



Penguin Guide Handbook

Thanks for volunteering to be a penguin guide!

You will be assisting Earthcare St Kilda in protecting our local Little Penguin habitat and educating visitors.



Important:

Please study this handbook before your first Penguin Guide shift and refer to it when visitors ask you questions.

Penguin Guiding

The Role of the Penguin Guide

- Provide information to visitors about the Little Penguins.
- Protect the Little Penguins by encouraging people NOT to:
 - use a camera or mobile phone flash
 - use a torch or mobile phone as a torch without a red filter (you will have some red cellophane and rubber bands to offer people to cover their torch or phone)
 - climb on the balustrade
 - bring dogs into the viewing area (trained assistance dogs excepted)
 - get within 3m of, touch or feed the penguins
 - engage in any other activity that may cause the penguins harm
- Removal of any litter lying around
- It is not your role to interfere with the colony even if you are trying to help. We must let the colony be as natural as possible and only attempt to manage and educate crowds.
- It has become increasingly important to provide enough space for penguins to cross the top of the breakwater. You will be required to encourage crowds to move to allow safe passage for penguins.

Penguin Guiding is conducted in accordance with the direction of Parks Victoria as given in the Job Safety Assessment (see end of this handbook).

Penguin Guide Shifts

- Each guide works one shift per fortnight.
- You will receive the date for your first shift from the Penguin Guide Administrator via email and attend fortnightly thereafter.
- If you wish to change your shift then please let your team leader and the Penguin Guide Administrator (earthcarepenguinguides@gmail.com) know and they will try to accommodate this.
- If you can't attend your shift, then please let your team leader know as far in advance as possible.
- Each shift starts around sunset during the daylight-saving period and later during the non-daylight-saving period (as the sunsets much earlier).
- When the shift ends your team leader will ensure that everyone leaves together as no guide is permitted to work on their own. If you remain behind you must remove your fluoro vest and stop penguin guiding.

Penguin Guide Kit

- Your team leader will provide you with high visibility vest and torch at the start of your shift and will collect it from you at the end.
- If you own a red LED type torch you can bring it with you to use.
- This handbook also forms part of your kit, which can be downloaded from <https://goo.gl/kJ6eAh> and either printed out or downloaded to your mobile device.

Personal Safety and Security

- It is **NOT** the role of a Penguin Guide to enforce laws or local government bylaws.
- Do your best to encourage people to do the right thing, but your own safety is paramount, only go as far as you feel comfortable and avoid confrontation.
- If a situation is getting out of your control, then find your team leader immediately and take their advice.
- Remember that you can always leave the breakwater if you feel unsafe and let your team leader know what you are doing.
- If you need to contact the police, then call 131 444 – it would be wise to programme this into your mobile. If there is an emergency, then please call 000.
- There is CCTV and footage can be recovered by Parks Victoria if necessary
- Ensure that at the end of the shift that you leave together, and no one is left behind on their own. If you do stay behind, you must remove your fluoro vest and stop penguin guiding.
- There is no secure place to store your valuables, so always keep your personal possessions with you.
- To avoid any tripping hazard please wear sensible footwear and use your torch when moving about in the poorly lit areas.
- Any personal injury must be reported to your team leader.
- Don't wear your penguin guide vest outside of the penguin viewing area.

Personal Comfort

- Please dress for the forecast weather conditions.
- Please bring plenty of drinking water as there is none available on the pier when the kiosk is closed, particularly on warm nights as you will need it.
- There are no toilets on the pier when the kiosk is closed, the nearest are at the sea-baths, so be “prepared” for this.
- If you feel tired or unwell then feel free to leave and let your team leader know before you depart.

Communicating with Visitors

There will be times when you need to ask a visitor to not do something, to minimise the risk of a negative response:

- Be polite
- Be friendly
- Be calm
- Explain why you are asking them not to do something
- Do not be rude, hostile or agitated

If a visitor responds with anger, then:

- Involve the team leader or other guides for support
- Don't respond with anger
- Distance yourself emotionally from the situation
- Understand why they are being angry and try to make things right
- Failing this then just move away from them

Unwanted physical contact for some people can be uncomfortable and lead to aggression, so it is best to play safe and not touch any visitor.

When answering questions from the public, it is okay to not know the answer. Please do not make up any answers and advise the visitors that you can try and find out for them.

