The safety and comfort of the participants, Tour Management Team and others on the overseas tour must be the main criteria for choosing appropriate accommodation.

Budget and availability will largely dictate what accommodation is booked for the tour. However, there are some minimum standards that the planning team will need to ensure. These include:

For children and young people:

- adults are not to share rooms with children or young people
- rooms will be assigned by gender/identification
- adults will be assigned rooms next to children to ensure safety of the children against possible intrusion
- hostels and other shared accommodation may not be appropriate unless security (particularly for children) can be ensured.

For all:

- access to bathrooms and toilet facilities
- privacy for changing clothes.

On overseas tours involving children and young people where billeting is intended to be used for accommodating the tour group, all people offering billets must be Police Vetted prior to the tour. Refer to our Child Safeguarding policies for more information.

Food

Nourishing food is central to participants' performance, wellbeing and happiness. All care will be taken to ensure athletes, the Tour management Team and others on the tour have regular, sufficient, and nourishing food at all times while on tour. Allergies, cultural requirements and intolerances must be catered for properly.

Welfare of children and young people

Caring for the welfare of our children and young people goes beyond meeting their medical, accommodation and food needs. It is critical that they feel and are listened to, valued and positively encouraged.

Where children and young people are part of an overseas tour, the Tour Planning Team should ensure one member of the Tour Management Team has the welfare, interests and happiness of the children and young people as their primary role (ie, Child Safeguarding Representative).

Alcohol and drugs

All participants, Tour Management Team and others on the overseas tour will obey the rules and regulations of

(insert name of organisation) governing alcohol and drugs while on tour.

Where children and young people are on tour, the Tour Planning Team should consider having a no alcohol policy for all people in the tour group. Adults need to be fully capable of caring for the young people in their care, at all times.

The use of illegal drugs is forbidden on any tour involving our activity/sport.

Different countries have different approaches and rules as to alcohol and alcohol consumption. The Tour Management Team must have a clear understanding of what is permitted in the country or countries they are visiting. For example, some countries have a higher age limit on allowing young people to drink than Aotearoa New Zealand.

Some countries ban the consumption of alcohol altogether. Local customs and rules limiting the consumption of alcohol must be understood and followed.

Where the country's customs and rules are more permissive than Aotearoa New Zealand, the rules and laws of

(insert name of organisation) and Aotearoa New Zealand must be followed. Young people's consumption of alcohol while on tour is strongly discouraged, even if they are of legal age.

Local culture and rules of behaviour

When competing overseas our managers and participants are ambassadors for our country. They are expected to be respectful of the local culture and rules of behaviour.

To help our participants, the Tour Management Team and others on tour meet a high standard of behaviour and understanding of cultures, the Tour Planning Team will provide them with a description of appropriate behaviours and rules to be observed on Tour.

Aotearoa New Zealand government travel advisories

From time to time, the New Zealand Government may issue travel advisories, recommending limited or no travel to identified countries. At all times in planning and undertaking travel overseas, the Tour Planning Team and Tour Management Team must be aware of any travel advisories and the potential impact on the overseas tour.

Where the risk identified by the government is either "do not travel" or "avoid non-essential travel" the tour will be cancelled.

If the risk is identified as being "exercise increased caution" or "exercise normal safety and security and precautions" additional matters should be considered before making a final decision. Both the Tour Planning Team and the Tour Management Team will take into account such matters as the nature of the danger flagged, the age and vulnerability of the participants and the closeness of the risk to the location of the sporting event. They should also discuss the risks with the government department issuing the travel advisories.

Athlete eligibility criteria

In addition to activity/sport specific criteria, participants will:

- participate in the code and selection process event
- be respectful to others and be good ambassadors for themselves and others both on and off the field
- be receptive to coaching with appropriate listening skills and able to follow direction
- be receptive to direction on non-competition matters and able to follow direction
- demonstrate a commitment to the activity/recreation/sport with a strong team player ethic.

Complaints

Any concerns on selection of the Tour Management Team, or Athletes can be raised in the first place informally with the Tour Planning Team or

(insert name of organisation).

If the concerns or complaint is not dealt with satisfactorily, or the person making the complaint prefers, the complaint can be dealt with under

(insert name of organisation)'s complaint process.

