



Accreditation Criteria (The Standard)



ACCREDITATION CRITERIA (The Standard)

This program aims to assist businesses in employing sound quality business practises and encourages businesses to continuously review, develop and improve their processes, product and customer service.

SECTION ONE – REGULATORY COMPLIANCE

This question relates to all the licences and permits that you must have to carry on your business and to comply with local, state and federal codes and legislation.

1.	<p>Can you produce evidence of compliance with the relevant government and statutory regulations, and the licences, permits or industry sector standards that enable you to legally conduct your business?</p> <p>These licences, insurances and certificates may include: ABN/Business Registration Public Liability Insurance (\$10 million minimum) Employee Work Cover Swimming Pool Licence/compliance certificate</p> <p>(This list is not exclusive and should be seen as a guide only).</p>	YES	NO
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To comply with the standard you must be able to produce documented proof that your regulatory requirements are up to date and current.

SECTION TWO – BUSINESS PLAN

This question is asking you to look at your business, how it is owned and managed and the day to day operations that have to be attended to. It also looks at outside influences that may affect your on-going operations, and where you would like your business (and you) to be in the future.

2.	<p>Do you have a business plan for your business? Does it outline a Vision and Mission? Does it outline some background information relating to your business, such as:</p> <ul style="list-style-type: none"> • How long you have managed/owned the park • What attracts people to stay at the park • What are your short and long term goals • What influences (inside and outside the park) affect the on-going operations of the park • Any key projects or initiatives that may be currently underway or 	YES	NO
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	<p style="text-align: center;">are planned for the future</p> <ul style="list-style-type: none"> • Strengths, Weaknesses, Opportunities and Threats (SWOT Analysis) <p>Does it outline an Aim, Key Activity and Measure of Performance for each of the key management areas of your park operations, such as:</p> <ul style="list-style-type: none"> • Risk Management • HR Management • Customer Management , and • Environmental Management • Financial Management (just how you operationally manage the financial aspect of the park operations – do not include any aspect you deem confidential such as actual figures) 	
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SECTION THREE – RISK MANAGEMENT PLAN

This section deals with Occupational Health and Safety issues, the policies and procedures you have in place to deal with all aspects of your operation and the systems you use to record your compliance with the legislation. Proof of compliance may be required along with the appropriate policies, procedures and staff training systems.

3.1	Do you have a risk and safety management plan for your business including identification and management of hazards, emergency procedures and evacuation, and OH & S policy and procedures.	YES	NO
3.2	Regular inspections are made both day and night of potential health and environmental hazards e.g. water, sewerage, trees, equipment, lighting. Where you consider a risk exists, signs are displayed to ensure the safety of customers and staff.	YES	NO
3.3	Regular inspections are made of the cleaning conducted throughout the business and the safe management and storage of perishables and hazardous substances. Do you have safety data sheets (SDS) for all chemicals and other hazardous substances? (updated at least every five years)	YES	NO
3.4	You can declare that current standards applicable in your state/territory are met for the installation and maintenance of facilities and equipment e.g. swimming pools, playgrounds, electrical equipment.	YES	NO
3.5	Emergency and evacuation procedures are documented and accessible to all staff and customers.	YES	NO
3.6	First aid kits and the prescribed manual are held if applicable and are maintained to meet state Work Health & Safety Acts. The manual is referred to in case of accident.	YES	NO
3.7	Documented records are kept of:- <ul style="list-style-type: none"> • Inspections conducted as above and the maintenance or repairs 	YES	NO

	<p>carried out of buildings, equipment, vehicles and signage.</p> <ul style="list-style-type: none"> Any fire and emergency drills conducted with employees as required Any emergencies that have occurred and the subsequent follow-up Regular checks for theft, disturbances and other security breaches 		
3.8	A minimum of \$10 million of public liability insurance cover is held. Proof must be attached to your application.	YES	NO
3.9	Maintenance Procedures and registers are kept on cleaning, ground up keep, plant and equipment	YES	NO

You will need to attach details of your current public liability insurance to the value of \$10million (minimum) including policy number, insurer and expiry date.

In some instances a question may not apply to you, please answer N/A to the question. If in the view of the assessor the question may apply, this will be discussed with you.

