



Risk Assessment - Public Venues



Public Interaction Risk Assessment (v081223)

PROVISION OF ALPACAS AND FACILITATION OF INTERACTION WITH PEOPLE AT EVENTS AND FUNCTIONS FOR PHOTOGRAPHIC OPPORTUNITIES, PROMOTIONS, FUNDRAISING, DIVERSION, ENTERTAINMENT, AMUSEMENT, COMFORT, THERAPY AND EDUCATION.					
Ref.	Hazard	Description	Risk	Control	Risk
1	Alpaca	Kick Bite Barge Trample Spit	4C	<ul style="list-style-type: none"> ✓ Alpacas are event-trained – accustomed to sudden loud noises, crowds, people, children, pets and camera flashes. ✓ Nails are clipped as needed. ✓ An experienced handler controls each alpaca with a lead rope when near the public. ✓ Alpacas to be on-lead when near public in high-risk settings. ✓ Handlers to directly monitor and manage alpaca anxiety. ✓ Handlers to instruct guests on how to interact and what actions or contact should be avoided. ✓ When necessary, inform people of the risks. ✓ Handler to identify and maintain an 'escape' route from circumstances with a potential to induce stress. ✓ Guests are instructed on the best way to present a treat to an alpaca. ✓ Treat presentation is limited and rationed to prevent 'treat driven' interaction. ✓ Proactive interaction facilitation. ✓ Instruct people to present treats with a flat hand. ✓ Use alert, diligent, focused, proactive handlers. ✓ All interaction is directly supervised by an experienced handler. ✓ Handlers remove alpacas from the interaction environment as needed. ✓ Handlers and alpacas are to avoid persons and groups that are clearly intoxicated or under the influence of drugs. ✓ Handlers are to remove guests from environments where guests have repeatedly ignored vocalised interaction guidelines. ✓ Publish interaction guidelines on the Alpaca Kisses website. ✓ Site stipulated minimum distance to other animals is respected. ✓ Other animal handlers are informed of risks and controls before approach. ✓ Have a human first aid kit readily available. ✓ Have an alpaca first aid kit readily available. ❖ Note: alpacas don't have top teeth or hoofs. They have a hardened upper plate and soft slippers with toenails. Thus, severity of any attempted bite or kick are very limited. Considerably less than a dog or pony. 	4D
		Disease	4D	<ul style="list-style-type: none"> ✓ Up-to-date vaccinations. ✓ Up-to-date treatment for internal parasites. ✓ Alpacas cleaned prior to site visit. ✓ Vehicle used to transport livestock to site is clean. ✓ All scats are picked up and disposed as per site protocol. ✓ Site stipulated minimum distance to other livestock is respected. ✓ Site stipulated no-go areas are respected. ✓ Alpaca movement is restricted to penning or halter led. ✓ Permission and limitations are sort from at risk sites/venues before site occupation. ✓ Veterinarian checks as needed. 	4D
		Zoonotic Diseases	2D	<ul style="list-style-type: none"> ✓ Up-to-date vaccinations. ✓ Up-to-date treatment for internal parasites. 	4D

				<ul style="list-style-type: none"> ✓ Alpacas cleaned prior to interaction. ✓ Signs to discourage patrons from kissing the alpacas. ✓ Experienced handlers to directly discourage any kissing of the alpacas. ✓ Maintain supervision ratios that effectively enable the attending handler/s to prevent patrons from kissing the alpacas. ✓ Have a FAQ about an 'alpaca-kiss' on the AK website detail the alpaca nature and the importance of not kissing the alpaca. ✓ Have a mandatory acknowledgement requirement in the reservation process that details the best practices for maximising personal/public hygiene. ✓ On the reservation page have a direct link to NSW Government's – Communicable Diseases Factsheet – Petting Zoos and personal hygiene. ✓ Have the reservation form direct clients to the NSW Factsheet link. ✓ Handlers carry liquid hand sanitiser. ✓ Handles advertise availability of sanitiser. ✓ Hand sanitiser available at strategic location at venue. ✓ Venue encouraged to promote fact that washing with liquid soap, running water and drying with a single use paper towel is the best option. ✓ Alpaca toileting to be conducted remote to public occupation. ✓ Immediate removal of dung and urine (via wet-n-dry Vacuum) ✓ Immediate sterilisation of soiled surface via spray disinfectant. ✓ Feed and drinking bowls clearly marked as such. ✓ Handler carries and uses liquid hand sanitiser. ✓ Do not present sick, injured, diseased or stressed alpacas, nor alpacas that are heavily pregnant or have recently given birth. ✓ Re-consider contact with persons who are immunosuppressed. 	
		Not Controlled	4C	<ul style="list-style-type: none"> ✓ Alpacas are halter trained. ✓ Alpacas are handler 'dingy'. ✓ Alpacas off-lead only in very low risk settings. ✓ Alpacas led by inexperienced handlers only when directly supervised by an experienced handler and the setting is low risk. ✓ Alpacas led by experienced (or supervised trainee) handlers in moderate risk settings. ✓ Alpacas led by experienced handlers in high-risk settings. ✓ Use of a secure portable or fixed pen when needed. ✓ Emergency Response plan for escaped alpaca/s 	4D
2	Venue	Open backed, steep or long stairs/steps. Polished surfaces.	4B	<ul style="list-style-type: none"> ✓ Avoidance. ✓ Find alternative access. ✓ Carry (if a cria). ✓ Cover route and staging area with carpet ✓ Take it slowly. ✓ Reconnoitre of venue before confirming booking. ✓ Test walks. ✓ Risk Assessment procedure. 	4D
3	Van	Door opening. Accident. Breakdown. Hard surface. Sharp projections.	1D	<ul style="list-style-type: none"> ✓ All doors lock automatically after van is started. ✓ Licenced Drivers ✓ Comprehensive Third-Party Insurance ✓ Registration ✓ Roadside assist membership ✓ Comprehensive Car Insurance ✓ Transport Contingency Plan ✓ Generous rubber mat floor covering ✓ Space free of sharp projections. ✓ Heavy objects restrained during travel. ✓ Halters to remains fitted during travel to facilitate emergency evacuation. ✓ Leads to remain readily available 	4D