APPENDIX 3

Name of organisation:

Health Profile Form

Confidential to the Tour Management Team

1. We ask that you complete the below form to the best of your ability. Your health, physical and emotional well-being are important to us.
2. All the questions must be answered so that we can support your health needs on tour. If any point is unclear or you would like support in completing the form, please contact the Tour Medic, [name and contact details].
3. Please give details of all medications, including traditional and homeopathic remedies supplements.
4. Note some medications may not be permitted under the rules of the sporting event and could result in you being disqualified from participating. Full disclosure at this point will help us manage your health and participation with you.
5. If you should become ill or have an injury close to or on departure, please inform the Tour Management Team as soon as possible so that we can manage your participation in the tour. It may be necessary to delay your departure or even decide that you will not be able to attend. Early advice will help us support you and reach a suitable arrangement.

Name:

Preferred name:

Date of birth:

Role or position on tour:

Please tick and supply details of severity and treatment if you have any of the following:

- Asthma Diabetes Headaches/migraines Concussion/epilepsy/seizures
 Travel sickness Heart condition Skin conditions
 Other – provide details:

Are you currently taking any medication? Yes No If yes, please state below.

Ailment/s:

Name of medications:

Dosage and times to be taken:

Do you require support managing medications? Yes No

Other treatment:

Have you had any major injuries (fractures or strains), concussion or illness (glandular fever etc) in the last [number] months that may impact on your participation on this tour? Yes No

If yes, please state the injury/illness:

Are you allergic to any of the following?

- Prescription medicine Food Insect bites/stings
 Other – provide details:

What treatment is required?

When was your last tetanus injection/booster?

Please give details of vaccination history:

It is a condition of entry to [Country/City] that you are immunised against [vaccination]. You will need to provide confirmation in [form of confirmation][number] weeks prior to departure date. Please attach to this form.

Is there any information the Tour Management Team should know to ensure your physical and emotional safety and wellbeing? For example, cultural practices, disability, anxiety about heights, darkness, small spaces, behaviour or emotional problems.

Outline any dietary requirements. For example, cultural or conscience practices, allergies, intolerances.

Please advise any other matters the Tour Management Team should be aware of that may impact on your full participation in the sporting event and on tour.

Please advise any health, emotional well being matters that you would like shared with the rest of the tour group that will help you feel more confident, secure and safe while part of the tour.

Health Profile Form

Guide to use

The following information is required from everyone on the tour.
That includes the Tour Management Team and Tour Medic.

Please adapt to your needs and the needs of the Tour Group.

Question	Information required/clarification
Name	Full name as on passport.
Preferred name	What you prefer to be called, nick name, family name etc.
Date of birth	Of particular importance for children, to identify minors.
Role/position on tour	Athlete, Tour Management Team, Tour leader, support person, coach, Tour Medic.
Details of health conditions	Any additional information that will help the Tour Medic support your health. For example: <ul style="list-style-type: none"> • I only get travel sick on planes • I am allergic to peanuts, but almonds are fine • I am coeliac, but not sensitive to cross contamination/traces of gluten
Treatment	For example: <ul style="list-style-type: none"> • Purple inhaler for daily use and green inhaler for emergency use • Epi pen for peanut exposure
Medicines supplied	Directions as to use. For children: discuss with whanau/caregivers who will carry medications. It might be prudent in some cases to have additional sets of medication in case of loss or the person being separated from the medical person.
Emergency medicines	For example: <ul style="list-style-type: none"> • Epi pens – ensure has not expired or due to expire while on tour • Anti-histamine tablets, drops, creams
Details of dosage/application	For example: <ul style="list-style-type: none"> • One every morning • One on exposure to allergen and a further dose 20 mins later if no improvement
Consider who will carry the medicines?	The person concerned, the Tour Medic? Each has a set?
Vaccinations	A medical certificate from their doctor may be sufficient proof. Please check with the appropriate government department as to requirements of proof. If there is no proof acceptable to Border Control the person may not be able to travel.
Dietary requirements	We note allergies here again, to make sure we capture all allergies. This covers preferences such as vegetarianism, veganism. Also cultural and religious prescription, such as not beef or pork.

APPENDIX 4

Health Summary

Confidential to the Tour Management Team

Name	
Date of birth	dd/mm/yy
Conditions and treatment	Mild asthma: use of inhaler
Medicines supplied? Who holds?	Inhaler QVAR 50 (c) Child has one Tour Medic has one
Emergency meds	Inhaler Antihistamine
Daily or as required	As required
Dosage	Use with spacer
Consent for meds in kit	Y
Travel sickness	N/A
Tetanus booster	Y
Swimmer	Strong
Notes	Will sleep-walk when under stress. Sleep in bottom bunk.

