

# Silverband Lodge – Site Risk Management Plan

Silverband Lodge – 204-232 Grampians Road Halls Gap	Assessment Date: Nov 2025	Review Date: Nov 2026	Authorised by: A Chandler
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## STEP 1– RISK RATING – RISK MATRIX AND DEFINITIONS

The Risk Matrix provides a **guide** to assist in objectively assessing the risk potential and subsequent Control Measures to be put in place to adequately manage the risk.

It is suggested that the use of this risk matrix is undertaken by at least 2 persons and the resultant risk ratings are based on the **current control measures you have put in place**.

**1<sup>st</sup>** What is the **most probable** consequence of **the unwanted event, incident or circumstance occurring**?

**2<sup>nd</sup>** What is the **realistic** likelihood of **the unwanted event, incident or circumstance occurring**?

**3<sup>rd</sup>** Use the Matrix below to see where the criteria from the Consequence and the Likelihood tables intersect

### Risk Rating Matrix and Definitions

		Consequence				
		1 - Insignificant	2 - Minor	3 - Moderate	4 - Major	5 - Severe
Likelihood	A -Almost certain	Medium	High	High	Extreme	Extreme
	B - Likely	Medium	Medium	High	Extreme	Extreme
	C - Possible	Low	Medium	Medium	High	Extreme
	D - Unlikely	Low	Low	Medium	High	High
	E - Rare	Low	Low	Low	Medium	High

Likelihood		
Descriptor	Level	Definition
<b>Almost certain</b>	<b>A</b>	Will occur in most circumstances (greater than 90% chance of occurring)
<b>Likely</b>	<b>B</b>	Will probably occur in most circumstances ( 51 to 90% chance of occurring)
<b>Possible</b>	<b>C</b>	Might occur at some time (21 to 50% chance of occurring)
<b>Unlikely</b>	<b>D</b>	Could occur at some time (1 –to 20 % chance of occurring)
<b>Rare</b>	<b>E</b>	May happen only in exceptional circumstances when the activity is undertaken (less than 1% chance of occurring)

Consequence		
Descriptor	Level	Definition
<b>Severe</b>	<b>5</b>	Fatality or permanent disability
<b>Major</b>	<b>4</b>	Lost time injury or illness
<b>Moderate</b>	<b>3</b>	Medical treatment injury or illness
<b>Minor</b>	<b>2</b>	First Aid injury or illness
<b>Insignificant</b>	<b>1</b>	Injury or illness not needing First Aid

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Descriptor	Risk acceptance guide	Action
Extreme	Not acceptable	Notify Silverband Lodge Management Team immediately. Corrective actions should be taken immediately. Cease or isolate source of risk.
High	Generally (in most circumstances) not acceptable	Notify Silverband Lodge Management Team immediately. Corrective actions should be taken within 48 hours of notification.
Medium	Generally (in most circumstances) acceptable	Notify Silverband Lodge Management Team. Contact Person to follow up that corrective action is taken within 7 days.
Low	Acceptable	Notify Supervisor / Team Manager. Contact Person to follow up that corrective action is taken within a reasonable time.

STEP 2 – IDENTIFY HAZARDS AND ASSOCIATED RISK SCORES AND CONTROLS	
<p>For each of the following prompts:</p> <ul style="list-style-type: none"> <li>Review the <b>prompts/examples</b> for each hazard that may potentially exist for the activity/task;</li> <li>Determine and record <b>inherent risk score</b> using the risk matrix;</li> <li>In the <b>comments</b> box, describe when and where the hazard is present;</li> <li>Specify the risk <b>control type</b>, for each current or proposed risk control;</li> <li>Provide a <b>control description</b> for each current or proposed risk control;</li> <li>Where <b>proposed risk control(s)</b> have been identified and complete the <b>corrective action plan</b> at the end of this document;</li> <li>Determine the <b>residual risk score</b> using the risk matrix</li> </ul>	<p><b>Hierarchy of control (Type) – from most effective to least effective:</b></p> <p><b>Elimination</b> – physically remove the hazard</p> <p><b>Substitution</b> – replace the hazard</p> <p><b>Engineering Controls</b> – isolate people from the hazard</p> <p><b>Administrative Controls</b> – change the way people work</p> <p><b>PPE</b> – protect the people with personal protective equipment</p> <div style="text-align: right;">  <p><b>Most Effective</b></p> <p><b>Least Effective</b></p> </div>