Some resources you can use are: the FAQ and Penguin Info at the end of this handbook, the internet, Phillip Island Nature Parks' penguin app.

Conduct

In terms of conduct:

- Please don't lay out saltbush for penguins to use for nesting material, as they need to find it for themselves as it encourages visitors to do the same to entice the penguins.
- Don't constantly shine your torch on a penguin, just limit your torch use to pointing out where penguins are.
- Please don't smoke whilst on duty, if you must then please remove your vest, leave the penguin viewing area and dispose of your cigarette butt responsibly.
- It is not acceptable to drink alcohol or take drugs whilst on duty or turn up for duty intoxicated.

Please remember that you are representing Earthcare St Kilda and your conduct reflects on us!

Litter

If you see any litter or fishing line then please pick it up and put in the bins in the corral at the side of the kiosk, as it may harm the penguins as well as other birds and marine life.

Rules

Penalties apply to anyone who:

- Enters the restricted part of the breakwater
- Brings a dog or cat onto the breakwater (assistance animals are allowed)
- Stands on the rocks

These penalties can only be imposed by the police, Parks Victoria Rangers and Wildlife Protection Officers. All guides can do is just politely warn visitors when they are breaking these rules.

Guides are permitted on the rocks only to attend to a penguin or remove litter.

Please note that fishing is permitted anywhere in the viewing area, except from the rocks.

Donation Pole

There is an Earthcare St Kilda donation pole located next to the penguin selfie bench by the kiosk, so you can tell visitors about it and direct visitors to use it if they try to offer you a donation or if you accept a donation you can put in the donation pole on their behalf.



What to do if you find a sick or injured penguin

If you find an injured penguin, then in the first instance please contact the Marine Response Unit on 1300 245 678, or mru@zoo.org.au.

If there is no response from the Marine Response Unit, then please contact Wildlife Victoria on 03 8400 7300 or via the Snap Send Solve app on your mobile device (selecting the Wildlife – Injured Native incident type).

As these are wild birds we cannot intervene unless their condition is due to human factors – such as entanglement.

During the moulting season the penguins have a ‘rough’ appearance, so expect to get more concern from visitors during this time and reassure them.

Penguin research

A group of Earthcare St Kilda volunteers conduct research every second Sunday night to monitor and protect the colony. Their main aims are to determine population size and health and to make comparisons between the restricted and public sections of the breakwater. These volunteers have been granted ethics permission to handle penguins and to use white light in the restricted and public section of the breakwater. White light is not permitted by visitors because sudden flashes and constant white light can be distressing due to their heightened sensitivity to light at the blue end of the visible light spectrum. The use of white light is required for research to ensure the safety of volunteers and penguins and to improve detection and catching accuracy. Research is only conducted once per fortnight and most penguins are only handled 2-3 times per year. Additionally, the research is ultimately used for the protection of the colony and not for self-interest.

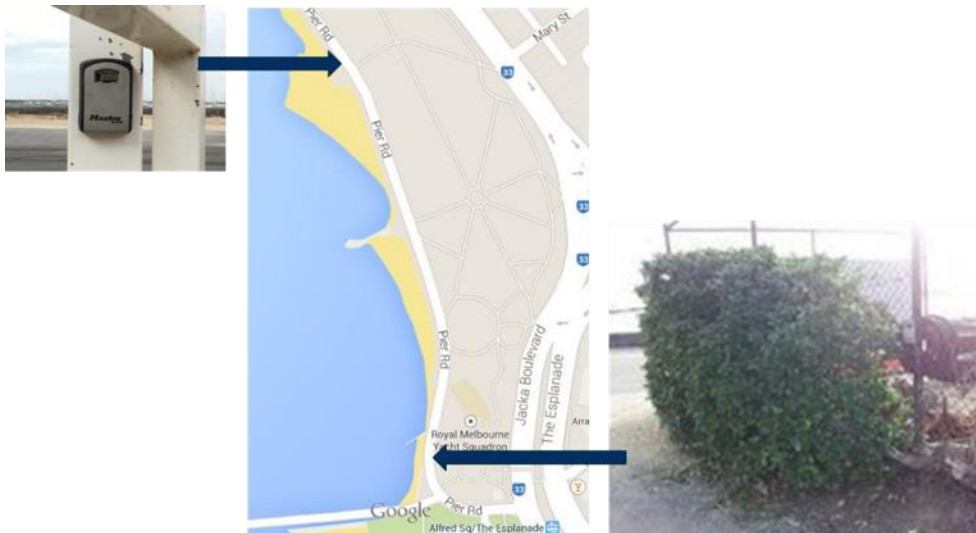
Parking and Parking Permits

Parking

- On hot nights Pier Road attracts a lot of car enthusiasts and access is difficult, so please bear this mind when deciding where to park.