Dietary requirements

Name	Athlete A	Athlete B
Requirement	No meat, fish or eggs	No meat unless halal, or shell fish. Fish and eggs ok
Notes	Order vegan meal for flight. Fine with dairy otherwise.	Order Halal meal for flight.

1. The Health Summary is an "at a glance form" to support the main health profiles.
2. Amend to suit your health profile information.
3. The Tour Medic should always carry the Health Summary to aid them in giving appropriate care to the Tour Group members.
4. The Tour management team should also have a copy.
5. It is confidential and the information should only be shared with medical personal if required to ensure the person gets the best medical care available.

APPENDIX 5

Risk Identification and Management Plan

Name of overseas tour:

Change record

Version	Date	Description/plan reference	Approved by Team Manager

It is important that a clear record be kept of all changes. The Plan must note a version number or date. That way users will be able to quickly check whether they have the latest version.

The Plan and plan changes are to be approved by the Tour Management Team and signed as approved by the Tour Manager.

Trip stages

This is an “at a glance” summary of the itinerary.

It is important to note what the tour group will be doing as a group for each activity or stage of getting to the event city. Include key activities, such as flights, transit destinations and transport type.

It is not necessary to note any risks on this document

Number pages, for example 1/6, 2/6, 3/6 so it is clear there are a total of [6] pages and the order of pages is clear.

Activity	Date	Location	Duration/Time	Notes
Flight to [transit/destination]	dd/mm/year	[city of departure] International Airport	Flight [no/id - time]	Tour group to make own way to airport. All tour group to be at the airport no later than [3 hours prior flight departure].
Flight to [destination]	dd/mm/year	[transit]	Flight [no/id - time]	All tour group to remain together in transit lounge.
Bus to [accommodation 1] OR Bus to [billet meeting point]	dd/mm/year	[accommodation 1] OR [billet meeting point]		All tour group on bus. All tour group staying at [accommodation 1] OR Tour Group to go to various Billets, see Billet list.
Sporting event	dd/mm/year	[city/area]	[number] days	
Bus to [airport]	dd/mm/year	[airport] International Airport		All tour group on bus.
Flight to [transit/destination]	dd/mm/year	[city of departure] International Airport	Flight [no/id - time]	All tour group to remain together in transit lounge.
Final flight home	dd/mm/year	[home city] International Airport	Flight [no/id - time]	All Tour Group are to be met at the airport and taken home from the airport, unless other arrangements have been made. The Tour Manager will only leave the airport once everyone has been picked up.

Emergency contacts phone list

List emergency contacts for the Tour Group as a whole.

The home emergency contact should have the individual emergency contact details for each member of the Tour Group. If there is an emergency, the Tour Manager will contact the home emergency contact. It will be the home emergency contact's responsibility to contact the individual emergency contact/s for each member of the Tour Group.

This is an "at a glance" list, giving you a quick reference list.

List all contacts and where possible a contact person name.

Contact	Country	Phone	Notes
[Home [sporting organisation] emergency contact]	Aotearoa New Zealand	00	Contact person: [name]
Travel Contact			Contact person: [name]
Aotearoa New Zealand Embassy, [transit]	[transit]		
Aotearoa New Zealand Embassy, [Destination]	[Destination]		
[Sporting organisation]	[Destination]		Contact person: [name]
[Accommodation]	[Destination]		Contact person: [name]
[Bus Company]	[Destination]		Contact person: [name]
[Other transport]			

Some countries have one number for all emergency services, like Aotearoa New Zealand. Others have multiple numbers depending on the service you require.

As part of your risk management identify all numbers you may need.

For example:

Emergency contacts

[Destination]	OR	[destination]
Phone Directory Assistance		For all Emergency Calls
For Police Assistance		
For Emergency Police, Ambulance		
Fire Department		
For roadside assistance		
Medical Emergencies		
International Inquires		

The Embassy/High Commission may not be in the city you will be based for the sporting event. Note the nearest Embassy/High Commission to your location. It is useful to have the full details, not just a phone number.

