CAVE HILL CREEK

CAMP ORGANISER INFORMATION PACK

1. GROUP COORDINATOR CHECKLIST – CAMP PREPARATION
   – WHAT TO BRING

2. PARENT INFORMATION (INCLUDING CAMP EQUIPMENT LIST)

3. ACCREDITATION CERTIFICATE

4. CERTIFICATE OF CURRENCY

5. LICENSED TOUR OPERATORS CERTIFICATE

6. NUT POLICY

7. EMERGENCY RESPONSE PLAN

- Fire and Emergency Procedures
- Fire Alarm System
- Location Map
- Building and site layout
- Directions to Hospital and Medical Centre

Cave Hill Creek - Live The Outdoors
110 The Glut Road, Beaufort, VIC, 3373
Phone: 03 5349 7381
Email: info@cavehillcreek.com.au

CHECKLIST FOR CATERED GROUPS

WHAT YOU NEED TO DO TO PREPARE FOR CAMP

- Design schedule and program for your camp, including activities and rotation groups.
- Organize duty groups for meals.
- Assign bunkrooms (note: waterproof protectors on two end beds available in each room)
- We have a refrigerator with a small freezer for medicines, icepacks and special food.
- Read Emergency information material.
- Return your Final Booking Details link by the due date including the following information:
    - Number of students and staff attending.
    - Time of arrival and departure.
    - Program of activities.
    - Meal times are: 8.00am/12.30pm/6.00pm.
    - Any special dietary requirements.
    - Special needs of people with disabilities.
    - Any birthdays.
    - Special requests (i.e., room set up).
    - All day visitors whether for meals or as part of your program including approximate arrival &departure time.

WHAT EVERYONE NEEDS TO BRING

- **Lunch on day of arrival.**
- **Sleeping bag, towel, personal toiletries and a small torch.**
- **Drink bottle is handy for hikes or when a packed lunch is required.**
- **Plastic bag for soiled or wet clothes/shoes etc.**
- **Appropriate protection for hot/sunny weather and cold/wet weather.**
- **If fishing, please bring your own gear and worms. No fresh meat for bait please.**
- **If Canoeing/Raft building: old lace-up shoes**
- **If Abseiling: long pants at least 3/4 length**

WHAT THE SCHOOL OR GROUP COORDINATOR NEEDS TO BRING

- **First aid kit – including icepack.**
- **Bring a list of people who will be attending the camp or visiting during your camp.**
- **All Groups are required to have a car and Telstra mobile phone available at camp in case of emergencies.**
- **Payment is due prior to arrival (we will send an invoice when the Final Details are received). Any changes will be invoiced/reimbursed within 14 days.**

EMERGENCY PHONE NUMBERS

FIRE - 000
Police - 000 for emergencies or (03) 5349 2101
AMBULANCE 000
HOSPITAL- (03) 5349 1600 (BEAUFORT)
DOCTOR - (03) 5349 1610

Dear Parent,

We are excited to have your child visiting Cave Hill Creek soon – we know they will have a fantastic time! On camp your child will discover the outdoors in a beautiful bush setting surrounded by the Mt Cole State Forest, participate in fun and challenging outdoor activities which promote personal development and skills such as leadership and resilience, and build friendships.

We offer healthy meals, comfortable group accommodation and a fabulous range of exciting but safe outdoor activities. We encourage you to ensure your child's medical details and dietary requirements are up to date with their school so we can best provide for them on camp We will happily cater for dietary requirements with advance notice.

What to bring to camp

Below are the items we deem ESSENTIAL for your child's visit:
Sleeping bag, Hat, Drink Bottle, Torch and Rain Jacket (No puffer/down jackets as rain jackets please)

For a comfortable stay we also recommend your child brings the following items:
Towel and personal toiletries
Personal clothing appropriate for the outdoors and seasonal weather conditions
2 pairs of closed shoes
Plastic bag for soiled or wet clothes/shoes
Lunch on day of arrival
If raft building or canoeing – old shoes (not crocs), clothes, and bathers

Camp & Adventure
Quality Tourism
Accredited Business

Keeping up to date

Want to know more about what is happening at Cave Hill Creek and follow the group's camp experience? Please check out our website **www.cavehillcreek.com.au** for regular updates or follow us on Facebook (www.facebook.com/cavehillcreek) or Instagram (@cavehillcreek) #cavehillcreek

CAVE HILL CREEK
LIVE THE OUTDOORS

We look forward to hosting your child's visit.
Tim & Angela Chandler,
Cave Hill Creek

Quality Tourism Accredited Business

Camp & Adventure Accredited Business

This is to certify that

Cave Hill Creek

has successfully completed the documentation and procedures required to satisfy the

Australian Tourism Accreditation Standard for a Camp and Adventure Activity Business

Serial Number	Valid Until	Registration Number
1040843	30/06/26	116683

Chris Porter
Acting CEO

crtic Canberra Region Tourism Industry Council · NSW Tourism Association · Queensland Tourism Industry Council · TICSA Tourism Industry Council · TICT Tourism Industry Council Tasmania · Tourism Top End · Tourism Council Western Australia · VTIC

Quality Tourism Accredited Business

Sustainable Tourism Accredited Business

This is to certify that

Cave Hill Creek

has successfully completed the documentation and procedures required to satisfy the

Australian Tourism Accreditation Standard for an Accredited Tourism Business meeting Sustainable Business Practices

Serial Number	Valid Until	Registration Number
1040843	30/06/26	116683

Chris Porter
Acting CEO

crtic Canberra Region Tourism Industry Council · NSW Tourism · Queensland Tourism Industry Council · TICSA Tourism Industry Council · TICT Tourism Industry Council Tasmania · Tourism Top End · Tourism Council Western Australia · VTIC

ATC Insurance Solutions Pty. Ltd.
Address: Level 9, 1 Castlereagh Street, Sydney NSW 2000

p: 02 9928 7100 f: 03 9867 5540 e: info@atcis.com.au
w: www.atcis.com.au
ABN: 25 121 360 978 AFS Licence No. 305802

Certificate of Currency

This document certifies that the policy referred to below is currently intended to remaining force until 4:00pm on the expiry date shown and will remain in force until that date, unless the policy is cancelled, lapsed, varied or otherwise altered in accordance with the relevant policy conditions or the provisions of the 'Insurance Contracts Act 1984'.

Insurer:	Certain Underwriters at Lloyd's lead by Axis Syndicate 1686
Product Insurer:	This policy is issued by ATC Insurance Solutions Pty. Ltd. (ACN121 360 978, AFS Licence No. 305802) acting on behalf of Various Underwriters at Lloyd's.
Insured:	Cave Hill Creek Pty Ltd; T & A Chandler Pty Ltd; Cave Hill Creek Trust
Policy No.	ATCSL-194498
Class of Insurance:	Combined Liability Insurance
Policy Wording:	CVA Public and Products Liability Insurance Policy Wording WRD129 v1.7
Period of Insurance:	15 May 2026 to 15 May 2027 at 4:00pm
Business Activities:	Outdoor Recreation, Camping and Convention Centre including the following activities: Abseiling, Low Ropes, High Ropes, Swimming, Pushbikes, Canoeing - Flat Water, Orienteering, Archery, Bush Camping, Fishing, Fun Run, Giant Ladder, Crate Stack, Possum Glider, Bouldering Wall, Raft Building, Raft Play, Tetherball, Weddings & Glamping, bush walking, Campfire and damper cooking, frisbee, Shelter build, nightwalk, Team building, indoor games & initiative activities, Arts & Crafts.
Address/Situation:	110 The Glut Road RAGLAN VIC 3373

Limit of Liability:

Professional Indemnity	Not Included	each and every occurrence and in the aggregate
Public Liability	$20,000,000	each and every occurrence
Products Liability	$20,000,000	each and every occurrence and in the aggregate

Policy Territory:	Worldwide excluding USA & Canada
Interested Parties:	The Minister for Environment, the Secretary to the Department of Energy, Environment and Climate Action, Parks Victoria, the Director of National Parks, the Minister for Ports, Melbourne Water Corporation, the Yarra Bend Park Trust, Parks Victoria and any other body delegating its powers to Parks Victoria.

Signature:

Tim Martin

Date: 18 May 2026

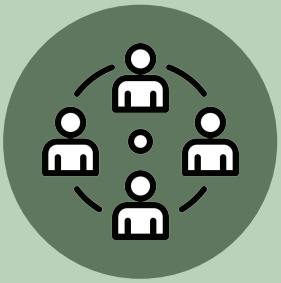
IMPORTANT: In arranging this certificate, we are acting under an authority given to us by the insurer named above to issue certificates on their behalf. It does not reflect in detail the policy terms or conditions and merely provides a very brief summary of the insurance that is, to the best of our know knowledge, in existence at the date we have issued this certificate. If you wish to obtain details of the policy terms, conditions, restrictions, exclusions or warranties, you must refer to the policy contract.

CAVE HILL CREEK & SILVERBAND LODGE

OUR MISSION

To create lifelong special memories for our guests, via:

LIVE THE OUTDOORS



A unique gathering place for groups

Exceptional outdoor experiences and adventures

Warm and friendly hospitality

OUR VALUES

We are:

Fun, Friendly, Adventurous, Trustworthy, inclusive and Safe.