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## 1. VENUE

Task / Category / Location	Hazards and risk identification	Comments / Risk control / Control description	Residual Risk Score		
			L	C	RS
<i>EXAMPLE: Entry / exit the building via heavy wooden door.</i>	<i>Bottom of door drags on floor, requires effort to open and close. Potential for injury – muscle strain: employees, members of the public.</i>	<i>Eliminate the hazard: Maintenance contractor to inspect door and repair. Inspection of door added to annual building inspection schedule. Issue reminder about reporting hazards when first observed.</i>	D	2	L
<b>General</b>	<ul style="list-style-type: none"> <li>Injury or accident due to Health and Safety Hazard</li> <li>Infrastructure not maintained at an appropriate standard</li> </ul>	<ul style="list-style-type: none"> <li>Organisation commitment to managing OH&amp;S, including scheduled maintenance checks and OHS Reviews.</li> <li>Maintenance and construction work is performed by licenced and qualified contractors Construction meets relevant codes – Compliance Certificates provided for all work completed.</li> <li>All sites maintain current licences required to operate e.g. Prescribed Accommodation and Food Premises.</li> <li>Site maintains Quality Tourism Accreditation</li> <li>Site Risk assessment conducted to identify potential hazards and risk mitigation strategies.</li> </ul>	D	2	L
	<ul style="list-style-type: none"> <li>Site uninsured in event of an incident leading to financial loss or claims against the business</li> </ul>	<ul style="list-style-type: none"> <li>Site maintains Public Liability &amp; Property insurance and a current Certificate of Currency can be provided on request</li> </ul>	E	4	M
<b>Maintenance &amp; Workshop Areas</b>	<ul style="list-style-type: none"> <li>Accident or injury due to accessing out of bounds areas (maintenance, utility and workshop areas)</li> <li>Injury due to untidy maintenance areas</li> <li>Injury due to inappropriate used of specialised equipment</li> </ul>	<ul style="list-style-type: none"> <li>Maintenance &amp; workshop areas are kept locked when not in use</li> <li>Groups are briefed on out of-bounds areas on arrival</li> <li>Signage is prominently displayed identifying 'No Entry' areas. Hazards are roped off appropriately.</li> <li>Maintenance &amp; workshop areas are kept clean and tidy</li> <li>Staff provided with training on use of specialised equipment – eg chainsaws</li> </ul>	C	3	M
	<ul style="list-style-type: none"> <li>Hazardous material incident (e.g., fuels, pesticides)</li> </ul>	<ul style="list-style-type: none"> <li>Hazardous materials are stored securely</li> <li>Training provided to staff in use of hazardous materials</li> </ul>	D	2	L

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<p><b>Pedestrian and vehicle traffic</b></p>	<ul style="list-style-type: none"> <li>Person struck by a vehicle on site</li> <li>Faulty vehicle/ breakdown</li> </ul>	<ul style="list-style-type: none"> <li>Walking pace (5km/h) speed limit on site for all vehicles</li> <li>Signage identifying that pedestrians and bikes will be using driveways</li> <li>Staff trained to drive appropriately onsite as per the Motor Vehicle Policy and Induction</li> </ul>	D	2	L
<p><b>Glass</b></p>	<ul style="list-style-type: none"> <li>Staff or guests injured by broken glass</li> </ul>	<ul style="list-style-type: none"> <li>Glass policy in place including: <ul style="list-style-type: none"> <li>Recommendation for using strengthened safety glass</li> <li>Glassware only in use in indoor and outdoor designated dining areas</li> <li>Encourage use of cans instead of bottles by guests</li> <li>Guidelines for clearing glass</li> </ul> </li> </ul>	D	2	L
<p><b>Swimming pools</b></p>	<ul style="list-style-type: none"> <li>Drowning</li> <li>Unsupervised use of pools by minors or weak swimmers</li> <li>Contact with and/or ingestion of chemicals</li> <li>Trip or fall on slippery surface</li> </ul>	<ul style="list-style-type: none"> <li>Self-facilitated pool activities must be supervised by qualified personnel – as per camp coordinator arrival briefing and gate signage.</li> <li>Pool area is fenced, self-closing gates with child proof latch – compliant to regulations</li> <li>Pool ‘closed’ sign is put up when pool not in use.</li> <li>Signage compliant with Victorian Health ‘Operation of Public Swimming Pool’ guidelines</li> <li>Signage indicating pool rules, depth and rescue equipment</li> <li>Rescue equipment / pole is clearly visible and inspected for serviceability</li> <li>Chemicals stored in locked pump room.</li> <li>Regular testing of pool water to ensure within appropriate limits</li> <li>Pool will be closed to any group or individual putting themselves or others at risk.</li> </ul>	D	4	H
<p><b>Recreation areas including ovals, basketball, tennis &amp; volleyball courts, playground, fire pits, and associated equipment / areas</b></p>	<ul style="list-style-type: none"> <li>Trip or fall</li> <li>Equipment misused causing injury (e.g., hanging from basketball ring)</li> <li>Faulty equipment causes injury</li> <li>Slippery or unsafe surfaces could cause falls or collision</li> <li>Injury related to fall from height on playground</li> </ul>	<ul style="list-style-type: none"> <li>Supervision of minors by a competent adult is always required. School staff and group leaders are responsible for supervision of children on camp / during their stay as per booking terms and conditions and welcome briefing.</li> <li>Signage is erected to identify risks, restrictions or ‘out of -bounds’ areas</li> <li>Recreation areas will be regularly checked and maintained</li> <li>Playground Inspection Checklist / OHS Checklist is completed to identify hazards and ensure safety of playground and other equipment, this includes ensuring adequate soft fall.</li> <li>Recreation areas will be closed to any group or individuals putting themselves or other at risk or causing damage.</li> <li>Suitable fire pit use is confirmed with group leader/s during sign in</li> </ul>	D	2	L
<p><b>Indoor areas and equipment including dining rooms, table tennis and use of AV equipment</b></p>	<ul style="list-style-type: none"> <li>Faulty or damaged equipment causes injury</li> <li>Faulty, damaged or incorrect use of AV equipment cause electrical issue or injury</li> </ul>	<ul style="list-style-type: none"> <li>Supervision of minors by a competent adult is always required. School staff and group leaders are responsible for supervision of children on camp / during their stay as per booking terms and conditions and welcome briefing.</li> <li>Signage is erected to identify risks, restrictions or ‘out of -bounds’ areas</li> <li>Equipment will be regularly checked and maintained</li> </ul>			L