The New Zealand Embassy [City], [Country]
Contact details are:
Street address:
Telephone:
Facsimilie:
Email:
Website:
Office hours:

The New Zealand High Commission, [transit]
Contact details are:
Street address:
Telephone:
Facsimilie:
Email:
Website:
Office hours:

Key people

Function	Main person	2nd in charge	Description/notes
Tour Manager			
Deputy Tour Manager			
Welfare			Responsibility for the physical and emotional wellbeing of children/young people/ vulnerable people
Tour Medic			
Group Leader (Boys)			
Group Leader (Girls)			
Risk management			
Equipment			
Communications			
Food			
Accounts			
Laundry			

Tour Manager: one member of the Tour Management Team who has overall responsibility for the health, safety and well being of the Tour group.

Tour Medic: a tour medical person carries the medical kit, first aid kit and has the health profiles and health summary for the Tour Group. For a large Tour Group the Tour medic may need to be supported by one or more person.

Group Leaders: For a large Tour Group split the Tour Group into smaller groupings, each with a Group Leader.

Adjust list to suit your requirements.

This is a sample plan only. You must adapt it to meet the needs of your tour and your risk identification process.

Sport NZ has a good risk management process outlined on its website [insert link here].

The sample plan notes some matters to be managed for children, young people, and vulnerable people. Be sure to cover the needs of all your people, young or old.

HAZ REF	HAZ REF	ACTIVITY	WHO IS AT RISK	HAZARD OR RISK	SEVERITY	MITIGATION	RESPONSE
A1	1	Overall Trip Security		Passport issues possible	L	<ul style="list-style-type: none"> Check validity of all passports at least 3 months before departure date Make sure each is valid for six months after return date Check all members of the Tour Group have the correct visas for entry into the transit country, destination country and for the return to NZ Do not assume all members of the Tour Group will be on Aotearoa New Zealand passports Ensure Tour Group aware of any vaccinations required for entry to transit country and destination and the necessary proof of vaccination is in their passport 	<ul style="list-style-type: none"> Contact the travel contact
	2			Trip Leader, Tour Management team, or Tour Medic, lost, separated or incapacitated during trip; either temporary or permanent.	H	<ul style="list-style-type: none"> Clear delegation of duties if one of the Tour Management Team is unable to fulfill role Duties published and discussed by Tour Management Team Agree criteria for cancellation or other emergency measure, should too many of the Tour Management Team become incapacitated Discuss plans with Group Leaders and parent group. 	<ul style="list-style-type: none"> Applies throughout trip:
	3			Loss of member of Tour Group	H/M	<ul style="list-style-type: none"> All members Tour Group to wear an ID card and carry a copy of the itinerary Establish a number protocol where all members of the Tour Group have a number Number off at all appropriate times of the tour All Tour Group to wear uniform when traveling, so they will be seen to be part of a group and be easily recognisable 	
	4			Loss of luggage	M	<ul style="list-style-type: none"> Have a numbering protocol for all luggage and clearly labelled coloured tags Have a list of all luggage to cross check at appropriate points of travel 	
A1	5			Loss of sports equipment	H/M	<ul style="list-style-type: none"> Have a numbering protocol for all sports equipment and clearly labelled coloured tags Have a list of all sports equipment to cross check at appropriate points of travel Ensure one person has responsibility for managing sports equipment and a copy of the equipment list 	
				Failure of communications	M	<ul style="list-style-type: none"> Check all contact details prior to departure Ensure Team Management Team cell phones will operate at destination and in transit Carry a backup cell phone Take chargers and international adapters 	
	6	Serious Incident		Natural disasters, political instability, terrorism, health pandemic	M	<ul style="list-style-type: none"> Keep a close eye on media reports and alerts Rearrange travel plans if necessary Register with Safe Travel NZ Ensure Tour Group advised of health risks and have necessary vaccinations 	<ul style="list-style-type: none"> Contact New Zealand Embassy for advice Contact travel agents for advice and possible travel rearrangements Contact local police or emergency services Communication lockdown - see below
	7	Communication in case of a serious incident		Disproportionate concern to parents in NZ. Parents finding out wrong information through unofficial channels		<ul style="list-style-type: none"> In the event of a serious incident occurring, the Trip Manager will ask for a communication lockdown from travelling adults, until such time as the severity and extent of the incident can be fully assessed and communication is made appropriately and through official channels. 	<ul style="list-style-type: none"> Applies throughout trip:

HAZ REF	HAZ REF	ACTIVITY	WHO IS AT RISK	HAZARD OR RISK	SEVERITY	MITIGATION	RESPONSE
B1	1	Getting on flight	All	Late arrivals/missing flight	M	<ul style="list-style-type: none"> All fully briefed on timing, and what they will need; such as their passports Early arrival scheduled Contact late-comers within 15 mins of missed time Insurance 	<ul style="list-style-type: none"> Call relevant person/parents/caregivers Call travel contact Make arrangements for later travel if possible Call travel contact to advise those meeting group on arrival
	2			Delayed flight	L		
	3			Serious accident or illness at airport	H	<ul style="list-style-type: none"> Communicate rules of conduct to children (eg, no running or leaving group without permission etc) Communicate rules of conduct to Tour Group (remain together; advise Tour Manager/Group Leader if leaving group for any reason) Clearly identify the Tour Medic Tour Medic to have health profiles, health summary, first aid kit and Tour Group medicines on them at all times. Clearly identify the person/people responsible for the welfare of children, young people and vulnerable people 	<ul style="list-style-type: none"> Look after injured/sick person Give medical assistance Get further medical assistance if required Care for the welfare of the rest of Tour Group If unable to travel, call the emergency contact for the injured/sick person Call [sporting organisation] emergency contact Call travel contact
	4			Non-serious illness on arrival at airport	M	<ul style="list-style-type: none"> Hygiene emphasis for whole tour group to reduce spread of infections Rescue remedy available Prepare tour group and parents beforehand; discuss travel health Clearly identify the Tour Medic Tour Medic to have health profiles, health summary, first aid kit and Tour Group medicines on them at all times. Clearly identify the person/people responsible for the welfare of children, young people and vulnerable people 	<ul style="list-style-type: none"> Look after sick person and isolate from the rest of the Tour Group to prevent infection Ensure handwashing or hand sterilisation by rest of the Tour Group Give medical assistance Get further medical assistance if required Care for the welfare of the rest of Tour Group If unable to travel, call the emergency contact for the injured/sick person Call [sporting organisation] emergency contact Call travel contact
	5			Airport issues:	H/M	<ul style="list-style-type: none"> Close communication with members of the Tour Group 	<ul style="list-style-type: none"> Tour Manager to follow up Care for any person who is distressed

HAZ REF	HAZ REF	ACTIVITY	WHO IS AT RISK	HAZARD OR RISK	SEVERITY	MITIGATION	RESPONSE
B1	6			lost items, last minute changes, stolen items		<ul style="list-style-type: none"> • Keep in groups • Refer guidelines and rules re carrying belongings • Tour Group made aware of forbidden items in carry-on luggage 	<ul style="list-style-type: none"> • Check welfare of the Tour Group
				Lost persons; due to inattention or confusion, abduction, detainment etc.	H	<ul style="list-style-type: none"> • Travel in strict groups • Boundaries set for Tour Group whenever needed • Visits to toilets in pairs as minimum and notified to Group Leader • Group Leaders trained in lost procedure response • Children, young people and vulnerable people trained in event of getting lost • Assign a number to each member of the Tour Group and do a Tour Group headcount before moving off at every stop • Clearly identify the person/people responsible for the Welfare of children, young people and vulnerable people 	<ul style="list-style-type: none"> • Apply lost procedures • Care for any person who is distressed • Check welfare of the Tour Group
	7			Illness on day of departure that is serious enough to prevent travel	H	<ul style="list-style-type: none"> • Everyone advised to keep as healthy as possible leading up to the Tour 	<ul style="list-style-type: none"> • Tour Manager will decide if the sick person can travel in consultation with Tour Medic, medical experts and airline staff • Parents asked to seek medical advice in relation to flying