Passionate about Excellence, Innovation and Sustainability

OUR BELIEFS

We believe in the power of:

- Gathering people toether to grow connection & community
- Outdoor experiences & challenges in fostering personal growth and learning
- The natural environment as a place to relax, recharge and inspire

OUR STORY

Cave Hill Creek was established by Ian and Julie Chandler in 1988. A farmer and a teacher, they saw an opportunity to create a spectacular lake, group accommodation and function venue, in a sheep paddock with only a handful of mature trees. With a passion for hospitality, hard work and the environment, like their young family, Cave Hill Creek steadily grew. Today Cave Hill Creek is an Australian Tourism Award winning venue run by second-generation owners Tim and Ange Chandler.

Silverband Lodge is located in the heart of Halls Gap, against the stunning backdrop of the Grampians National Park (Gariwerd). Acquired in 2023, it has long history of memorable camp and outdoor experiences, in a stunning natural setting. Both venues offer exceptional outdoor experiences, warm and friendly hospitality, & create special lifelong memories.

In the spirit of reconciliation, we acknowledge the Traditional Custodians of the land on which we gather and their connections to land, waterways and community. The banks of the Cave Hill Creek and the Fiery Creek have long been a meeting place for Wathaurong, Dja Dja Warrung and Djab Warrung to meet, socialise and trade. Halls Gap and Gariwerd too is a significant place of connection for the Djab Wurrung and Jadawadjali peoples. It is a privilege for us to continue these traditions.

LIVE THE OUTDOORS

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110 The Glut Road, Beaufort, VIC, 3373
Phone: 03 5349 7381
Email: info@cavehillcreek.com.au

Cave Hill Creek
Nut Aware Policy

Cave Hill Creek is **NUT AWARE**.

We do not serve food that contains nuts.

HOWEVER, we do purchase and use a limited number of products in our standard menu that *may contain traces of nuts* due to equipment used in the production process.

These products include:

- Arnotts: Family Assorted and Assorted Cream Biscuits;
- Arnotts: Salada and Vita Wheat Biscuits;
- Kellogg's Corn Flakes;
- Kellogg's Rice Bubbles;
- Hillcrest Muesli Bars;
- Vanilla Bliss Soy Ice-Cream

- Bread purchased from Local Bakery (French Stick, Dinner Rolls, Mixed Rolls)

Where we are aware of campers with nut allergies, we can withdraw these products and offer a substitute.

Some of our non-standard menu items for those with special dietary needs may also contain traces of nuts - these items should be checked with our staff.

Naturally we cannot take responsibility for any food products containing nuts that guests may bring with them.

Please talk to our staff if you have any concerns.

LIVE THE OUTDOORS

EMERGENCY
Management Plan

To best prepare for an emergency, Cave Hill Creek staff and Group Leaders (guests) should familiarize themselves with this plan.

In the event of any emergency, Cave Hill Creek staff should be informed.

To prevent confusion – and to make best use of available resources, any situation requiring an emergency response should be handled by the Cave Hill Creek Management or nominated Duty Manager. This will enable immediate assistance to be provided and an appropriate response planned.

All contact with emergency services should be made by Cave Hill Creek Management where time/availability permits.

Version updated March 2026

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Building Fire, including Fire Alarm System

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In Summary …. Planning for a safe stay with us

Maps:

- Site Map
- Location Map
- Directions to Beaufort Hospital
- Directions to Ballarat Base Hospital

WHAT TO DO IN AN EMERGENCY

1. Verify

Verify the report: Check yourself, confirm with other guests, emergency services or other reliable sources regarding the accuracy of the information about the emergency.

2. Notify

Notify emergency services and Cave Hill Creek management by the quickest available means **RECEPTION 03 5349 7381**

3. Assess

Assess the danger posed by the emergency

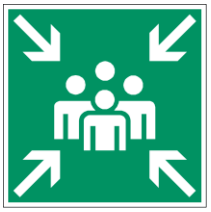
- Build a picture using your senses and verbal information which tells you what is happening and use that information to help decide on a course of action
- Observe what is happening and decide:
  - has the danger passed?
  - is the danger increasing or decreasing, coming closer or moving further away?
  - is the weather or terrain affecting its progress?
- Decide how much time exists to take alternative actions.

4. Act

Take action based on the assessment of danger

- Ensure you are not exposing yourself to danger.
- Move people away from the danger by the safest means. If necessary, move guests indoors/outdoors, or move them to a site well away if transport & time permits.
- Ensure injured persons are not exposed to further injury or danger.
- Contain the emergency if safe to do so.
- Refer to any specific safety procedures developed for the emergency.

Assembly Areas



FOR GROUPS WITH ACCESS TO ENTIRE VENUE & / OR LAKE VIEW LODGE

ASSEMBLY PT 1: Lake View Lodge dining/recreation room

FOR GROUPS STAYING IN THE GLAMPING VILLAGE ONLY

ASSEMBLY PT 1: Campfire Circle at Glamping Village

ASSEMBLY PT 2: FOR ALL GROUPS: Open cleared ground between the driveway and the archery targets

EMERGENCY HORN Located in Reception Foyer: Use to gather guests & staff to the Assembly Area

YOUR LOCATION Cave Hill Creek, 110 The Glut Rd, Raglan VIC 3373
Phone 03 5349 7381

EMERGENCY **IN CASE OF EMERGENCY FOR FIRE, POLICE, AMBULANCE DIAL 000**

Police Beaufort: 03 5349 2101 **Hospital Beaufort: 03 5349 1600** **Powercor: 132412**

BACKGROUND

OWNERSHIP

Cave Hill Creek is privately owned and operated by your hosts, Tim and Angela Chandler.

LOCATION AND ACCESS

Address: 110 The Glut Road, RAGLAN VIC 3373

Latitude -37.301807 Longitude 143.285244

Access is via the Beaufort-Elmhurst Road. The nearest cross roads are Beaufort-Elmhurst Road or Hutchings Track.

Cave Hill Creek is located on 105 acres of land, surrounded on three sides by the Mt Cole State Forest managed by Department of Energy, Environment and Climate action (DEECA).

COMMUNICATIONS

Telephone 03 53497381 located in the office. Cave Hill Creek staff and Group Leaders should use this to make outgoing calls in an emergency. Complimentary WIFI is also available.

Telstra mobile coverage is reliable, but coverage with other providers is generally very poor or nonexistent. All groups are required to bring at least one Telstra mobile for the duration of their stay.

Where Group Leaders do not have a Telstra mobile, and are not accompanied by a Cave Hill Creek staff member, Cave Hill Creek has two Telstra mobile phones available for Group Leaders to carry during offsite activities (e.g. abseiling, bushwalking).

FIRST AID KITS

First aid kits are located:

- In the entrance foyer, located with the defibrillator
- In all Cave Hill Creek vehicles.

DEFIBRILLATOR

A defibrillator is located in the entrance foyer outside the office.

UTILITIES

Gas heated hot water and floor heating are provided throughout the Lake View Lodge. Kitchen appliances are gas (combi oven and oven with cooktop) or otherwise electric. Outside gas BBQs are situated near the kitchen and private residence. All hot water in the Glamping Village is gas heated.

Cave Hill Creek is connected to non-potable mains water. Mains water is gravity feed at high pressure and is not dependent on electrical pumps. Drinking water will not be immediately available in the event of a loss of power.

BUILDINGS AND FACILITIES

Cave Hill Creek accommodates 130 guests. There may be additional guests camping, or day visitors.

The main campsite building (the *Lake View Lodge*) consists of the sleeping accommodation, a main dining / recreation room, kitchen, office, bathrooms, laundry large open outdoor pavilion and private residence. The *Lake View Lodge* sleeps 90 guests. The building is constructed of brick on a concrete slab with an iron roof.

The *Glamping Village*, 6 eco-tents plus amenities, is located 80m south west of the main building. The *Glamping Village* sleeps up to 40 guests and is steel and canvas construction with timber flooring.

Other buildings include canoe shed, bike shed, outdoor equipment store.

Fireplaces are located:

- In the main dining recreation room of the Lake View Lodge;
- In the private residence attached to the Lake View Lodge; and
- In the open outdoor pavilion.
- There are 3 fire pits at the Glamping Village, at the bush cooking site and in the amphitheater at the Northern corner of the property.

RISK ASSESSMENT

The following table explores the likelihood and business impact at Cave Hill Creek of various emergency scenarios and is taken into account in the development of emergency responses:

Type of Emergency	**Probability** High 5 / Low 1	**Human Impact** High 5 / Low 1	**Property Impact** High 5 / Low 1	**Business Impact** High 5 / Low 1	**Internal Resources** Strong 1 / Weak 5	**External Resources** Strong 1 / Weak 5	**Total** (Higher Score = Greater Impact)
Bush Fire	2	3	5	5	1	3	19
Building Fire	1	3	4	4	1	3	16
Medical incident	3	4	1	3	1	3	15
LPG Leak or Gas Fire	1	3	3	3	2	3	15
Anaphylaxis Reaction	2	5	1	2	1	3	14
Drowning	1	5	1	3	1	3	14
Injury sustained during outdoor activity	3	4	1	1	1	3	13
Loss of Electricity	3	1	1	1	3	3	12
Restricted access due to flooding / storm damage	2	1	2	3	1	3	12
Guest Abduction or Assault	1	5	1	1	1	3	12
Loss of Water	2	2	1	2	2	2	11
Lost or missing guest	2	3	1	1	2	2	11

ROLES AND RESPONSIBILITIES

CAVE HILL CREEK STAFF

Cave Hill Creek Management Staff will co-ordinate an emergency response, set up a command center in the office and liaise with emergency services. Other available Cave Hill Creek staff will assist.