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<b>Site Hazards (e.g. dams, lakes, cliff areas, settling ponds)</b>	<ul style="list-style-type: none"> <li>• Drowning</li> <li>• Trips or falls – uneven ground or road surfaces</li> <li>• Fallen trees / branches</li> </ul>	<ul style="list-style-type: none"> <li>• Signage is erected to identify risks, restrictions or ‘out of -bounds’ areas</li> <li>• Annual tree assessment and risk mitigation works</li> <li>• Identification and management of hazards will occur regularly as part of the site checks and maintenance.</li> <li>• Staff are able to report hazards via Venuelife (venue management software) as they are identified</li> <li>• Group leaders are responsible for supervision of guests on camp / during their stay as per booking terms and conditions and welcome briefing.</li> </ul>	<b>D</b>	<b>2</b>	<b>L</b>
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### 2. ACCOMMODATION

Task / Category	Hazards and risks	Risk control	Residual Risk Score		
			L	C	RS
<b>Accommodation – sleeping areas, meeting rooms</b>	<ul style="list-style-type: none"> <li>• Injury due to misbehaviour or poor group leader supervision</li> <li>• Poor hospitality experience due to inadequate sleeping arrangements, including for guests with a disability</li> <li>• Faulty fixtures, fittings or appliances lead to poor guest experience or injury</li> <li>• Isolated / unsupervised meeting rooms</li> <li>• Pest infestation</li> <li>• Building Fire</li> </ul>	<ul style="list-style-type: none"> <li>• Group leaders are responsible for supervision of guests on camp / during their stay as per booking terms and conditions and welcome briefing.</li> <li>• Ensure adequate sleeping accommodation for each guest – request information in advance from groups to allow accommodation to be allocated appropriately.</li> <li>• Ensure separate accommodation available to account for all genders and individuals by requesting information in advance from groups in relation to their accommodation needs.</li> <li>• Meeting rooms have glass panel doors support open sightlines and supervision.</li> <li>• Ensure staff accommodation is within easy access for participants as required.</li> <li>• Flyscreens installed in all rooms. Pest control routine implemented.</li> <li>• Evacuation procedures signage in each room. Groups briefed on evacuation assembly points and Emergency Response Procedures</li> <li>• Group to advise of any maintenance required during stay. Maintenance is logged on Venuelife and addressed in a timely manner. Faulty appliances and fittings are taken out of service until adequate repairs are made.</li> </ul>	<b>C</b>	<b>2</b>	<b>M</b>