Parking Permits

- So that you don't have to pay for parking, a limited number of parking permits have been provided by the City of Port Phillip council.
- The permits are only valid:
 - Between the hours stated on the permit
 - For parking in allocated parking spaces in Pier Road
 - If clearly displayed in your vehicle
- You can find the passes in either of the security coded locked boxes along Pier Road, see below:



- You need to contact the Penguin Guide Administrator (earthcarepenguinguides@gmail.com) to obtain the security code.
- After removing or returning your permit please ensure that the locked box is closed securely, and the combination numbers are scrambled.
- Always return the pass immediately after your shift and before leaving the foreshore area.
- **Do not keep hold of parking permits between shifts as this will reduce the number available for other guides and the penguin research team.**

Monthly Newsletter

There is a monthly newsletter to keep all guides up-to-date on news and changes that impact guiding.

Free Drink at Beachcomber

Beachcomber Café are very kindly offering penguin guides a free non-alcoholic drink as thank you for helping to protect the Little Penguins.

When rostered on as a penguin guide you are entitled to one free non-alcoholic drink from Beachcomber Café.

To redeem your drink, you must show a photo of yourself on the breakwater wearing their Earthcare St Kilda vest. The photo must show your face, so you are identifiable.

This offer can only be redeemed between the hours of 5.30pm and 10pm.

Little Penguin Frequently Asked Questions

Question	Answer
General	
What is the scientific name for the little penguin?	<i>Eudyptula minor</i> , which means 'good little diver'.
Why is it called a little penguin?	Because it is the smallest of the seventeen penguin species. It can also be known unofficially as a Fairy Penguin, Little Blue Penguin or Blue Penguin.
What is the little penguins' conservation status?	It is of 'Least Concern', although some individual colonies are threatened.
Where do little penguins live?	In colonies along the southern coastlines of Australia (from near Perth on the west coast, to Sydney on the east coast, and around Tasmania), entire coastline of New Zealand and the Chatham Islands.
Do any other types of penguins live in Australia?	Not on the mainland, but Macquarie Island is home to Gentoo, King, Royal and Southern Rockhopper penguin colonies.
What colour are little penguins?	The top of the head and back are blue, and the front is white. This blue plumage is unique to the little penguin. This distribution of colouration is a counter-shading camouflage technique that makes them less visible from above and as well as below when swimming which makes them less visible to both their predators and prey.
How do you tell the difference between male and female little penguins?	By their beak shape. Adult females have a thinner beak than males. Males have a distinct hook on the end of their beak.
How long do little penguins live?	The average is generally 7 years in the wild, 10-15 years in the St Kilda colony and 20-25 years in captivity. The average is higher in the St Kilda colony owing the lower presence of natural predators and proximity to a rich food source. The oldest recorded penguin at St Kilda was 22.
How tall are adult little penguins?	About 33cm, on average.
How much do adult little penguins weigh?	About 1 kg for a female and 1.2 kg for a male, on average.
Why is red light okay for illuminating the little penguins?	The little penguin's eyes are adapted to see better at the blue end of the visible light spectrum than the red, this is because the blue end of the visible light spectrum penetrates water to a much greater depth than the red.
What are little penguin's natural predators?	Long nosed fur seals but not Australian fur seals, sharks, sea eagles, large gulls, snakes and large reptiles; plus introduced predators (such as foxes, dogs, cats, rats).
What is the collective noun for a group of little penguins?	A 'raft' for a group in the water. A 'waddle' for a group on land. A 'colony' for an entire population living together in one place.
What do the various calls mean that the little penguins make?	Little penguins have a variety of different calls that are used for attracting mates, aggression, pair communication, alarm/danger, location, and other purposes.
Swimming and Feeding	