4	Environment	Weather Ticks Snakes Poisons Traffic Noise Crowds Activity Other animals	1D	<ul style="list-style-type: none"> ✓ In-van drinking bowls and water bottle. ✓ Cordless blower for cooling. ✓ Warning Sign – ‘Caution Stock’ ✓ Retractable awning on van for shade and shelter. ✓ Air-Conditioned van. ✓ Spacious (entrapment free) penning for times of non-lead control. ✓ Frequent spelling ✓ Site stipulated minimum distance to other animals is respected ✓ Ability to remove the alpaca from any stressor ✓ Extended spacious round pen spelling during extended commissions (i.e. >2hrs) ✓ Site reconnoitres ✓ Secure penning when penned. ✓ Setting appropriate lead control. ✓ Other animal handlers are informed of risks and controls before approach. ✓ Risks and controls are sort from other animal handlers prior to approach. ✓ Pre-visit contact with venues / hosts ✓ Rugs for cold weather ✓ Hats and sunscreen for handlers ✓ Seasonally appropriate fleece removal times ✓ Van readily available for emergency transport ✓ Avoid long grassed areas ✓ Discourage grazing and foraging on unknown items. ✓ Prevent consumption of unknow fluids. ✓ Discourage unauthorised guest feeding of alpacas ✓ Use formal crossing points and lights when available. ✓ Use hi-vis vests when visibility is poor and traffic movement is random, high speed and/or dense. 	4D
5	Public	Anthropo- tic Diseases. Stress inducing behaviour. Financial Loss.	4C	<ul style="list-style-type: none"> ✓ Avoid interaction with persons who are unwell (e.g. gastroenteritis, Cold, influenza). ✓ Published Interaction Guidelines on website ✓ Experienced handlers ✓ On-lead interaction ✓ Ability to escape the antagonising agent/setting ✓ Proactive interaction facilitation. ✓ ‘Have a Rest’ Signage ✓ Secure penning when off-lead ✓ Senior handler readily available ✓ Booking Terms and Conditions ✓ Interaction conducted in public ✓ Payment prior to service delivery ✓ On-site Signage – ‘Please Keep Away’ 	4D
6	Dogs	Attack	1D	<ul style="list-style-type: none"> ✓ Alpaca is on-lead with supervisor ✓ Alpaca First Aid Kit ✓ Pro-active communication with dog handler ✓ Dog proof pen (when penning) ✓ Information Pack for interaction hosts and venues ✓ On-site signage – ‘Please Keep Dogs Away’ 	4D
7	Handlers	Harm caused by handler action or omission	4C	<ul style="list-style-type: none"> ✓ Working with Children Check ✓ Displayed name badges ✓ Experience in handling alpacas and/or similar livestock ✓ Handler name recorded on TSS. ✓ Interaction conducted in public ✓ Public Liability Insurance ✓ Operating Procedures ✓ New handlers supervised by senior handler 	

				<ul style="list-style-type: none"> ✓ Handler to not be under the influence ✓ Handlers prohibited from consumption of alcohol when acting as handlers ✓ Discourage use of mobile devices whilst handling ✓ Seek permission to take photographs of guests and VIPs ✓ Seek permission for use of photographs of guests and VIPs 	
8	Litigation	Prosecution for negligence	4C	<ul style="list-style-type: none"> ✓ Comprehensive Public Liability Insurance ✓ Industry consistent operating procedures ✓ Risk Assessment ✓ Transport Stock Statements ✓ Documentation ✓ Booking Terms and Conditions 	4D
9	Long Leads	Entanglement. Trip.	4C	<ul style="list-style-type: none"> ✓ Use retractable leads. ✓ Only extend when in times that a long lead is required. ✓ Where possible use a short lead in conjunction with the long lead. 	4D
10	Halter	Airway constriction. Catching on items. Neck injuries.	4C	<ul style="list-style-type: none"> ✓ Use fit-for-purpose, correctly sized and fitted halters. ✓ Monitor fitting. ✓ Adjust fitting when needed. ✓ Assess enclosures and environment/s for snagging hazards. 	4D

Risk Matrix

		Severity - Consequences			
		1 Kill or Disable	2 Serious injury - long term illness	3 Medical treatment - several days off	4 Minor first aid
Probability - Likelihood	A Very likely - could happen anytime	1A	2A	3A	4A
	B Likely - could happen sometime	1B	2B	3B	4B
	C Unlikely - could rarely happen	1C	2C	3C	4C
	D Very unlikely - could happen, but probably never will	1D	2D	3D	4D

PLEASE NOTE:

Working with animals, by its very nature, has elements of risk, both inherent and obvious. An animal can act in a sudden and unpredictable way, especially when frightened, hurt or exposed to sudden movements or unfamiliar loud noises. *Alpaca Kisses* has de-sensitised as much as possible the alpacas to people and typical function noises, however the nature of their response can never be guaranteed.

AK has been awarded access to many high-profile sensitive public areas in the past. AK treats these occasions as a privilege that comes with great responsibility.

Clients & Hosts Include



Example venues that highlight Alpaca Kisses' risk mitigation practices and reputation.