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<b>Housekeeping and cleaning</b>	<ul style="list-style-type: none"> <li>• Trips and falls</li> <li>• Wet floors- slip hazard</li> <li>• Slip in wet area</li> <li>• Chemical incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Chemicals and cleaning materials are stored appropriately for use</li> <li>• All electrical cords are wound up when not in use. Testing and Tagging completed as part of routine maintenance checks / schedules.</li> <li>• “Cleaning in Progress” &amp; “Wet Floor” signs utilised</li> <li>• Safety Data Sheets are readily available for all chemicals utilised at Silverband Lodge and staff are trained in the use of these chemicals.</li> <li>• Cleaning conducted in accordance with cleaning checklists.</li> <li>• Toilets in amenities are cleaned during quiet periods to minimise contact of guests with wet floors</li> <li>• Mattresses, mattress protectors &amp; bedding are checked and replaced (if required) after every camp</li> <li>• Staff are encouraged to wear closed shoes with appropriate grip surface</li> </ul>	<b>D</b>	<b>2</b>	<b>L</b>
<b>Child safe Incident</b>	Child Safe Incident reported with: <ul style="list-style-type: none"> <li>• Staff and Guests</li> <li>• Amongst Guests</li> </ul>	<ul style="list-style-type: none"> <li>• SBL has a detailed Child Safety Policy and Framework which covers all aspects of interactions with staff and vulnerable people as well as reporting protocols.</li> <li>• All staff complete Child Safe training prior to employment and are required to have WWCC.</li> <li>• Per SBL Child Safety Protocols, staff are not to be alone with a child or vulnerable person, i.e., when room cleaning staff knock, call out and only enter if room is unlocked and vacant</li> </ul>	<b>E</b>	<b>3</b>	<b>L</b>
<b>Security</b>	<ul style="list-style-type: none"> <li>• Intruder / trespassers</li> <li>• Loss or stolen of property</li> <li>• Assault</li> </ul>	<ul style="list-style-type: none"> <li>• Group leaders are responsible for supervision of guests on camp / during their stay as per booking terms and conditions and welcome briefing.</li> <li>• All staff identified by wearing a uniform when groups are on site.</li> <li>• Groups are limited to specific areas identified in their booking and reinforced during briefing</li> <li>• Group Leaders (teachers) are shown location of accommodation keys to allow them to assess rooms.</li> <li>• Groups are allocated a designated lodge, or rooms separate to other groups onsite.</li> <li>• 24 hours on Duty Manager located within 15 min of SBL</li> <li>• Signage reinforces messaging that SBL facilities are for guest use only</li> <li>• EMP details process for dealing with intruder onsite</li> </ul>	<b>U</b>	<b>2</b>	<b>L</b>

### 3. ACTIVITIES

Task / Category	Hazards and risks	Risk control	Residual Risk Score
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			L	C	RS
<b>Activity areas and infrastructure</b>	<ul style="list-style-type: none"> <li>Environmental damage – e.g., tree fall</li> <li>Failure of activity infrastructure or equipment</li> </ul>	<ul style="list-style-type: none"> <li>Routine inspection for potential tree hazards and tree lopping as required.</li> <li>Annual external safety and maintenance audit and report on all high rope elements</li> <li>Equipment is used, stored, maintained and retired in accordance with manufacturers guidelines</li> <li>Where appropriate equipment logs will record equipment usage</li> <li>Routine Maintenance Checks after each usage</li> <li>Soft fall monitored and replaced as required per schedule maintenance checks.</li> <li>Parks Vic managed sites utilised for activity and overnight camping. Instructors to review for safety / hazards prior to use as per the Field Guide.</li> </ul>	R	4	M
<b>Specific Activities</b>	<ul style="list-style-type: none"> <li>Guests injured while participating in program activities</li> <li>Staff or guests injured by another participant whilst participating or observing</li> <li>Poor supervision by visiting leaders or SBL leaders</li> <li>Unsafe practices</li> </ul>	<ul style="list-style-type: none"> <li>Guide/ leaders will only conduct activity programs within their qualification, skill and experience level</li> <li>Guide / leader ratios are maintained at an appropriate level and inducted into new activities.</li> <li>Training and professional development will be provided for leaders</li> <li>All sessions will include a safety briefing</li> <li>Separate Activity RAP conducted for each activity.</li> <li>Group leader briefings will highlight that the Group Leader has responsibility for behaviour management, supervision and care</li> <li>Detailed Activity-specific Risk Assessments completed for all activities.</li> </ul>	D	3	M
<b>Staff / Activity Leaders /Guides</b>	<ul style="list-style-type: none"> <li>Not following procedures leading to accident / injury</li> <li>Staff lacking in qualifications, skill, experience, and knowledge leading to injury</li> </ul>	<ul style="list-style-type: none"> <li>Specialised Activity Leaders have certifications / qualifications in outdoor recreation and / or have been specifically trained on individual activities</li> <li>Instructors have current First Aid qualifications.</li> <li>Instructions to follow Silverband Lodge’s Standard Operating Procedures</li> <li>Activity leaders experience, skills and qualifications are assessed at the time of employment and on an ongoing basis</li> </ul>	D	2	L
<b>Activity access &amp; egress</b>	<ul style="list-style-type: none"> <li>Activity area accessed without permission and supervision</li> <li>Activities left accessible (e.g. ladder or ropes still in place and stored securely)</li> </ul>	<ul style="list-style-type: none"> <li>Groups will be briefed on ‘out of bounds’ areas. This includes some activity areas when not in use with SBL leader.</li> <li>Signage will be clearly displayed warning of danger or prohibiting access unless under supervision.</li> <li>SOP’s for set up and pack up activities will ensure activity infrastructure and equipment is not accessible after normal use.</li> <li>Equipment and maintenance sheds to be locked to prevent unauthorised access</li> </ul>	D	2	L