Cave Hill Creek Management Staff include:

Tim Chandler (Managing Director) 0405 224 319	Ange Chandler (Managing Director) 0408 690 374
Darren Stomilovic (Manager of Outdoor Adventure) 0452 596 565	Brad Kerr (CHC Manager) 0414 734 235
James Gilbertson (Facilities Manager) 0401 083 249	Kara Williams (Catering Manager) 0459 374 781
Bianca Hudson (Functions Manager) 0493 907 765	

AFTER HOURS DUTY MANAGER

The Duty Manager will co-ordinate the initial response to an emergency after hours. Contact details for the Duty Manager will be displayed above the tea and coffee station.

GROUP LEADERS

If Cave Hill Creek staff are not available, or where the emergency relates directly to guest(s) and the group leader believes the emergency response is within their own capability/resources they should contact emergency services and implement the planned response. Please notify Cave Hill Creek staff as soon as practicable.

Supervision of guests under 18 years of age remains the responsibility of group leaders at all times.

In the event of an emergency, Group Leaders must ensure that guest medical forms, personal medications, parent/next of kin contact details and a Telstra mobile phone remain with the group.

FIRST AID RESPONSBILITY

School Camps:

School groups must appoint a Group Leader who is responsible for first aid or for appointing a first aid officer as per their school's first aid policies and procedures. Schools are required to provide their own first aid supplies. Sole responsibility for first aid rests with the School's Group leader or their nominated first aid officer. In the event of a first aid incident, all first aid issues are to be referred to the nominated staff member from the school, who will then respond in line with their individual school policies and training. Cave Hill Creek employees may provide assistance where possible.

Expeditions

Where an expedition group is under the care of a Cave Hill Creek Expedition Leader, primary first aid response is the responsibility of the Expedition Leader, in line with their level of first aid training.

- In the event that assistance is required the Expedition Leader may call emergency services on 000, the Outdoor Program Manager, or the Duty Manager, at the time.

- In the instance that a patient needs additional treatment, Cave Hill Creek will notify the school (and/or next of kin as deemed appropriate) at the time of the incident.

Holiday Camp Programs

For all Cave Hill Creek holiday camps, primary first aid response is the responsibility of the designated Health Centre staff member for the period of the camp. In the instance that a patient needs additional treatment, Cave Hill Creek will notify the next of kin as deemed appropriate.

Non-school Groups:

Non-school groups are encouraged to nominate their own person as a first aider.

In the event of a first aid incident during operating hours the nominated first aider may be available to assist in line with their training, qualifications and this first aid policy.

Where a non-school group is visiting Cave Hill Creek, Cave Hill Creek's nominated first aider will be:

- The Outdoor Program Manager (Mon – Friday during office hours); or
- The Functions Manager (Friday evening, Saturday and Sunday as rostered); or
- The Duty Manager.
- In the absence of one of these staff, any other trained first aider (all management staff, activity instructors and expedition leaders), may assume the role of nominated first aid officer and assist in line with their training, qualifications and this first aid policy.

Outside of operating hours, if no first aider has been assigned by the user group and assistance is required 000 can be called in the event of an emergency.

BUILDING EVACUATION PLAN

The following directions are for your personal safety in the need of an evacuation from the building.

1 Notify Cave Hill Creek staff or group leaders of the emergency

2 Cave Hill Creek staff or group leaders will raise the alarm by sounding the emergency horn.

3 All guests are to assemble IMMEDIATELY in **ASSEMBLY PT 1:**

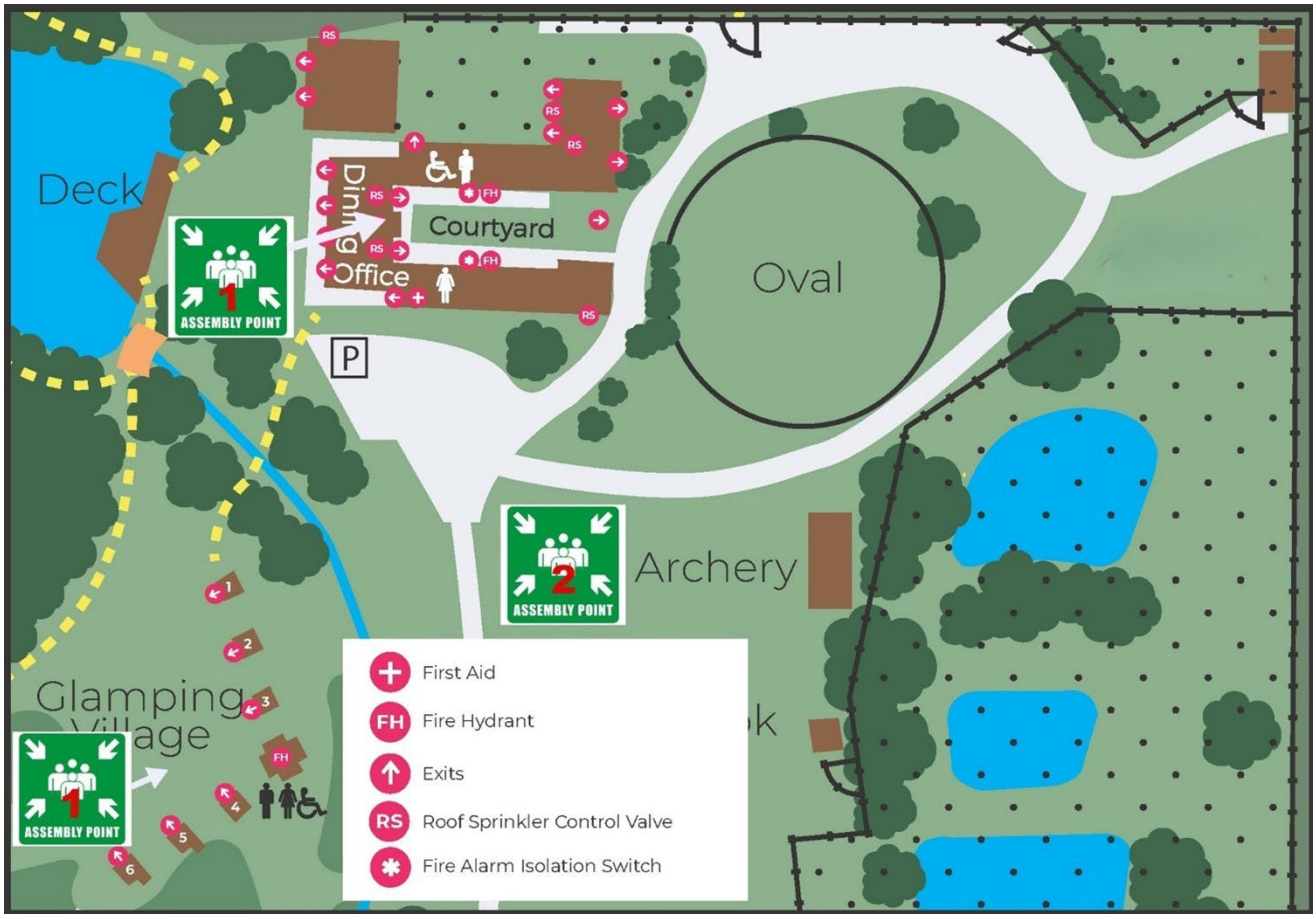
a) **DINING/RECREATION ROOM:** if group has access to the entire venue / Lake View Lodge

b) **GLAMPING VILLAGE CAMPFIRE CIRCLE:** if group is in the Glamping Village only.

4 Head count and to await instructions from Cave Hill Creek staff or group leader:

5 If the emergency is in the Lake View Lodge or the Glamping Village, guests will be directed to assemble at **ASSEMBLY PT 2 - THE OPEN CLEARED GROUND BETWEEN THE DRIVEWAY AND ARCHERY TARGETS**

6 An evacuation from Cave Hill Creek is only to be initiated with the authority of Cave Hill Creek staff, and on the advice of emergency services.



EMERGENCY RESPONSES

BUSHFIRE: In the event of a bush fire the following procedures should be followed:

IF GUESTS ARE ON SITE

- In the event of a fire emergency Cave Hill Creek staff will sound the emergency horn.
- If safe to do so guests are to gather at the designated Assembly Point in the dining room of the *Lake View Lodge*.
- Confirm whereabouts of all staff and guests.
- A command centre will be set up in the office.
- On advice from emergency services conduct and evacuation to a safe place.
- If time and safety permits:
    - Cave Hill Creek staff will:
        - close all doors and windows;
        - turn on roof sprinklers and fill *Lake View Lodge* gutters with water;
        - turn on ground sprinklers;
        - fill all available buckets with water and distribute around building;
        - ready fire hoses;
        - remove combustible material from verandahs; and
        - turn off gas and power when fire close by.
    - Guests should:
        - cover all exposed skin by dressing in long clothes, preferably wool/natural fibre, and solid footwear
        - drink plenty of water
- Once fire front has passed:
        - reconfirm whereabouts of all staff and guests.
        - check for spot fires.

IF GUESTS ARE OFF SITE - on days of total fire ban all guests will be advised to remain close to the buildings at Cave Hill Creek.

- If smoke or flames are visible and there is immediate threat/danger from the fire do not attempt to return to the campsite. Retreat to a safe area ie creek, broad track, rocky or cleared area. Only return to Cave Hill Creek if safe to do so.
- Guests should drink plenty of water.
- All exposed areas of skin should be covered with clothing to avoid radiant heat.
- Guests should shelter around rocks, logs or ground depressions to avoid radiant heat.