Question	Answer
What do little penguins eat?	Little penguins can eat about 25% of their body weight (approx. 250g) of small fish, squid and crustaceans daily. However, the type of prey may change to adapt to the availability of food in their habitat. The main food source for the St Kilda penguins is anchovies and pilchard.
What times of day do penguins leave the colony and return?	The little penguins leave before sunrise and return after sunset.
How far can little penguins swim in a day?	Little penguins swim an average of 15 to 50 kilometres a day.
How fast can little penguins swim?	On average they can swim 2-4km/hr but they have been recorded swimming at 6.4km/hr.
How deep can little penguins dive?	A little penguin dive averages approximately 24 seconds to depths between 5 and 20 metres. The maximum dive depth is approximately 60 metres.
What makes the little penguin such a good swimmer?	As with all penguins it has flippers instead of wings, which allow it to 'fly' under the water propelled by its webbed feet.
Do little penguins have to return to land every night?	Not necessarily, they can float and sleep on the surface of the water if they wish to remain out at sea overnight.
How do little penguins keep themselves waterproof?	Little penguins have a gland located at the base of the tail from which they spread an oil like substance over their feathers when preening to help keep them waterproof.
How do little penguins get freshwater?	Little penguins have a gland on their beak which they use to excrete sodium chloride.
How do little penguins keep warm?	The bases of their feathers are very downy which traps air providing effective insulation when the little penguin is at sea.
The St Kilda Colony	
How many little penguins are there in the St Kilda colony?	There are estimated to be about 1400.
How long is the breakwater?	About 650 metres, with roughly the first 20% accessible for viewing.
When did little penguins start nesting on the breakwater?	First official recording of this was in 1974, but little penguins were first sighted on the breakwater a few years after the breakwater was built in 1956.
What are the main threats to the St Kilda penguins?	Entanglements and nest pollution.
Why do little penguins choose to live on the breakwater?	The way in which the breakwater was constructed provided many nesting opportunities in between the rocks that form the structure. The breakwater is also large enough that it provides enough space for a colony to establish. It is also located close to a good source of food for the little penguins.
Why don't the little penguins arrive all together after sunset like at Phillip Island?	At Phillip Island and other ocean-side colonies, little penguins return in a group as a survival tactic designed to confuse and overwhelm predators. The St Kilda penguins arrive into the harbour in groups of 5-10 which is smaller than Phillip Island because there are less penguins in general. They don't emerge onto the rocks in groups because they are much better swimmers/they are safer in the water and reduce their walking distance by coming up right near their nest.

Question	Answer
Breeding and Rearing	
At what age are little penguins sexually mature?	Females at 2 years and males at 3 years.
Do little penguins mate for life?	Typically, but If breeding success is low, little penguins may look for a new mate.
When do little penguins breed?	Between June and February, in the St Kilda colony, which is longer than average compared to other colonies due to the proximity of a good food source. At Phillip Island the breeding season usually only lasts 3 months.
How many eggs do little penguins lay?	Two, and they can have more than one clutch per breeding season. At St Kilda they can have up to 3 clutches per breeding season.
How big are the little penguin eggs?	They are about the same size as a chicken egg, but with a more pointed shape.
How long does it take to incubate little penguin eggs?	About 35 days, with both parents taking turns to incubate the eggs. The eggs can be left unincubated for 10 days and still survive. However, this will extend the incubation period.
Do both parents bring up the chicks?	Yes. During incubation parents alternate between incubating and fishing with “shifts” taking between 1-10 days at a time (~50% of shifts are only 1 day). For the first 2 weeks of the chick’s life the parents only conduct 1 day shifts (guard stage). During the post-guard stage (the last weeks before the chick fledges), parents can leave the chicks unattended and conduct 1-6 day foraging trips.
How long before little penguin chicks can fend for themselves?	Between 7-11 weeks of age, when they have shed all their down and have a full set of adult feathers. At this point the parents stop feeding them (called fledging) compelling them to leave the nest and hunt for their own food.
Do little penguins teach their chicks how to swim and fish?	No, the chicks know how to do this instinctively.
Moulting	
What is moult?	Moult is the complete replacement of all feathers, called a ‘catastrophic moult’. During this time little penguins are restricted to land because their feathers are not waterproof.
How often do little penguins moult?	Once per year.
When do little penguins moult?	At the end of the breeding season, usually December - April.
How many feathers does a little penguin have?	About 10,000, three to four times the feather density of flighted birds to provide a waterproof and insulated coat.
How long does a little penguin moult last?	About 17 days.
How does a little penguin manage to feed itself when moulting?	It doesn’t eat anything. It cannot fish as it is not waterproof when moulting, so it must put on additional weight (up to 50%) beforehand in order to survive the moulting period. By the end of the moult they will have lost around half their body weight.