CATERING / FOOD SERVICE

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Task / Category	Hazards and risks	Risk control	Residual Risk Score		
			L	C	RS
<b>Kitchen</b>	<ul style="list-style-type: none"> <li>• Reaction to food being served</li> <li>• Food poisoning</li> <li>• Injury due to not following procedures</li> <li>• Injury or risk of contamination during transport of food between kitchens</li> </ul>	<ul style="list-style-type: none"> <li>• SBL has a Food Safety Supervisor and a relevant Food Safety Plan, including temperature logs. The Food Safety Supervisor, or a suitably qualified delegate, oversees each meal.</li> <li>• Staff are trained in both the knowledge and skills required for their area of responsibility</li> <li>• Special diets are prepared according to Silverband Lodge procedures (see information below)</li> <li>• Incidents and near misses are logged and follow up action taken in training and policy review as required.</li> <li>• Use approved food service vehicle as per relevant food safety plan.</li> <li>• Staff trained in correct lifting techniques for transfer of food and catering items.</li> </ul>	D	3	M
<b>Serving areas &amp; dining areas</b>	<ul style="list-style-type: none"> <li>• Incident due to incorrect food handling &amp; storage</li> <li>• Burning / scalding</li> <li>• Slip on wet floor</li> <li>• Injury due to unsupervised access</li> <li>• Cuts</li> </ul>	<ul style="list-style-type: none"> <li>• Guests briefed on appropriate behaviour and expectations at meal times</li> <li>• Food to be stored according to manufacturer's recommendations</li> <li>• Food Safety Plan in place and staff trained in safe food handling.</li> <li>• Gloves to be worn when serving (front of house staff)</li> <li>• Hands washed and gloves to be worn in food preparation.</li> <li>• Cleaning in process signs to limit access in case of fluid spills</li> </ul>	D	2	L
<b>Scullery</b>	<ul style="list-style-type: none"> <li>• Incident due to use of chemicals</li> <li>• Burning / scalding</li> <li>• Slip on wet floor</li> </ul>	<ul style="list-style-type: none"> <li>• Safety Data Sheets are readily available for all chemicals utilised at Silverband Lodge and staff are trained in the use of these chemicals.</li> <li>• Appliances to be turned off at the wall</li> <li>• Check temperature of water before immersing hands – Hot water sign displayed on Urn.</li> <li>• Cleaning in process signs to limit access in case of fluid spills</li> </ul>	E	2	L
<b>Special diets</b>	<ul style="list-style-type: none"> <li>• Allergic reaction to known trigger</li> <li>• Anaphylaxis</li> <li>• Reaction due to medical requirement</li> <li>• Religious or ethical reasons</li> </ul>	<ul style="list-style-type: none"> <li>• Silverband Lodge catering staff receive training in allergy-aware catering and can cater to known special diets.</li> <li>• Guests are responsible for communicating special dietary needs to Silverband Lodge – planning information provided requesting special dietary information prior to guests stay</li> <li>• Special diet meals are clearly labelled</li> <li>• For schools, Guest Leaders are responsible for monitoring students and ensuring they manage their dietary needs and allergies</li> <li>• Silverband Lodge has a Nut Awareness Policy does not use nuts in cooking (but cannot guarantee a nut free environment)</li> </ul>	D	4	H

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		<ul style="list-style-type: none"> <li>• Group required to have a nominated first aid person and supply their own first aid kits</li> <li>• Visiting group to bring prescription medication for allergies, especially 'EpiPens' for management of Anaphylaxis</li> <li>• An Emergency Epi-pen is available at each site in the Emergency First Aid Kit.</li> <li>• Activity group facilitators hold Apply First Aid qualifications and carry essential First Aid items</li> <li>• AED located onsite and groups will be briefed on its location upon arrival</li> </ul>			
<b>Cleaning food service areas</b>	<ul style="list-style-type: none"> <li>• Incident due to use of chemicals</li> <li>• Burning / scalding</li> <li>• Slip on wet floor</li> </ul>	<ul style="list-style-type: none"> <li>• Chemicals and cleaning materials are stored appropriately for use</li> <li>• All electrical cords are wound up when not in use. Testing and Tagging completed as part of routine maintenance checks / schedules. Appliances turned off at the wall.</li> <li>• "Cleaning in Progress" &amp; "Wet Floor" signs utilised</li> <li>• Safety Data Sheets are readily available for all chemicals utilised at Silverband Lodge and staff are trained in the use of these chemicals.</li> <li>• Cleaning conducted in accordance with cleaning checklists.</li> </ul> <p>Staff are encouraged to wear closed shoes with appropriate grip surface</p> <ul style="list-style-type: none"> <li>• Check temperature of water before immersing hands – Hot water sign displayed on Urn.</li> </ul>	<b>E</b>	<b>2</b>	<b>L</b>