HAZ REF	HAZ REF	ACTIVITY	WHO IS AT RISK	HAZARD OR RISK	SEVERITY	MITIGATION	RESPONSE
B2	1	Flight	All	Re-routed flight			<ul style="list-style-type: none"> • Call travel contact
	2			Crashed flight/terrorism/civil emergency	H	<ul style="list-style-type: none"> • All to pay attention to pre-flight safety instructions • Leaders to be aware of Tour Groups placement throughout the plane relative to exits • Clearly identify the person/people responsible for the Welfare of children, young people and vulnerable people 	<ul style="list-style-type: none"> • Give appropriate medical assistance • Give care and support if anxious • Regularly check welfare of Tour Group • Check any medication contents if not from approved medical kit. It may contain banned substances.
	3			Travel illness/anxiety	M	<ul style="list-style-type: none"> • Discuss travel health with Tour Group prior to flight • Everyone to know where the Tour Medic is sitting • Tour Medic to have health profiles on hand and relevant remedies readily available; for example, rescue remedy, approved air sickness tablets • Make Tour Group aware of the need to be hydrated and remind to drink plenty of water • Remind the Tour Group of need for regular exercise • Everyone to note location of airsickness bags • Airline crew assistance • Clearly identify the person/people responsible for the welfare of children, young people and vulnerable people 	<ul style="list-style-type: none"> • Give appropriate medical assistance • Alert airline crew • Check contents of any medication not from approved medical kit. It may contain banned substances.
	4			Other illness	H	<ul style="list-style-type: none"> • Airline crew assistance • Tour Medic to have Health profiles and Health Summary as reference • Review Health Summary for quick reference • All Tour Management Team to have copies • Clearly identify the person/people responsible for the Welfare of children, young people and vulnerable people 	<ul style="list-style-type: none"> • Give appropriate medical assistance • Alert airline crew • Check contents of any medication not from approved medical kit. It may contain banned substances.
	5			Incorrect food for dietary requirements	M	<ul style="list-style-type: none"> • With Travel Contact, send all dietary requirements to airline on confirmation of flight • Check with airline prior to flight that the dietary requirements will be met • Pack additional permitted food items in case of errors • Where a person has food allergies ensure they or the Tour Medic checks their food before they eat 	<ul style="list-style-type: none"> • Airline crew assistance • Distribute extra food taken on board • Give appropriate medical assistance
	6			Misconduct	L	<ul style="list-style-type: none"> • Strategic seating (prebook seating in block if possible) • Tour Management Team on (rotas) duty throughout journey • Good communication with airline crew • Clear rules and boundaries, and emphasise courtesy • Dedicated "no screen" times • Have a no alcohol on flights policy • Clearly identify the person/people responsible for the welfare of children, young people and vulnerable people 	<ul style="list-style-type: none"> • In the first instance, advise the person that they are not conducting themselves in an appropriate manner, advise what conduct is required • Discuss how they can respond. For example, apologies • Move person next to member of Tour Management Team
	7			Embark and disembark: risk of left belongings	M	<ul style="list-style-type: none"> • Provide all Tour Group with a checklist to check off at key points such as disembarking flight • Ensure kit well stowed and not spread about • Remind Tour Group to check key belongings at disembarkation and remind prior to landing to pack up bits and pieces • NB: passports with Tour Manager from embarkation • Copies of passport title pages with other members of Tour Management Team • Tour Group to disembark last and appoint a "last person off" to watch and check so far as possible 	<ul style="list-style-type: none"> • Contact travel contact • Contact ground crew of airline if have not gone through border control

HAZ REF	HAZ REF	ACTIVITY	WHO IS AT RISK	HAZARD OR RISK	SEVERITY	MITIGATION	RESPONSE
B3		Transit in [city]	All	As above but also note:	M		
	1		All	Language issue means separation even more dangerous	M	<ul style="list-style-type: none"> Alert Tour Group 	<ul style="list-style-type: none"> Apply lost procedures
	2		All	Personal safety	M	<ul style="list-style-type: none"> In addition to above and general rules, gather Tour Group at exit from plane, wake them up, and reiterate issues Keep Tour Group together through security etc Establish rendezvous places Keep Tour Management Team on duty while in transit Children in groups of 3 minimum, even for short/local/toilet visits Hold regular report-in checks Keep belongings against a wall, under supervision always Area to be quiet and remote Arrive early at gates for next flight Clearly identify the person/people responsible for the Welfare of children, young people and vulnerable people 	<ul style="list-style-type: none"> Check welfare of people affected Contact airport staff Contact airport police Contact home emergency contact
	3		All	Different customs [the risk may be higher in more restricted societies]	M	<ul style="list-style-type: none"> Remind Tour Group of rules and boundaries and emphasise courtesy Brief Tour Group on appropriate cultural behaviours Clearly identify the person/people responsible for the Welfare of children, young people and vulnerable people Advise the Tour Group to speak up if they feel uncomfortable or unsafe 	
B4		Arrival in [City] and transit to accommodation	As above but also note				
	1			Lost person - group will be tired Extra risks all round	H	<ul style="list-style-type: none"> Extra vigilance at staying together Check arrangements for meeting up with the travel provider Group leaders to be aware of group members at all times 	<ul style="list-style-type: none"> Apply lost procedures
	2			Lost luggage	L	<ul style="list-style-type: none"> Appoint a group to be responsible for gathering luggage Special group luggage tags with Tour Group number clearly visible, to allow luggage group to gather all bags without all group present Bag count into and out of airport and coach 	<ul style="list-style-type: none"> See airport authorities Contact travel contact
	3			Misplaced activity/sports equipment	M/H	<ul style="list-style-type: none"> Advise Airline in advance of equipment requirements Have list of all equipment prepared and known [no] people to have sports equipment as their primary responsibility Special group luggage tags with equipment number clearly visible, to allow luggage team to gather all bags without all group present Check with the event organisers and [activity/sporting code/organisation] in the event city on possibilities of borrowing/hiring equipment if equipment damaged or lost 	<ul style="list-style-type: none"> See airport authorities Contact travel contact Contact sport event organisers about spare equipment or details of how to get additional equipment
	4			Errors and misallocations at accommodation	L	<ul style="list-style-type: none"> Have rooming lists prepared and known Rearrange a space the Tour Group can use and stay together while accommodation is being sorted Tour Management Team to check each room and luggage prior to children/Tour Group entering rooms 	<ul style="list-style-type: none"> Contact travel contact