BUILDING FIRE:

The following procedures set out the actions to be taken by Cave Hill Staff and Group leaders.

Lake View Lodge

The *Lake View Lodge* is fitted with two hard wired interconnected smoke/heat detectors systems with battery backup. Master control switches are located outside Rooms 1 and 5 (supervisor rooms) next to the fire hose reels. In the event of a fire, all alarms on the effected side of the building will sound, including the related heat detector located in the Dining / Recreation room.

i. To isolate affected area, press & release button located on the wall beside fire hose reel.
ii. All non-affected alarms will turn off.
iii. Effected area will continue to alarm until the fire is extinguished.
iv. System will auto reset after five minutes.

If an alarm has activated and a fire is suspected, ring 000.

a) If there is no evidence of smoke or fire Cave Hill Creek staff or a group leader should investigate to ascertain why the alarm sounded and confirm that no danger exists;
b) If smoke or fire is present, all guests and staff should move to the Primary Assembly area in the Dining / Recreation room and conduct a head count. If safe to do so the last person to leave a room should close all windows and doors.
c) If it is not safe to move to the Primary Assembly area, all guests and staff should move to the Secondary Assembly area, cleared open space between the driveway and archery targets, and conduct a head count.
d) Where Cave Hill Creek staff consider it safe, they should use available firefighting equipment to quell it.
e) Gas & electricity should be turned off.

Glamping Village

All *Glamping Village* Eco-tents are fitted with independent fire alarms. Alarms will not automatically sound in *Lake View Lodge*. *Glamping village* smoke alarms automatically send a notification to Cave Hill Creek staff members which will respond accordingly.

If an alarm activates and a fire is suspected Ring 000.

a) If there is no evidence of smoke or fire Cave Hill Creek staff or a group leader should investigate to ascertain why the alarm sounded and confirm that no danger exists.
b) To turn alarm off depress the reset button located on the alarm with a broom handle.
c) If smoke or fire is present all guests and staff should move to the Primary Assembly area at the *Glamping Village* campfire circle and conduct a head count. If safe to do so the last person to leave a room should close all windows and doors.
d) If smoke or fire is present, or it is not safe to move to the Primary Assembly area, all guests and staff should move to the Secondary Assembly area, cleared open space between the driveway and archery targets, and conduct a head count.
e) Where Cave Hill Creek staff consider it safe, they should use available firefighting equipment to quell it.
f) Gas & electricity should be turned off.

Information and maps concerning Fire Procedures and Fire Alarm Systems are posted throughout the building. These are referred to during the arrival safety briefing and are for guest information.

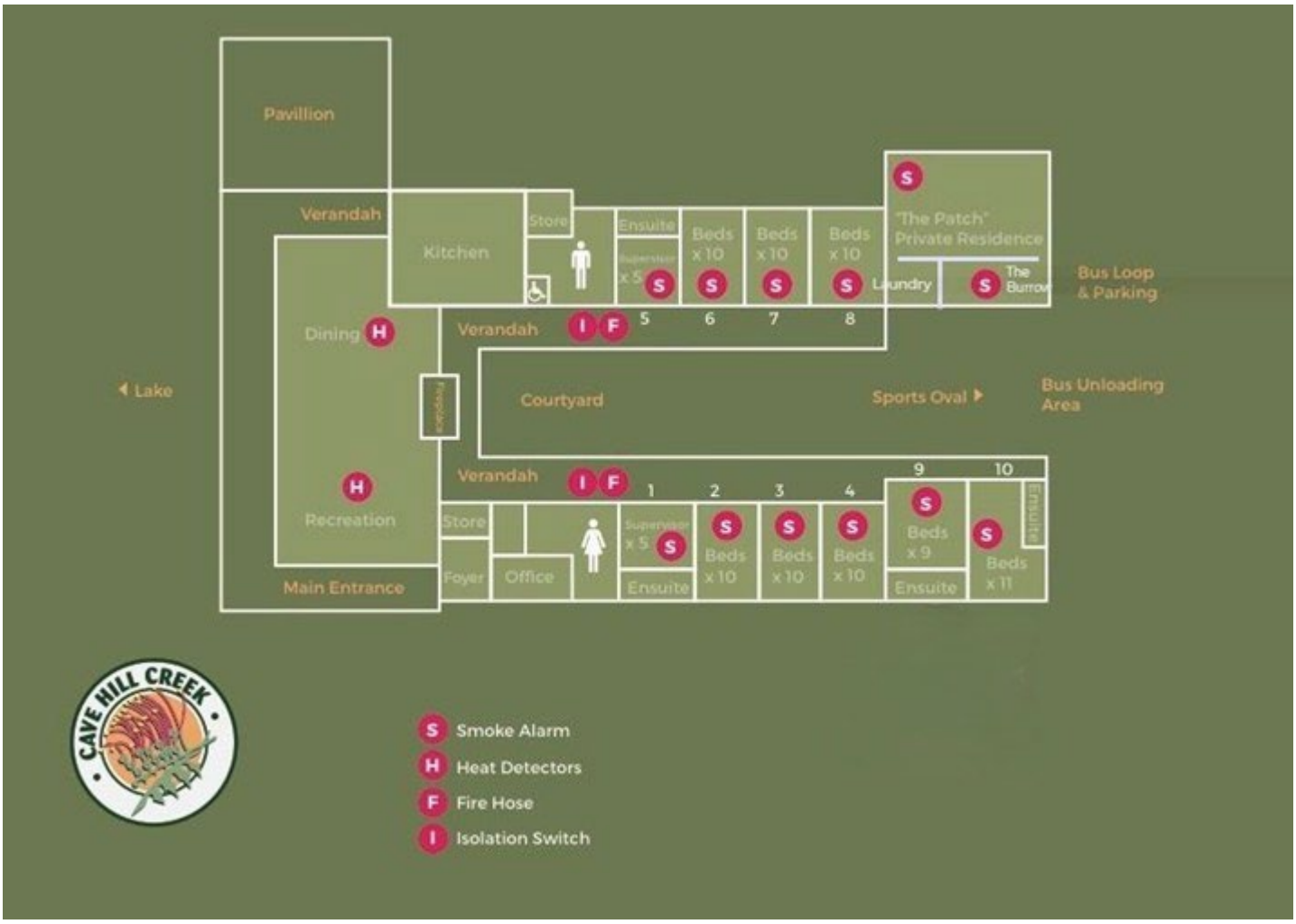
FIRE ALARM SYSTEM
SMOKE AND HEAT DETECTORS (MAIN BUILDING)

Alarm response procedure

Two systems: - a) South or female side of courtyard
b) North or male side of courtyard

If the fire alarm system is activated in either area all alarms on the effected side of the building will sound, including the related heat detector located in the main hall.

1. To isolate affected area, press button located beside fire hose reel.
2. All non-affected areas will turn off.
3. Effected area will continue to alarm until the fire is extinguished.
4. System will auto reset after five minutes.



MEDICAL EMERGENCY:

IN AN EMERGENCY CALL TRIPLE ZERO (000) FOR AN AMBULANCE

D — DANGERS?

Ensure the area is safe for yourself, others and the patient

R — RESPONSE?

Check for a response: ask name, squeeze shoulders

No response? Send for help

Response? Make comfortable and monitor

S — SEND for HELP

Call 000 (or ask another person to make the call)

Cave Hill Creek is located at 110 The Glut Rd Raglan

A — OPEN AIRWAY

Open the mouth and check the airway for foreign material. **Foreign material?** Place in recovery position and clear the airway **No foreign material?** Leave in position. Open the airway by tilting

the head back with a chin lift

B — NORMAL BREATHING?

Check for breathing: Look, listen and feel for 10 seconds **Not Normal Breathing?** Call an ambulance; Start CPR **Normal Breathing?** Place in recovery position and monitor

C — START CPR

30 Compressions : 2 breaths

Continue CPR until help arrives or patient starts breathing

D — ATTACH DEFIBRILLATOR (AED)

Attach defibrillator and follow the voice prompts

Defibrillator located in Reception

INJURY OR ILLNESS

OFF SITE

1. If safe to do so remove person from danger and follow steps above as for a medical emergency
2. Ensure 2 adults, or 1 adult / and 2 children stay with person (as per approved ratios)
3. Rest of group continues activity away from guest and returns to Cave Hill Creek as required.
4. Cave Hill Creek staff and / or group leader contacted to arrange transport of person to medical aid, or return to Cave Hill Creek as required.
5. Group leader contacts relevant organisation if required.

ON SITE (INCLUDING NEAR DROWNING)

1. If safe to do so remove person from danger and follow steps above as for a medical emergency
2. Contact Cave Hill Creek staff or group leader immediately.
3. Ensure 2 adults, or 1 adult / and 2 children stay with person (as per approved ratios)
4. Rest of group continues activity away from injured guest and returns to Cave Hill Creek as required.
5. Cave Hill Creek staff and / or group leader contacted to arrange transport of person to medical aid, or return to Cave Hill Creek as required.
6. Group leader contacts relevant organisation if required.

In the event of a severe injury to guests or staff there may be a requirement to report to Worksafe Victoria on 132360.
An Illness and Injury form must be completed for each injury, illness or near miss at Cave Hill Creek.