### 4. EQUIPMENT

Task / Category	Hazards and risks	Risk control	Residual Risk Score		
			L	C	RS
<b>Machinery and Power Tools</b>	<ul style="list-style-type: none"> <li>• Injury due to inappropriate use</li> <li>• Lack of training</li> <li>• Staff member does not have formal qualifications (e.g. chainsaw users)</li> <li>• Damage to plant and equipment due to inappropriate use</li> </ul>	<ul style="list-style-type: none"> <li>• Instruction Cards available for use: Staff to follow instructions on appliances and equipment</li> <li>• Follow training guidelines delivered by Silverband Lodge</li> <li>• Staff must have appropriate recognised training (e.g., chainsaw operator)</li> <li>• Provide professional development for staff where required</li> <li>• Understanding of how equipment is to be used, maintained, and managed.</li> <li>• Report any damage immediately via Venuelife Maintenance Log. Log to be reviewed and outstanding items actioned by Facilities Team.</li> <li>• Scheduled Maintenance Checks, test and tagging and OH&amp;S Checks Completed</li> </ul>	<b>D</b>	<b>3</b>	<b>M</b>

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<b>Kitchen equipment / appliances</b>	<ul style="list-style-type: none"> <li>• Injury due to inappropriate use</li> <li>• Lack of training</li> <li>• Damage to plant and equipment due to inappropriate use</li> </ul>	<ul style="list-style-type: none"> <li>• Follow instructions on appliances and equipment</li> <li>• Instructions / guidelines kept nearby to equipment and accessible by staff.</li> <li>• Self-catered groups are given clear instructions / guidance on using catering equipment. Groups are briefed on arrival and written instructions are provided where relevant.</li> <li>• Understanding of how equipment is to be used, cleaned, and managed.</li> <li>• Report any damage immediately via Venuelife Maintenance Log. Log to be reviewed and outstanding items actioned by Facilities Team.</li> <li>• Scheduled Maintenance Checks, test and tagging and OH&amp;S Checks Completed</li> </ul>	D	3	M
<b>Personal Protective Equipment (PPE)</b>	<ul style="list-style-type: none"> <li>• Injury from falling objects</li> <li>• Injury from falls</li> <li>• Damage to vision &amp; hearing</li> <li>• Injury during machinery/ tool use</li> </ul>	<ul style="list-style-type: none"> <li>• Staff and guests engaged in activities that require helmets always wear appropriately fitted helmets.</li> <li>• Equipment complies with industry and Australian standards</li> <li>• Staff and guests are briefed and/ or trained in the appropriate fitting and use of PPE</li> <li>• All PPE is appropriately; stored, maintained and retired as per manufacturers recommendations</li> <li>• PFD's are provided to guests for water-based activities as per the activity risk assessment and standard operating procedures.</li> </ul>	D	3	M
<b>Personal Protective Clothing (PPC)</b>	<ul style="list-style-type: none"> <li>• Hypothermia or Hyperthermia</li> <li>• Sunburn, Heat Stroke, Heat Exhaustion</li> <li>• Dehydration</li> <li>• Trips &amp; falls</li> </ul>	<ul style="list-style-type: none"> <li>• Sun Safety Policy enforced.</li> <li>• Ensure staff have appropriate PPC for the program activity or other task they are undertaking</li> <li>• Guests are provided recommendations for PPC for their activity program</li> <li>• Visiting Group Leaders ensure participants bring appropriate PPC for the activities and program they are participating in.</li> <li>• Weather is monitored and updates provided to staff and visiting groups – programs are modified as required.</li> <li>• Staff are encouraged to wear closed, supportive footwear at all times.</li> <li>• Kitchen staff wear gloves and caps / hair nets as required.</li> </ul>	C	3	M