About the Little Penguin



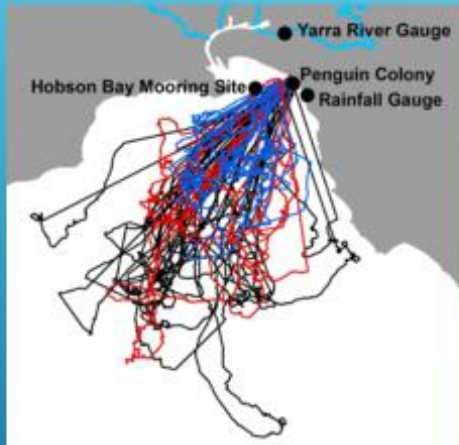
- ▶ Population size ~1400, with an even distribution along the length of the breakwater.
- ▶ Number of nesting sites ~280
- ▶ Length of Breakwater ~650m, with 20% of it accessible to the public.
- ▶ One of a few penguin colonies located on a man-made structure and unique being so close to a major city.
- ▶ Key dates:
 - ▶ 1956 - St Kilda Breakwater built for the Olympic Games.
 - ▶ 1958 - Little Penguins first observed on the breakwater.
 - ▶ 1974 - Little Penguins officially recorded as nesting on the breakwater.
 - ▶ 1986 - Professor Mike Cullen (Monash University) began extensive ongoing research into the colony.
 - ▶ 1989 onwards - Volunteers from Earthcare St Kilda assisted Mike Cullen for many years, and after his death took over the research project and run it to this day.

THE ST KILDA COLONY



- ▶ **Appearance:** Head and upperparts are blue in colour, with slate-grey ear coverts fading to white underneath, from the chin to the belly. The dark grey-black beak is 3–4 cm long, the irises pale silvery- or bluish-grey or hazel, and the feet pink above with black soles and webbing.
- ▶ **Size:** Smallest of the 17 penguin species,
 - **Average Height:** 33 cm
 - **Weight:** ~1.5 kg
- ▶ **Life Expectancy:** 10–15 years, the oldest recorded at St Kilda is 22 years
- ▶ **Sexual Difference:** Females are generally smaller and males have a deeper beak with more prominent hook
- ▶ **Location:** Southern parts of Australia and New Zealand - is mainland Australia's only native penguin
- ▶ **Predators:** Foxes, Dogs, Cats, Sea Lions, Sharks
- ▶ **Conservation Status:** Least Concern

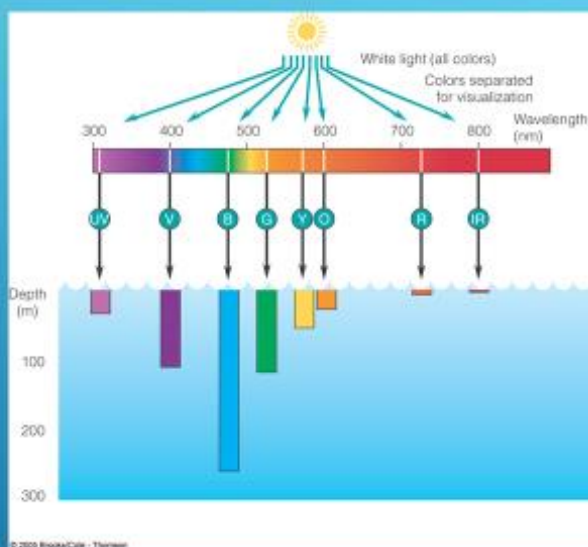
LITTLE PENGUIN (*EUDYPTULA MINOR*)



Penguin range
(up to 15-20km/day)