ANAPHYLAXIS:

All students attending Cave Hill Creek must provide an approved Anaphylaxis plan for the individual concerned prior to arrival. A copy of this form should be displayed in the Cave Hill Creek kitchen. In a suspected anaphylactic reaction, the group leader or Cave Hill Creek staff can administer basic First Aid as for a medical emergency:

1. Lay person flat - do NOT allow them to stand or walk
   - If unconscious, place in recovery position
   - If breathing is difficult allow them to sit
2. Give adrenaline injector (such as EpiPen®, Anapen®). The guest's own injector should be used.
3. Phone ambulance - triple zero (000)
4. Group Leader / Cave Hill Creek staff will contact family/emergency contact
5. Further adrenaline doses may be given if no response after 5 minutes
6. Arrange for transfer person to hospital

If in doubt give adrenaline injector. **Commence CPR at any time if person is unresponsive and not breathing normally.**

GUEST ABDUCTION OR ASSAULT:

OFF SITE

1 Witnesses gathered, and Police contacted immediately by any available means.
2 First Aid administered in case of assault.
3 Group returns to campsite to continue program. Cave Hill Creek staff immediately notified.
4 Police manage situation
5 Group leader contacts relevant organisation

ON SITE

1 Immediate details obtained from witnesses and Police notified immediately.
2 First Aid administered in case of assault.
3 Rest of group to carry on with program
4 Witnesses to remain in office subject to police arrival
5 Police manage situation
6 Group leader contacts relevant organisation.

HOSTAGE SITUATION

There is no single correct response for this situation as it will depend on prevailing circumstances.

If in direct contact with perpetrator:

Principles to observe when confronted by situation: -

1 Remain calm and endeavor to reduce tension, particularly if in direct contact with perpetrator.
2 Be flexible in response, humor the perpetrator and try to observe their behavior
3 Comply with reasonable requests and negotiate if possible

If not in direct contact with perpetrator:

1 Should a hostage situation develop at Cave Hill Creek all guests and staff not involved are to be immediately evacuated to relevant Assembly Area. NOTE: Evacuation should only occur if it can be done in a manner that will not inflame the situation. All evacuations should be quiet and, if possible, out of sight of the perpetrator.
2 Police should be notified immediately to take control.

LOST OR MISSING GUEST:

In the event a guest is reported missing, the following procedures should be followed:

1 The Group Leader should verify that the camper is missing, determine who the guest is, and obtain a full description of the missing person including - name, age, weight, height, build, hair and eye coloring, distinguishing physical marks and clothing worn.

2 Cave Hill Creek staff should be notified of the situation.

3 Cave Hill Creek staff and/or group leaders should organise a search party to cover and search the immediate campsite area and building. The search should be restricted to 15 minutes with searchers returning to Reception at a specified time to review the situation.

4 Ensure that someone in a responsible position is left in charge of the remaining guests and that they are kept inside the building and given a variety of things to do. Ensure that guests do not use any phone to contact anybody. Ensure appropriate ratios of staff / students are maintained.

5 If, after the initial search, the individual has not been located call the POLICE on 000 and to provide a detailed description of the missing camper, the estimated time last seen, any physical or medical aspects and actions put in place to date. In the event of an underlying medical concern with the missing individual the ambulance and hospital should be informed:

Ambulance 000 Beaufort Hospital 03 5349 1600

6 If emergency services and police have been introduced into the search, the group leader should consider notifying the person in charge of their organization/school.

7 Upon locating the missing guest:

- ensure that the police, emergency services are informed
- determine whether medical attention is required, and
- notify relevant organisation / parents,
- conduct a debriefing to record the actions taken and personnel involved.

LPG GAS LEAK OR GAS FIRE:

Gas is used to heat hot water and floor heating and is located outside the boiler room, gas hot water heaters in the Glamping Village (two in amenities and one in tents 5 and 6) and the BBQ outside the kitchen. A number of outdoor gas heaters (operated via an individual gas bottle) are also located in the outdoor pavilion during cooler months.

The Gas HWS and the BBQ can be turned off by a tap near the appliance. The room heaters can be turned off from the power point near the heaters (which will shut off the gas) or from a second shut off tap that is located on the external wall.

A bulk gas tank is located to the rear of the oval in the maintenance yard at the eastern end of the parking area. The tank has a valve that can be turned off in the event of a major gas leak or fire. The gas tank at the Glamping Village can be isolated at the bottle behind the amenities block.

In the event of a gas smell or fire in a gas appliance: -

1. Turn gas off at the appliance if practical to do so.
2. Notify Cave Hill Creek staff immediately.
3. If the leak is minor e.g. strong smell of gas from appliance, isolate the area from guests and ventilate area. Contact Cave Hill Creek Site Manager.
4. If a major leak e.g. a very strong smell or visual plume of gas or a fire in the appliance then EVACUATION must be considered and the procedure for building fire should be followed. Remember - Gas is heavier than air and will flow downhill. Do not use vehicles to evacuate.

ROUTINE INCIDENTS

ELECTRICAL FAILURE

Electrical failure will cause a black out, however an emergency battery operated safety light will automatically turn on that will illuminate the kitchen. Emergency exit lighting will also operate.
Smoke detectors will still operate.
Campers are advised to bring their own torches.

RESPONSE:

1. Notify Cave Hill Creek staff who will investigate and take remedial action.
2. Continue on with program if daytime
3. If dark, assemble guests in the dining room or outdoor pavilion, conduct a head count, organise torches and outline modified program.
4. If guests are in bed visit each room and organise guests to have torches ready, or provide Cave Hill Creek torches for toilet trips
5. Alternative meals will still be available. Water will still be available and toilet amenities will continue to flush.
6. Continue program.

CAVE HILL CREEK STAFF RESPONSE:

1. Check circuit breakers located on main switch board located in office.
2. If none of the circuit breakers have tripped to off check power supply outside camp to determine an area blackout
3. Call Powercor (the utility) to check fault and delay
4. If main circuit breaker or more than one sub circuit breaker tripped or fault undetectable call Cave Hill Creek electrician.
5. Inform group leader and / or guests of action
6. Contact Cave Hill Creek kitchen staff re menu etc.
7. Backup generator may be available to facilitate provision of drinking water and refrigeration.
8. Do not allow use of candles in accommodation areas.

WATER LOSS

Water loss is most unlikely. The primary water supply is from gravity fed town water. If the town water supply was to be interrupted notice would normally be given.

RESPONSE:

1. Notify Cave Hill Creek staff who will investigate
2. Continue on with program

CAVE HILL CREEK STAFF RESPONSE:

1. Investigate, check power to pump, check pumps and water levels in tanks.
2. Contact Central Highlands Water or Cave Hill Creek plumber as required.
3. Inform group leader and Cave Hill Creek kitchen staff of likely delay.
4. Backup generator will be available to facilitate provision of drinking water.

GAS FAILURE

There are a number of gas appliances that could be affected by gas failure or an appliance fault. These are the main Gas HWS boiler located outside the rear of the kitchen services area, the gas hot water services in the Glamping Village (two on the amenities building and one each in eco tents 5 and 6), the gas BBQ, gas heaters located in the pavilion and the stove/ cooktop and Combi oven in the kitchen.

No hot water will indicate loss of gas supply or excessive hot water use.

RESPONSE

1. Notify Cave Hill Creek staff who will investigate
2. Continue on with program

CAVE HILL CREEK STAFF RESPONSE:

1. Investigate and re-light pilot light
2. If no success call Cave Hill Creek plumber
3. Inform group leader of action and kitchen staff if cooking will be disrupted.

EXPEDITIONS

Emergency Management Responses for Cave Hill Creek expeditions on the Beeripmo Trail are covered separately in the 'Beeripmo Expeditions' Field Guide. All Cave Hill Creek staff and group leaders should familiarize themselves with this document during the planning phase of the expedition.

EXTREME WEATHER POLICY

The possibility of extreme weather including storms, flooding, bushfire etc should not deter guests from visiting Cave Hill Creek. Being in the outdoors can still be an extremely enjoyable experience at all times of year given appropriate planning.

Extreme weather planning

Cave Hill Creek will be closed on declared Catastrophic Fire Danger days as per the Australian Fire Danger Rating System.

On these days guest safety is our priority. It would be no fun being on camp in those conditions. We want our guests to have a fun experience, and go home with fond memories, not having been uncomfortable, anxious and dissatisfied due to extreme weather.

We will consider modifying camp programs and alternative arrangements on days of Extreme and High fire danger rating and Total Fire Ban days on a case-by-case basis, in conjunction with group leaders.

Responses may include:

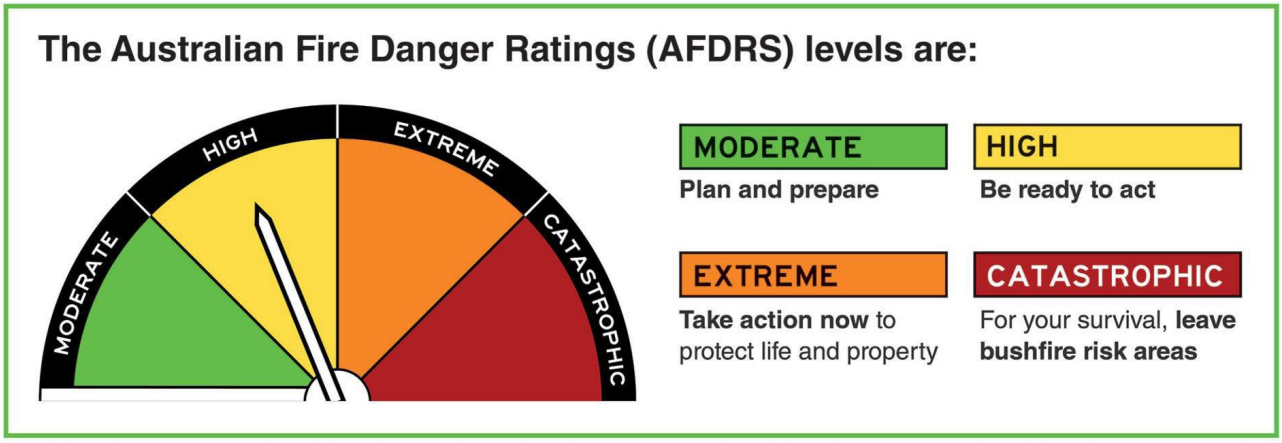
- Modifying camp programs and confining campers to the campsite
- Making alternative arrangements for campers i.e. take them off site to a safer location until the danger period passes. Safer locations/alternative arrangements may include:
    - A visit to Ballarat attractions including Sovereign Hill, Wildlife and Reptile Park, swimming pool,movie theatre etc
    - Recommend the group returns home.