### 5. TRANSPORT / TRAVEL

Task / Category	Hazards and risks	Risk control	Residual Risk Score		
			L	C	RS

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<b>Transport to Silverband Lodge sites &amp; transport for activity programs</b>	<ul style="list-style-type: none"> <li>• Vehicle faulty</li> <li>• Transport involved in accident</li> <li>• Guests injured</li> <li>• Arrival / departure of vehicles</li> <li>• Alighting on and off a large bus, minibus or car</li> <li>• Removal and/or storage of bags and equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle transport as per SBL transport policy</li> <li>• Transport is fitted with seat belts.</li> <li>• Bus turnaround for drop off and pick up area appropriate</li> <li>• On camp change over days, staff monitor the arrival and departure of vehicles and buses</li> <li>• Speed limits, parking and clear speed restriction and safety signs displayed</li> <li>• Vehicles must come to a complete stop, apply park brake before students/staff alight</li> <li>• All passengers to remain within assembly point until instructed to board</li> <li>• Staff to carry mobile phones for communication in emergency</li> </ul>	D	3	M
<b>Silverband Lodge vehicles</b>	<ul style="list-style-type: none"> <li>• Vehicle faulty</li> <li>• Vehicle involved in accident</li> <li>• Loading and unloading vehicles and trailers causing injury</li> <li>• Items not secured to roof racks or on trailers cause an accident and/ or injury</li> </ul>	<ul style="list-style-type: none"> <li>• All Silverband Lodge vehicles will be maintained and serviced regularly</li> <li>• Buses for group transport are hired as required from JR's</li> <li>• All staff will acknowledge the Vehicle Policy and receive an induction to the SBL Motor Vehicles.</li> <li>• Only staff who are qualified and approved to drive can use Silverband Lodge vehicles (including trailers)</li> <li>• Vehicles are registered with VicRoads and have and have full comprehensive insurance</li> <li>• Staff training on how to load and secure loads on roof racks and trailers</li> </ul>	D	2	L
<b>Transport of guests in Silverband Lodge vehicles</b>	<ul style="list-style-type: none"> <li>• Child Protection related incident</li> <li>• Vehicle faulty</li> <li>• Vehicles accidents</li> </ul>	<ul style="list-style-type: none"> <li>• Transport of guests to activities as a group as per SBL Transport Policy</li> <li>• Emergency transport only to occur in circumstances where there is no other feasible option</li> <li>• Permission obtained from parent, caregiver, Group Leader or Activity Leader</li> <li>• Vehicle is insured &amp; registered &amp; employee licensed</li> <li>• SBL has extensive Child Safety Policy and Framework.</li> <li>• Regular maintenance undertaken on vehicles.</li> <li>• Follow vehicle incident protocols in the event of an accident</li> </ul>	D	2	L

### 6. NATURAL ENVIRONMENT

Task / Category	Hazards and risks	Risk control	Residual Risk Score		
			L	C	RS

## Silverband Lodge – Site Risk Management Plan

<p><b>Fire (including bushfire)</b></p>	<ul style="list-style-type: none"> <li>• Personal Injury to staff or guests</li> <li>• Loss of property</li> </ul>	<ul style="list-style-type: none"> <li>• Detailed Emergency Management Plan and training provided</li> <li>• Weather assessment prior to group arrival and monitoring of BOM site during fire season</li> <li>• Signage identifies Emergency Assembly Area and fire extinguishers</li> <li>• Emergency Assembly clearly identified in welcome briefing</li> <li>• Hoses &amp; extinguishers &amp; illuminated exit signs located across sites – staff training on location and use</li> <li>• Six monthly check of fire equipment by licensed provider</li> <li>• Smoke alarms installed in all accommodation and buildings</li> <li>• Groups briefed on evacuation procedures</li> <li>• Monitoring of BOM site during fire season</li> <li>• Site closed on 'Catastrophic' Fire Danger Rating</li> <li>• Duty Manager After Hours contact available</li> </ul>	D	5	H
<p><b>Flora</b></p>	<ul style="list-style-type: none"> <li>• Tree falling</li> <li>• Reaction due to natural environment</li> <li>• Asthma attack due to seasonal environment</li> <li>• Hayfever</li> <li>• Anaphylaxis to allergen</li> </ul>	<ul style="list-style-type: none"> <li>• Routine inspection for potential tree hazards and tree lopping as required.</li> <li>• Regular maintenance of mowing, pathways and undergrowth</li> <li>• Guests briefed on site specific flora risks</li> <li>• Group required to have a nominated first aid person and supply their own first aid kits</li> <li>• Visiting group to bring prescription medication for allergies, especially 'EpiPens' for management of Anaphylaxis. Onsite EpiPen and asthma medication in Emergency Box</li> <li>• Guests to wear closed toed shoes for all activities</li> <li>• Mobile phone to be carried for emergency contact</li> </ul>	D	3	M
<p><b>Fauna</b></p>	<ul style="list-style-type: none"> <li>• Injury due to bite or sting</li> <li>• Anaphylaxis to allergen (e.g., bee sting)</li> </ul>	<ul style="list-style-type: none"> <li>• Guests briefed on site specific fauna risks</li> <li>• Group required to have a nominated first aid person and supply their own first aid kits</li> <li>• Visiting group to bring prescription medication for allergies, especially 'EpiPens' for management of Anaphylaxis. Onsite EpiPen in Emergency Box</li> <li>• Mobile phone to be carried for emergency contact</li> <li>• Supervised interaction with onsite fauna – guests asked to observe rather than interact with native animals</li> <li>• Staff trained in first aid – snake bite etc.</li> </ul>	C	3	M
<p><b>Extreme Weather</b></p>	<ul style="list-style-type: none"> <li>• Change in weather conditions</li> <li>• Exposure</li> <li>• Sunburn</li> <li>• Lightning</li> <li>• Dehydration</li> <li>• Water immersion</li> <li>• Tree branch falling</li> <li>• Heat exhaustion</li> </ul>	<ul style="list-style-type: none"> <li>• Checklist provided to group organiser outlining clothing requirements</li> <li>• Activity Program requirements briefed to group.</li> <li>• Brief guests on slips, trips and falls on wet ground</li> <li>• Ensure guests stay on marked trails and pathways and maintain a safe walking pace</li> <li>• Monitoring of BOM site for weather updates</li> <li>• Briefing on arrival and advised of any potential changing weather conditions during stay</li> </ul>	D	3	M