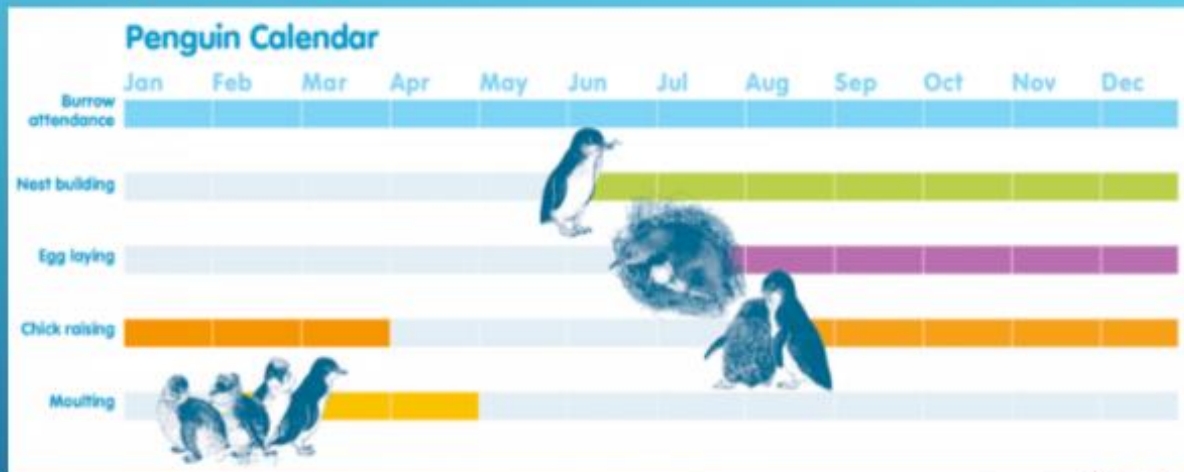
- ▶ They can eat about 25% of their body weight (200-500g) of fish per day:
 - ▶ Favourite is Anchovy
 - ▶ But also squid, sandy sprat and the occasional garfish
- ▶ They leave at sunrise to spend the day fishing and return at sunset (although they can sleep at sea).
- ▶ On average they can swim 2-4km/h, but they have been recorded swimming at 6.4km/h.
- ▶ An average dive in search of fish is between 5m and 20m, but the deepest dive recorded is 72m.

LITTLE PENGUIN (*EUDYPTULA MINOR*)



- ▶ The red end of the visible light spectrum does not penetrate the water to any great depth
- ▶ As Little Penguins have to dive for their food their eyes have adapted to be more sensitive to the blue end of the visible light spectrum
- ▶ So it is safe to illuminate them at night using a red light

LITTLE PENGUIN (*EUDYPTULA MINOR*)



A PENGUIN'S YEAR



- ▶ Little Penguins generally breed from July to December.
- ▶ However, St Kilda penguins have extended their breeding period and are now breeding almost all year round.
- ▶ The 50% of female penguins start breeding at 2 years of age, with males waiting until their 3rd year.
- ▶ They can mate for life, but if breeding success is low, they may look for a new mate.

BREEDING (JULY - DECEMBER)



Penguin egg on right, with chicken egg on left for comparison

- ▶ One or two eggs (around 55g each) are laid 1 or 2 days apart.
- ▶ Parents take turns to incubate the eggs for up to ~35 days, one sits on the eggs whilst the other is at sea hunting for fish.
- ▶ Several clutches can be laid in the same season if sufficient food is available.
- ▶ In St Kilda the nests are hidden amongst the rocks and saltbush.

EGG LAYING (MAY – DECEMBER)



- ▶ It takes about 24 hours for chicks to break out of the shell using a small point on their bill called an 'egg tooth'
- ▶ At birth chicks are around 40g, covered in black fluffy down and their eyes are closed

HATCHING (JUNE – JANUARY)



CHICKS (JUNE – JANUARY)

- ▶ **At 1-2 weeks** parents take turns with babysitting duties, whilst the other is at sea hunting for fish, returning each night to regurgitate the day's catch for the chicks. Parents are able to find their chick by its voice and position near its nest.
- ▶ **At 2-3 weeks** chicks need more food and so are left alone each day while both parents are at sea hunting for fish.
- ▶ **At 5 weeks** the chicks start growing adult feathers and will emerge from their nest at night.
- ▶ **At 7-11 weeks** the chicks have a full set of new waterproof feathers and are ready to go to sea. At this point the parents stop feeding the chick, forcing it to go swimming and catch food for themselves – known as 'fledging'. They know how to swim and catch food instinctively.