FIRE DANGER RATINGS

The fire danger rating levels are:

- **Moderate: Plan and prepare**
- **High: Prepare to act**
- **Extreme: Take action now to protect your life and property.**
- **Catastrophic: For your survival, leave bush fire risk areas.**

The white bar under Moderate indicates No Rating for days where no proactive action is required by a community. This does not mean that fires cannot happen, but that any fires that start are not likely to move or act in a way that threatens the safety of the community



Cave Hill Creek is located in the South West district for Total Fire Bans and Fire Danger Ratings as declared by the Country Fire Authority and available at www.cfa.vic.gov.au

BUSHFIRE PREPARADNESS AND RISK MITIGATION

Bushfire preparedness and risk mitigation strategies at Cave Hill Creek include:

1 Evacuation and Access

- Cave Hill Creek have evacuation arrangement with Christian's Bus lines (Beaufort). In the event of advice from emergency services recommending an evacuation, they will immediately be available to evacuate guests unable to evacuate by car. We hold contact details for the Depot Manager in Beaufort.
- Cave Hill Creek is accessible via public road and is also surrounded by an access road for forest management. Guests at Cave Hill Creek have access to that road in the event of an emergency.
- Prior to Extreme Fire Danger days, Cave Hill Creek will confirm the available transport onsite for guests and staff onsite to allow this to be factored into emergency management decisions.

2 Control burning and fuel reduction

- Mt Cole State Forest is immediately adjacent to Cave Hill Creek and managed by DEECA and Parks Victoria, who are responsible for the above.
- Surrounding grassland and lawns are kept mown.
- Building surrounds are regularly raked and kept free of loose-leaf litter, bark etc.

3 Communications

- Cave Hill Creek monitor and maintain communications with the local DEECA and Country Fire Authority. As members of the Raglan CFA Cave Hill Creek staff receive emergency alert messages via pager, and monitor local DEECA and CFA emergency communication.

4 Fire suppression systems

- Cave Hill Creek is protected by a diesel fire pumping system providing water to:
    - Sprinklers on the roof and surrounding the building.
    - 3 firefighting hoses prominently positioned.

  These systems may also be used on Extreme or High Fire Danger days to help mitigate fire risk.

DEALING WITH THE MEDIA

To manage media interest in an emergency situation the following will apply:

1. No comment should be made to the media.
2. In the event Media contact us for comment, request media contact details and pass on to Managing Director to follow up.
3. Should Media arrive onsite, they should not be left on site unescorted.
4. Australian Camps Association should be contacted by Cave Hill Creek staff to notify of any emergency that may attract media interest.

INCIDENT AND NEAR MISS REPORTING

Cave Hill Creek staff are required to report all incidents and near misses in the Incident Reporting section of Venuelife, our Venue Management Program, in a prompt manner, ideally immediately after the event. Please ensure these reports are filled out accurately with relevant staff and guest details, and factual reporting of the incident or near miss as it occurred. It is important to note that some incidents may need to be reported to WorkSafe.

POST EMERGENCY DEBRIEF

In the event that the Emergency Response Plan is enacted a post response debrief will occur as soon as practicable after the situation has been normalized. The level of this debrief will be determined by the seriousness of the incident. Incident Reports must be logged for all Emergency Responses.

Minor incidents

Where the matter has been handled internally and no injuries or apparent exposure to potential trauma has occurred a discussion between those involved in the incident and Cave Hill Creek staff will occur. Any problems with the response and lessons that can be learned will be noted and adopted.

Major Incidents

Where injury, trauma has occurred, or Emergency Services have been involved a full debrief with all parties involved and formal recommendations as to any adjustments to the response will be sought from all interested parties.

STAFF EMERGENCY TRAINING AND REVIEWING PLAN

- Cave Hill Creek staff are briefed on the Emergency Management Plan as part of the induction process on commencing employment.
- A copy of the Emergency Response Plan is located in the staff room, reception and kitchen. A copy is also provided to each group onsite.
- Staff are to acquaint themselves with the location of assembly areas, fire extinguishers and utility cut off points. Cave Hill Creek management will verify that new staff are aware of these locations.
- This Emergency Management Plan is reviewed every 12 months.
- Cave Hill Creek staff are trained twice a year on the use of fire extinguishers and emergency response procedures
-

IN SUMMARY…. PLANNING FOR A SAFE STAY WITH US

Prior to your stay with us please familiarize yourself with this document.

SAFETY OF CHILDREN AND VULNERABLE PEOPLE

Please ensure that all guests under 18 years of age have appropriate parent/guardian consent to attend Cave Hill Creek and that each camper has completed a health/medical record sheet.

FIRST AID

Group Leaders must bring a first aid kit and trained first aider with them.
Cave Hill Creek activity instructors can provide first aid to participants in conjunction with group leaders.

COMMUNICATIONS

All groups are required to bring at least one Telstra mobile for the duration of their stay.

ANAPHYLAXIS & DIETARY REQUIREMENTS

All group leaders are required to provide final booking details to Cave Hill Creek in the week prior to their stay, identifying guests who have anaphylaxis and dietary requirements. We request a copy of anaphylaxis management plans be provided in advance.

ILLNESS, INJURY AND NEAR MISS REGISTER

To assist us monitor and manage risk, an incident report must be completed for each incident, injury, illness or near miss at Cave Hill Creek. This form is available from Cave Hill Creek staff.

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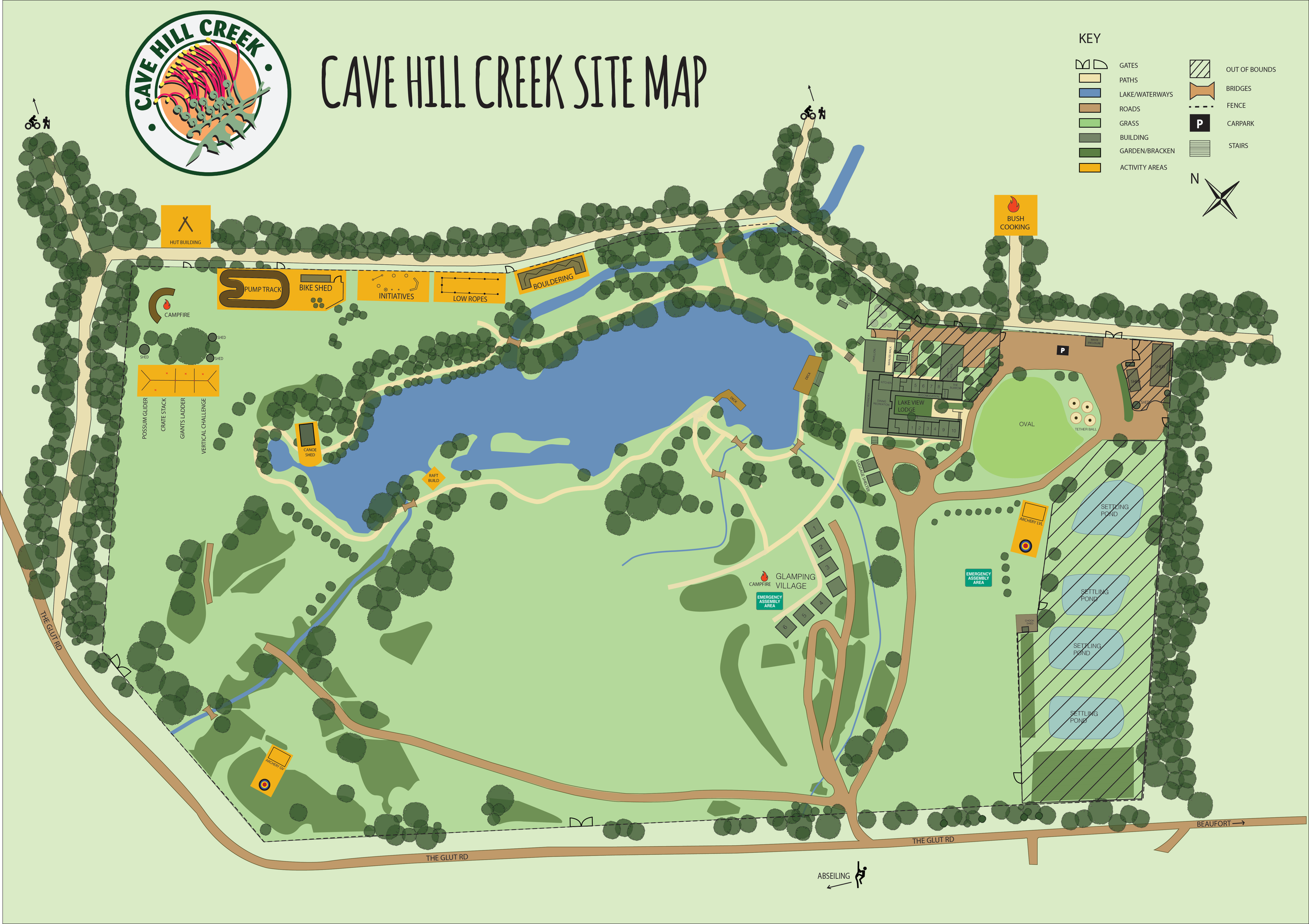
CAVE HILL CREEK SITE MAP