HAZ REF	HAZ REF	ACTIVITY	WHO IS AT RISK	HAZARD OR RISK	SEVERITY	MITIGATION	RESPONSE
C1	1	[Accommodation], [City]	All	Personal security	H	<ul style="list-style-type: none"> Doors and windows locked appropriately Children/Tour Group to move about accommodation in pairs and not alone at any time Children to be briefed on risks pre-trip Children to be shown where adults are sleeping Tour Group to carry ID cards when moving about accommodation Emergency procedures explained to Tour Group including location of emergency exits, alarms and meeting places. 	
	2			Belongings security	M	<ul style="list-style-type: none"> Passports with Tour Manager Tour Group to be briefed regarding luggage security Additional room keys to be held by Tour Management Team 	
	3			Health issues	H	<ul style="list-style-type: none"> Tour Group to be advised of location of the Tour Medic Tour Medic to find out/confirm contact details for local medical facilities Tour medic to have health profiles, health summary, Tour Group medicines, and first aid kit Tour Management Team briefed and informed with copies of relevant information relating to individual peoples needs. Group leaders to communicate daily with their groups and check on well-being. Concerns and issues discussed at Tour management team daily briefings Clearly identify the person/people responsible for the Welfare of children, young people and vulnerable people Advise the Tour Group to speak up if they feel uncomfortable or unsafe 	<ul style="list-style-type: none"> Obtain medical assistance as necessary. In case of hospitalisation, one adult to remain with patient. Notify parents as necessary. Contact travel insurer if necessary Isolate patient as necessary. Contact travel contact
C1	4			Care of accommodation fixtures etc	M	<ul style="list-style-type: none"> Explain and introduce upon arrival, invite accommodation staff to speak to the Tour Group 	
	5			Swimming pool/gym use	H	<ul style="list-style-type: none"> Explain and introduce upon arrival, invite accommodation staff to speak to the Tour Group Obtain parental consent for use of swimming pool, including information about abilities All pool and gym use supervised by a member of the Tour Management Team; designated by rota for every session (clear responsibility needed here) Tour Management Team to be aware of children's abilities and communicate these to accommodation staff in charge of the pool and gym. 	
	6			Person left behind	H	<ul style="list-style-type: none"> Count Tour Group prior to departing and at regular intervals 	<ul style="list-style-type: none"> Apply lost procedures
	7			Accommodation fire or another emergency	H	<ul style="list-style-type: none"> Establish nearest fire exit route and alternative fire exit route Agree signals for emergencies amongst the Tour Group and with accommodation staff Establish meeting points 	