MOULTING (DECEMBER – APRIL)

- ▶ Moulting has to take place every year to replace worn out feathers with a new waterproof coat (they have ~10,000 feathers), without which they would lose heat in the water, leading to hypothermia.
- ▶ It is a catastrophic moult, as all feathers are replaced at once and takes ~17 days.
- ▶ Prior to moulting the penguins must be well fed (as they cannot feed again until their moult is complete, as they cannot swim without a full set of waterproof feathers). They increase their body weight by up to 50% in preparation.
- ▶ By the time they finish moulting they will lose more than half of their body weight. After the moult they must have access to good food stocks to ensure their survival by regaining their body weight.



- ▶ **A native semi-aquatic, nocturnal rodent**
- ▶ **Appearance:** Partially webbed hind legs, waterproof fur, a flattened head, a long blunt nose, many whiskers and small ears and eyes. Black to brown in colour with an orange to white belly, and dark tail with a white tip.
- ▶ **Length: Body** = 230-370mm, Tail = 240-350mm
- ▶ **Weight:** 340-1275kg
- ▶ **Life expectancy:** 3-4 years
- ▶ **Sexual Difference:** Females are smaller in the body, but have the similar length tail
- ▶ **Conservation Status:** Least Concern

- ▶ **Location:** Australia and Papua New Guinea, inhabiting streams, rivers, wetlands, estuaries, bays and offshore islands in both fresh and saltwater.
- ▶ **Diet:** Aquatic insects, fish, crustaceans, molluscs, frogs, birds' eggs and waterbirds. Their home range typically comprises 1-4 km of waterways and they can travel a distance of between 200m to 1km in a night when foraging. Food is often carried to and consumed on a feeding platform close to the waters edge. Remains of a meal consisting of inedible items such as shells and crustacean carapaces are left as 'Middens' on these feeding platforms.
- ▶ **Breeding:** Mating from late winter to early spring with a gestation period of 34 days. Litters of an average of four to five are born from September to February and are suckled for four weeks.

RAKALI (*HYDROMYS CHRYSOGASTER*)

History

Version	Date	Change
19	19 December 2019	Updated police phone number



Melbourne Division

JOB SAFETY ANALYSIS (Safe Work Method Statement)

A Job Safety Analysis must be completed for all tasks. Each of the identified risks associated with a hazard needs to be assessed to understand how harm can be caused. It is essential for those undertaking these tasks to know the best and safest way of doing the job. Each JSA must be site specific and include all workers in its development.

Task / Project Title	Penguin Guiding – Earthcare St Kilda Penguin Guides	JSA Number	Melb – JSA - XXX	Version X.X	19.9.19
Site / Location	St Kilda Breakwater	Is there a previous JSA?	Yes – Penguin guiding		
Developed by	Emily Verrey	Endorsed by			

Description of work activity

Penguin guiding at St Kilda Breakwater

Supporting information	Risk Assessment – St Kilda Breakwater visitors to the Little Penguins	Training and competency requirements	Site information, Instruction and induction
Permits required	Registered volunteer on ParkConnect. Access to the rocks for Earthcare guides is only permitted as per the conditions listed on the current Port Management Act access permit.	Personal protective equipment	Fluorescent vest
Plant and equipment	Torch	Chemicals and fuels	n/a

Tick when the Following Hazards have been considered in the analysis:

Working at height (P)		Falling objects		Environmental cold	x	Exposure to traumatic event	
Asbestos		Electrical		UV radiation		Drowning / immersion	
Confined Space (P)		Dust / fumes		Environmental heat		Bitten by animal	x
Work near trench > 1.5m (P)		Vibration		Bites / stings			
Use of poison or bites (P)		Manual handling		Contact with chemicals / poisons			
Psychological		Assault	x	Contact with biological (human)			
Noise		Repetitive movement		Contact with biological (unknown)			
Sharps/biological hazards		Contact with hot		Vehicle incident			
Occupational violence	x	Contact with cold		Plant incident			

Melbourne Division

JOB SAFETY ANALYSIS (Safe Work Method Statement)