SECTION FOUR – ENVIRONMENTAL MANAGEMENT

This section is concerned with the way you manage your workplace environment, how you can reduce overheads by conserving resources without reducing standards and your compliance with appropriate legislation. You may be required to produce documented proof of your policies and procedures.

4.1	Does your business employ environmentally sustainable practices, which are documented to maximise the effective use of resources and have effective environmental controls in place to meet the current standards dealing with emission control / noise control?	YES	NO
4.2	Does your business have effective waste management procedures and recycling procedures (where applicable) in place?	YES	NO
4.3	Does your business have effective management procedures in place to dispose of hazardous waste and other notifiable substances?	YES	NO
4.4	Where applicable, the impact of customers on the natural environment is minimised e.g. by the use of information, barriers, defined pathways, boardwalks and signage.	YES	NO

In some instances a question may not apply to you, please answer N/A to the question. If in the view of the assessor the question may apply, this will be discussed with you.

SECTION FIVE – HUMAN RESOURCES MANAGEMENT

This section looks at your systems for managing any contractors and your staff, their training and conditions of employment. It also looks at the records that you must keep and proof must be provided of those records if requested. If you do not employ any staff at all, some of these questions will not apply.

5.1	You will have documented a plan for the management, roster and training of employees (and contractors where appropriate) covering park operations and customer service. Also recognising the statutory requirements of Workplace Health & Safety and Workers Compensation legislation to meet your obligations to provide a safe workplace for your employees whilst ensuring a safe environment for your customers.	YES	NO
5.2	Job descriptions have been produced for all permanent positions, and you have documented your procedures for staff recruitment.	YES	NO
5.3	Confidential files are established for all staff – full time, casual, part time and contracted staff – including a record of training provided.	YES	NO
5.4	Formal performance assessments are conducted with all permanent staff. If you do not employ any staff write n/a in the ‘Yes’ ‘No’ column.	YES	NO

In some instances a question may not apply to you, please answer N/A to the question. If in the view of the assessor the question may apply, this will be discussed with you.

SECTION SIX – MARKETING

In this section we are looking at how you market your business. Marketing is not just the physical advertisements or attendances at trade shows, it is a total presentation of your business to all customers and an understanding of your business and customers so that the most effective use can be made of your marketing budget.

6.1	Do you have a plan for marketing your business which includes:-		
	The identification of your key markets	YES	NO
	The promotional strategies you use to market your product	YES	NO
	The evaluation of all competition for the same product and similar products	YES	NO
	Your consumer’s needs	YES	NO
	Your participation in trade and/or relevant tourism activities.	YES	NO
6.2.	Do you agree to tell the truth about your business and products in all advertising and promotion?	YES	NO

In some instances a question may not apply to you, please answer N/A to the question. If in the view of the assessor the question may apply, this will be discussed with you

SECTION SEVEN – CUSTOMER SERVICE MANAGEMENT

In this section we are looking at how you interact with your customers and how your customers are provided with the information that they must have. Proof may be required of all documented policies and procedures.

7.1	Do you have documented customer service policies which are implemented through procedures for and staff training in:-		
	Telephone answering,	YES	NO
	Reception	YES	NO
	Dealing with emergencies and difficult customers	YES	NO
	Customer protection regarding safety, loss, security	YES	NO
	Staff presentation, approach and behaviour	YES	NO
7.2	Do you have a documented policy of terms and conditions for bookings and cancellations for customers?	YES	NO
7.3	Do your customers have access to the following information in your reception area or other prominent place:-		
	Code of Conduct (after gaining Accreditation)	YES	NO
	Business registration certificate	YES	NO
	Workplace Health and Safety Policy	YES	NO
	Reception or office hours of operation	YES	NO
	After hours contact system (if applicable)	YES	NO
	Emergency procedures and evacuation muster points	YES	NO
	Temporary hazards advice	YES	NO
	Park rules and any relevant statutory requirements	YES	NO
7.4	Do you have a documented system for recording and managing customer complaints and feedback? (This provides a basis for improvements in customer service).	YES	NO

In some instances a question may not apply to you, please answer N/A to the question. If, in the view of the assessor the question may apply, this will be discussed with you.