HAZ REF	HAZ REF	ACTIVITY	WHO IS AT RISK	HAZARD OR RISK	SEVERITY	MITIGATION	RESPONSE
C2	1	Moving around, [City]	All	As above but also note Personal security against becoming lost/separated	H	<ul style="list-style-type: none"> Establish rendezvous points for every site as well as general rules for lost Children to wear travel uniform inc. caps Work in groups Tour Group to be counted at regular intervals and definitely prior to leaving any location Tour Group to carry itinerary with accommodation details in their backpacks Daily safety briefing Training in use of lost procedures for Tour Group Whistles used for alarms Children reminded about risks, including pickpockets If separated, call other leader cell phone and consult copy of map Sit in groups on public transport Children to have buddies in more crowded areas to look out for them 	
	2			Personal security against assault or abduction	H	<ul style="list-style-type: none"> Establish rendezvous points for every site Tour Group to wear travel uniform inc. caps Work in groups Tour Group to be counted at regular intervals and definitely prior to leaving any location Tour Group to carry itinerary with accommodation details in their backpacks Daily safety briefing Training in use of lost procedures for Tour Group Whistles used for alarms Sit in groups on public transport Children to have buddies in more crowded areas to look out for them 	
	3			Road safety	H	<ul style="list-style-type: none"> Make sure the Tour Group are aware of road rules. For example, look left in some countries. Single or double file walking; not stepping onto road Awareness of narrow lanes Tour Management Team awareness and control of Tour Group 	
	4			Unspecified hazards at various tourist sites	L	<ul style="list-style-type: none"> Obtain Tour guide advice; follow rules and regs at each site Clearly identify coach before leaving to visit site; incl. driver's name and mobile number 	
	5			Coach disembarkation and loading; being hit by traffic	M	<ul style="list-style-type: none"> Establish loading and off-loading area on footpath where possible Adults to disembark first and assemble children safely 	
	6			Travel sickness	L	<ul style="list-style-type: none"> Be aware of any student's prone to travel sickness 	<ul style="list-style-type: none"> Seek assistance from tour guides Give medical assistance as required Check welfare of sick individual
	7			Other sickness	M	<ul style="list-style-type: none"> Refer to medical I/C and to Tour group leader, 	<ul style="list-style-type: none"> Seek medical assistance from locals as necessary
	8			Car/coach crashes	H	<ul style="list-style-type: none"> Use reputable coach company Have clear rules for conduct of Tour group to avoid distracting the driver 	
	9			Vehicle security for belongings	L	<ul style="list-style-type: none"> Do not leave valuables unattended in vehicles One designated member of the tour group to check coach prior to disembarking 	
	10			Hot weather and sun exposure	M	<ul style="list-style-type: none"> Sun hat and sun block to be used Plenty of water to be available and distributed 	

HAZ REF	HAZ REF	ACTIVITY	WHO IS AT RISK	HAZARD OR RISK	SEVERITY	MITIGATION	RESPONSE
D1		Flight Home	All	As per A1 and A2			
	1			High spirits combined with tiredness leading to accidents, lost belongings and/or lost people	M	<ul style="list-style-type: none"> Careful briefing with Group Leaders and key people and then the Tour Group; prior to journey to airport and embarkation 	
	2			Confiscated belongings	L	<ul style="list-style-type: none"> Warn Tour Group of baggage rules at airport Enforce prior to check-in 	
D2		Transit in [city]	All	As per B3	M		

Briefings for Tour Group

On Safety, Groups, Conduct and Emergencies

Topic	Detail	Date	Who
Flight safety	Aircrew safety briefings, seating and exits, seat belts, hot liquids, etc		
Flight comfort	Air pressure, ear pressure, kit storage access, crew calls, exercise, warmth, water, ear plugs and eye covers		
Food	Make sure you are eating, tell someone if you are not getting the right food or enough. If you have special requirements check what you are eating is ok.		
Personal safety	Tags, pairs, groups, belongings, Pick-pockets/cons, attention, use of whistles (NOT in airports unless emergency) Seeking help: Police, officials, "good people" 'Way points', Meeting points and destinations: know daily!		
Group allocations and operation	Who, how, when, why, the roles of managers/leaders I/C instructions are from leaders		
Emergency procedures for types of incidents	Use of signal (whistles etc); run through scenarios for incident categories; accommodation fire is most important category to be clear about		
Baggage	Bag size, weight, layers of clothing, light waterproofs, review kit and kit list, in general, hand luggage; size and contents		
Money and communications	Carrying, spending, storing, budgeting Personal phones/Skype		
Independence	Stepping safely outside the family and whānau: Know who you are, where you are going, why and how to care for others in the process You have a whole team behind you and supporting you; your sporting whānau.		
Conduct	Obedience to tour group managers/leaders, dress, respect for cultural differences, noise levels, boisterous behaviour. You are all ambassadors for [activity/sporting code/organisation]		



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