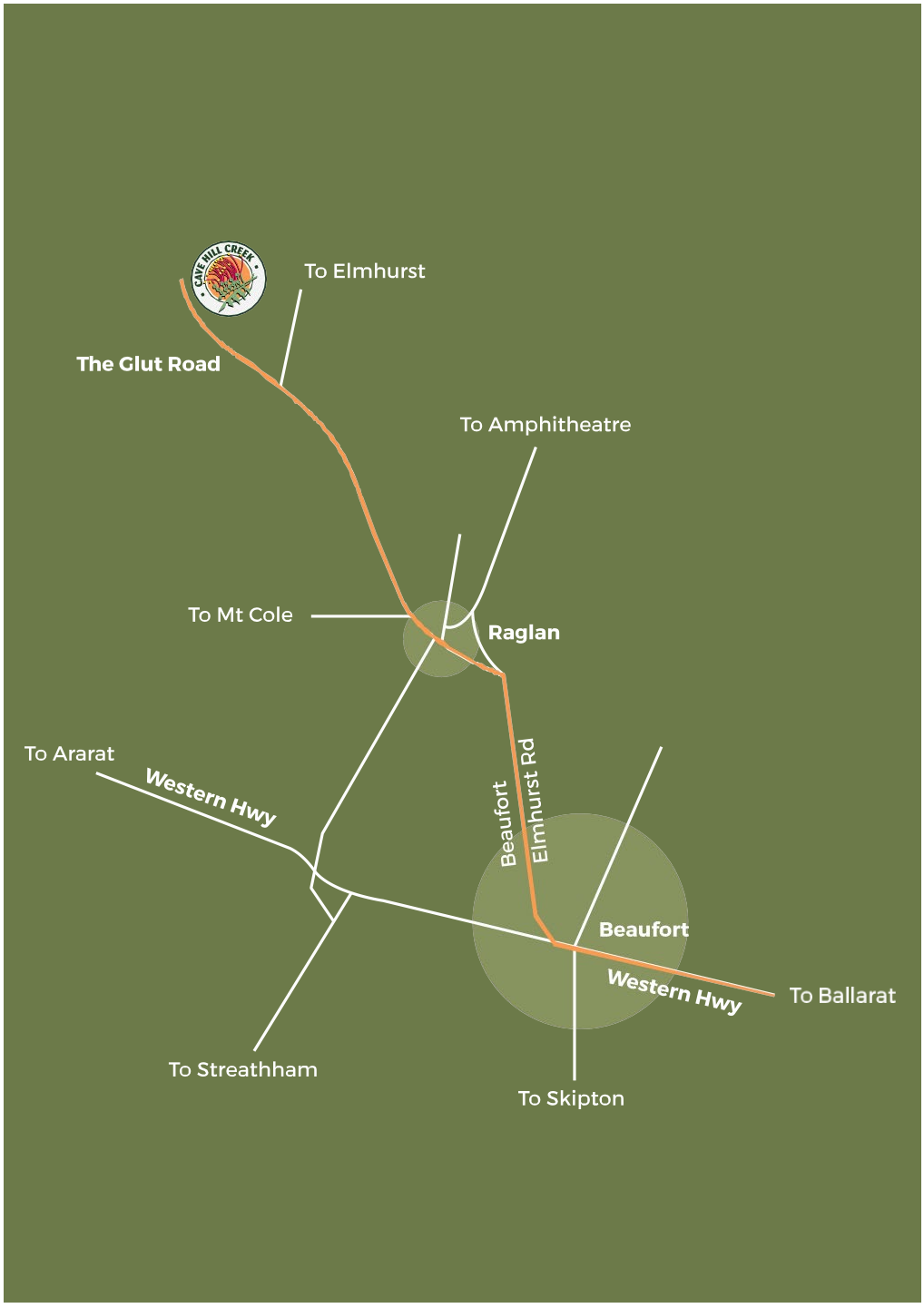


LOCATION MAP

Address: 110 The Glut Road, RAGLAN VIC 3373

Latitude -37.301807 Longitude 143.285244

Accessible from: Beaufort -Elmhurst Road



DIRECTIONS:

From Ballarat or Melbourne

Turn 45 degrees right off Western Highway opposite the Band Rotunda into Havelock Street.

The Service Station should be on your left as you proceed towards Raglan and Cave Hill Creek (18km).

Or

Travel through Beaufort and take Raglan exit ramp from Western Highway, turn right and travel over Freeway follow road into Raglan. At the T intersection turn left and proceed to Cave Hill Creek.