ACTIVITY	HAZARDS	RISK CONTROL MEASURES	WHO IS RESPONSIBLE
List the tasks required to perform the activity in the sequence they are carried out.	Against each task list the hazards that could cause injury.	List the control measures required to eliminate or minimize the risk of injury for each hazard. The Hierarchy of Control is a list of control measures in the order the most effective to the least effective. 	Write the name of the person responsible (supervisor or above) to implement the control measure identified.
1. Pre – guiding meeting	Inappropriate knowledge or skills, unsure who is participating, insurance requirements Worksite hazards not known / identified UV radiation / temperature extremes Changes in topography / hidden objects / hazardous ground surface Low levels of illumination / poor visibility due to dense visitation	All guides are trained members of Earthcare and registered on Park Connect. Undertake Site Safety Survey Locations of hazards to be communicated to all prior to activity commencing e.g. changes to surface. Sunscreen, long sleeved shirt, broad brimmed hat, generous water supplies Sunglasses Warm and protective clothing for wet weather / cold conditions, gloves In extreme weather conditions (heat, cold, wind, rain) consider ceasing activity. Sturdy closed footwear, undertake site safety survey, assess each site before entering and re-assess conditions for the duration of the activity Walk at a measured pace Stick to designated paths and tracks wherever possible Inspect site during daylight hours and take note (or mark) potential hazards that would be present during the dark; notify others of the potential hazards and their locations, identify and mark no go zones Wear high visibility vest	Guide team leader Guide team leader All guides Guide team leader All guides Guide team leader All guides
2. Whilst undertaking guiding	Crowding resulting in unsafe movement of people on breakwater, boardwalk and steps, can lead to trips and falls Visitors do not listen to guide	Advise visitors to move on and not gather or stop on stairs. Guides inform visitors that Penguins may cross the breakwater or boardwalk. Guide to remain with Penguin and	All guides All guides

	instruction to not impede penguins moving across the boardwalk/breakwater, causing angst to other visitors, staff and penguins Flash photography / torch light disturbing Penguin circadian rhythm and/or distress Intoxicated visitors, potential harm to self and others Aggressive verbal behaviour towards other visitors, volunteer guides or PV staff Bomb/terrorism threat Unsafe movement of people in event of emergency due to overcrowding resulting in falls or crush Guide volunteer assuming a management type role and operating beyond their responsibility and capability e.g. being confrontational with poorly behaved visitors or dealing with aggressive behaviour Providing mixed messages to visitors e.g. distance from penguins, no access on the rocks, fishing rules, use of camera	provide clear and firm instructions about the need to leave a clear path and why. I.e. parents cannot get to chicks, cannot feed, chicks leave nests looking for parents. Guides to inform visitors of no flash photography or torches. PV staff to request people that are not abiding by rules to leave the Breakwater. The penguins in the public section begin moulting earlier than the penguins in the protected section, which may be a result of the lights. In the event an intoxicated person is causing disruption, guides to walk away and call 000 for the police to respond. Guides do not interact with visitors behaving aggressively. Call 000 is deemed necessary. Call 000. Direct other visitors to leave the site Penguin Guides/PV staff direct people to stop. Ensure visitors leave in a controlled manner Earthcare to train guides on expectations for volunteering and to provide the updated JSA in their volunteer activity plan to reflect any changes. Expectation is that guides is there to provide information rather than a regulatory type presence. Provide consistent messaging – minimum distance from penguins of 3m. Ensure consistent messaging is reaching visitors to the breakwater.	All guides All guides All guides Anyone All guides All guides All guides
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Melbourne Division

JOB SAFETY ANALYSIS (Safe Work Method Statement)

	Volunteer guide continuously shining red light on penguin/s and illuminating for long periods of time. Limits of PV insurance Hazardous animal e.g. seal Working alone in the viewing area	Volunteers are not to continually shine the red light, it is unnecessary and can encourage more crowds to gather around individual penguins. Penguin movement can be impeded – crowds do not allow penguins to reach their chicks or nests and can cause distress to the Penguin. The Parks Victoria approved volunteer activity: Earthcare Penguin Guiding is only permitted for up to 3 hours after sunset, beyond this time the guide is not covered by PV insurance. Set times will be put in place rather than the '3 hours after sunset' and this will be updated here once agreed upon with PV and Earthcare. Earthcare to communicate this to all guides. Do not approach any hazardous animal. Ensure visitors comply with the regulations and maintain a clear distance. All participants to cease guiding activities on the breakwater and remove identification vest once the shift Team Leader terminates the shift.	Team leader and all guides All guides to be aware All guides All guides
3. Post guiding	Injuries or concerns during activity	Written records and images to be recorded on site as soon as possible, prior to leaving site. Administer first aid if necessary. Report injuries to PV contact ranger as soon as possible via Park Connect and email.	Team Leader and all guides

Document history

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1.0			Emily Verrey