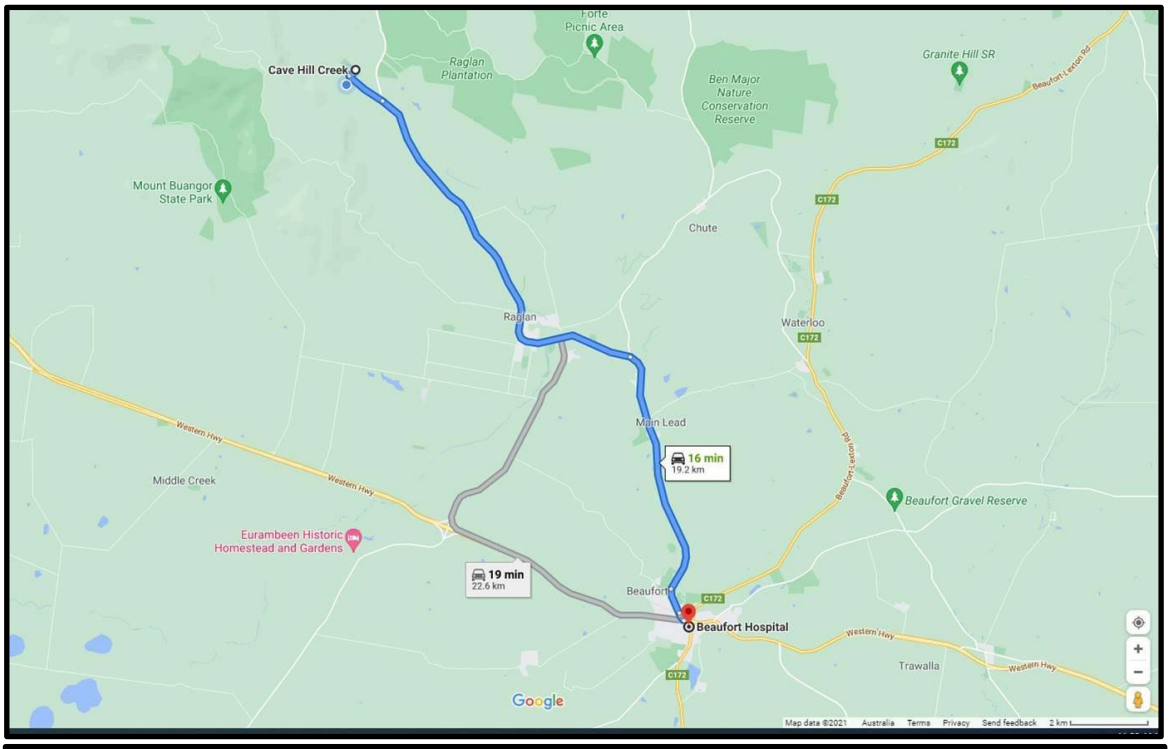
From Ararat

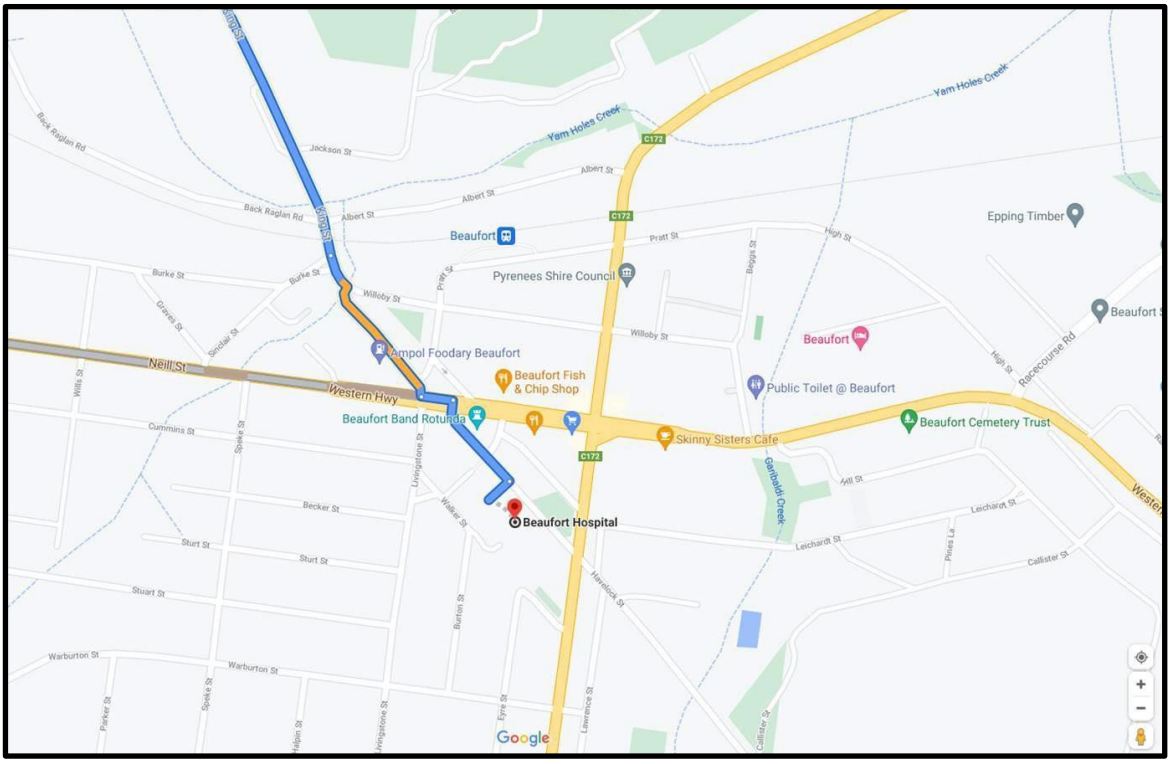
Take Raglan exit ramp from the Western Highway 400m after crossing the Fiery Creek Bridge. In Raglan, turn left and proceed to Cave Hill Creek.

DIRECTIONS TO BEAUFORT HOSPITAL

Beaufort and Skipton Health Services (28 Havelock Street, Beaufort) offers the closest hospital services.

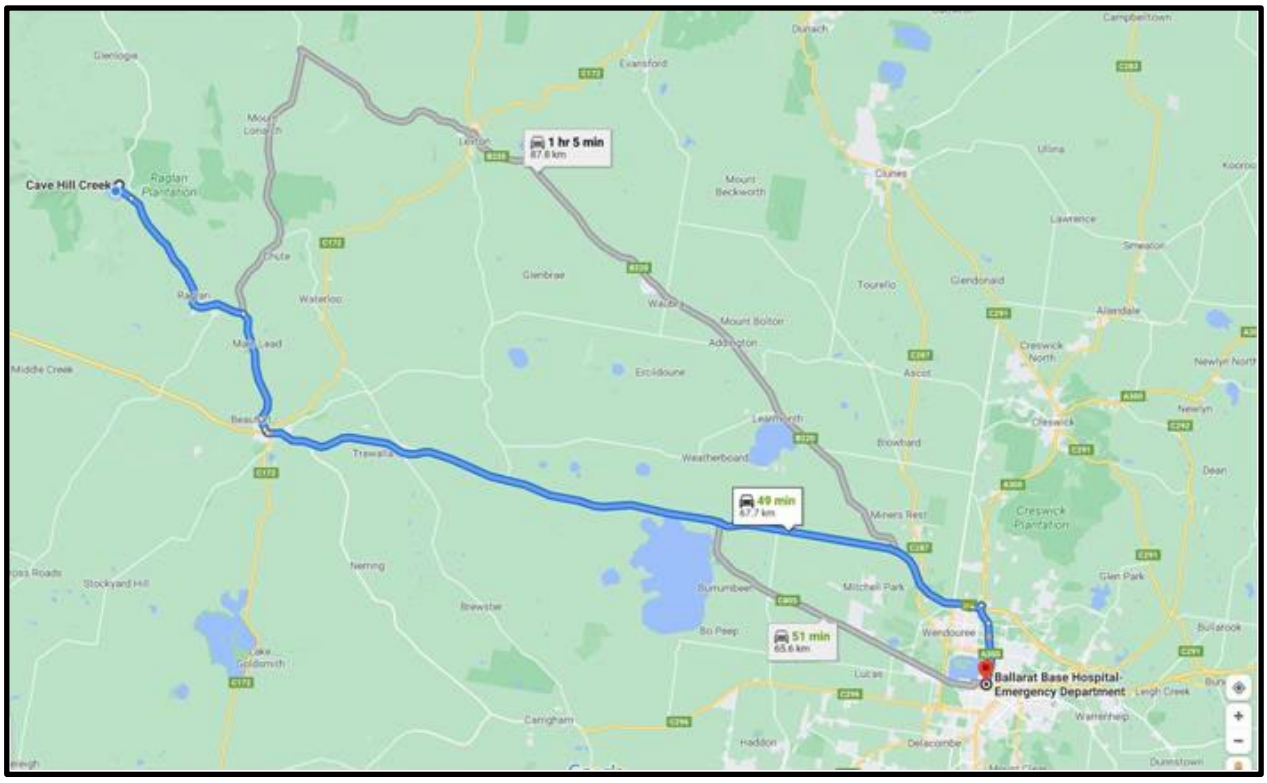
- Turn left at Cave Hill Creek front gate (onto The Glut Road)
- Turn right onto the Beaufort-Elmhurst Road and follow this road into Beaufort. It takes approximately 15 min & you will drive through Raglan (80 km/hr sign).
- Cross the railway line in Beaufort & take a right fork turn onto Havelock Street
- You should have the Service Station on your right and the Western Highway (Neill Street) in front of you.
- Cross the highway and continue on Havelock Street, the Band Rotunda will be on your left.
- Just past the Band Rotunda turn right into the Hospital car park (entrance is opposite car park).

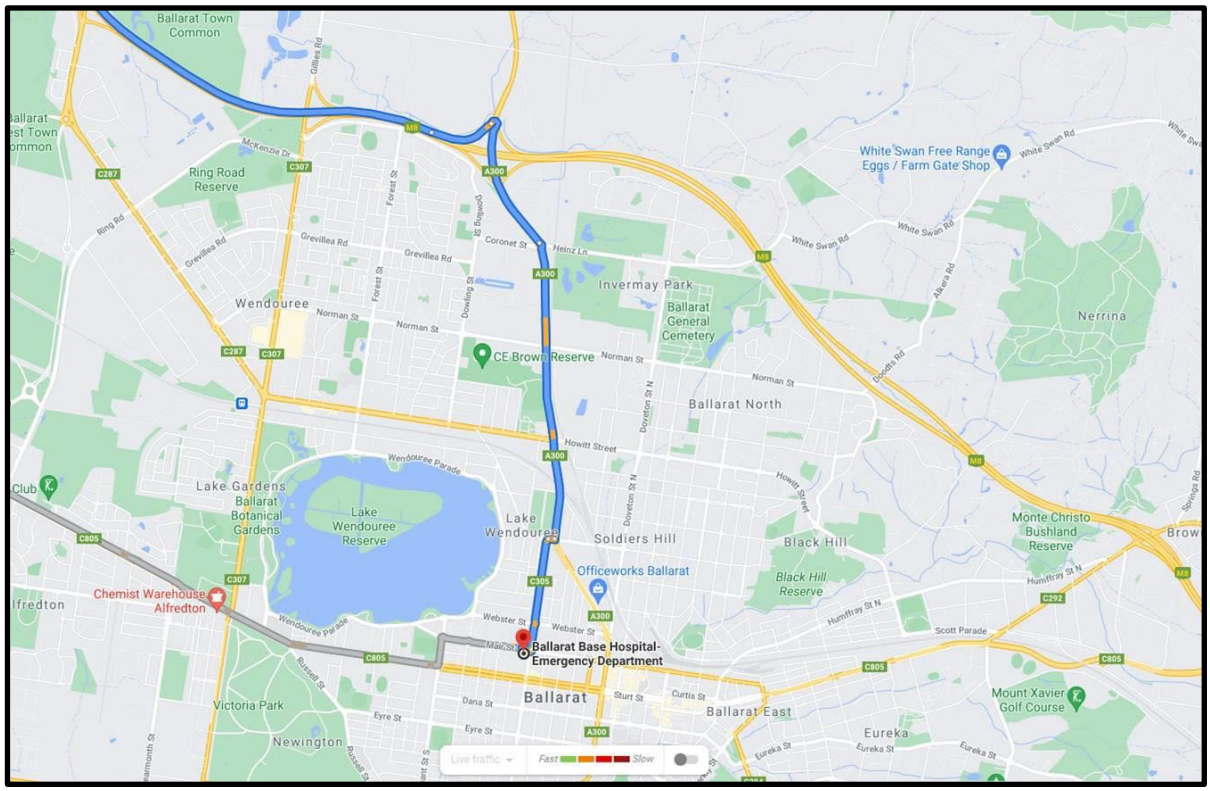




DIRECTIONS TO BALLARAT BASE HOSPITAL

In the event that a guest needs to go on to the Ballarat Base Hospital (Drummond Street North, Ballarat), follow the Western Highway from Beaufort towards Ballarat / Melbourne until you get to the A300 exit. Turn right then follow the highlighted route on the map. This will take approx. an additional 30 min from Beaufort (45 min from Cave Hill Creek).





FOR OFFICE PURPOSES ONLY

DOCUMENT CONTROL AND DISTRIBUTION LIST

Location of EMP	Date updated	Date and sign
Staff room		
Main office		
Kitchen		
Electronic copies		
Posters		
Group folders		
Victoria Police & CFA		