## Silverband Lodge – Site Risk Management Plan

		<ul style="list-style-type: none"> <li>Participants briefed to wear hats, apply sunscreen and carry water</li> <li>Extra water is readily accessible</li> <li>Ensure participants wearing a broad brimmed hat</li> <li>Monitor group throughout activity</li> <li>Activity stopped, or program amended, if conditions considered unsafe</li> </ul>			
<b>Electrical storm</b>	<ul style="list-style-type: none"> <li>Through lightning strike either direct, contact voltage, side flash or ground current</li> </ul>	<ul style="list-style-type: none"> <li>Weather assessment prior to activity program</li> <li>Cancel activities on high elements, connected to metal structures, cables or equipment, on highest ground in the area, near tall trees or structures that may act as lightning rod, water saturated ground, locations where group is unable to spread out</li> <li>Ensure communication is maintained with group / participants</li> </ul>	E	3	L

### 7. PEOPLE

Task / Category	Hazards and risks	Risk control	Residual Risk Score		
			L	C	RS
<b>Child safety</b>	<ul style="list-style-type: none"> <li>Physical abuse</li> <li>Verbal abuse</li> <li>Sexual abuse</li> <li>Psychological abuse</li> </ul>	<ul style="list-style-type: none"> <li>SBL has a detailed Child Safety Policy and Framework which covers all aspects of interactions with staff and vulnerable people as well as reporting protocols.</li> <li>All Silverband Lodge staff, including volunteers and contractors have current Working with Children Checks.</li> <li>All Silverband Lodge staff have undergone online Child Safety Training</li> <li>Where there are multiple groups sharing a site, Silverband Lodge will ensure that groups are compatible (ie gender / age-appropriate).</li> </ul>	D	3	M
<b>Medical</b>	<ul style="list-style-type: none"> <li>New injury or medical condition</li> <li>Aggravation of existing medical condition or injury</li> <li>Access to First Aid and equipment</li> <li>Inappropriate medical attention</li> </ul>	<ul style="list-style-type: none"> <li>Information obtained identifying allergies, special needs &amp; other health related issues</li> <li>Group to provide first aid kit and nominated first aid person.</li> <li>Silverband Lodge will support group if required and carry their own First Aid Kit to activities.</li> <li>Comprehensive Emergency Management Plan</li> <li>Vehicle access to all activities on site</li> <li>Assessment of suitability of activity for participants prior to each activity</li> </ul>	C	3	M
<b>Privacy of information</b>	<ul style="list-style-type: none"> <li>Unauthorised disclosure of information</li> <li>Inadequate process</li> </ul>	<ul style="list-style-type: none"> <li>Information obtained is used only for express purpose</li> <li>Access &amp; storage of information meets Privacy Act requirements</li> <li>Info retained as required under the Freedom of Information Act</li> <li>No photos of participants used without express permission from parents or adults.</li> <li>Records kept on Venuelife with suitable access permissions</li> </ul>	E	1	L

## Silverband Lodge – Site Risk Management Plan

<b>Special needs / disability access</b>	<ul style="list-style-type: none"> <li>• Incident due to inadequate special needs consideration</li> </ul>	<ul style="list-style-type: none"> <li>• Information on special needs sought in advance</li> <li>• Wheelchair accessible rooms available and disability access facilities built to code</li> <li>• Ability to participate in specific activities decided after discussion with Operations Manager, Activity Leader and participant</li> <li>• All terrain wheelchair available to assist guests with access to bush / trails on request</li> </ul>	<b>E</b>	<b>3</b>	<b>L</b>
<b>Guest behaviour</b>	<ul style="list-style-type: none"> <li>• Injury due to another participant</li> <li>• Injury to self through inappropriate actions</li> <li>• Ingestion of non-prescription</li> <li>• Drugs or alcohol leading to injury or anti-social behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• Silverband Lodge promotes a smoke free environment. Smoking is not permitted within any rooms or indoor spaces and only in designated outdoor areas.</li> <li>• Illicit drugs are prohibited at Silverband Lodge. Drug and Alcohol Policy applies to employees.</li> <li>• Action will be taken for infringements of booking terms and conditions including immediate termination of booking</li> <li>• Group leaders are responsible for supervision of guests on camp / during their stay as per booking terms and conditions and welcome briefing.</li> <li>• Duty Manager available to assist with concerns after hours</li> <li>• Incidents are reported and recorded in Venuelife</li> </ul>	<b>D</b>	<b>3</b>	<b>M</b>
<b>Missing person</b>	<ul style="list-style-type: none"> <li>• Person separated from group during activity</li> <li>• Person wanders away from site</li> </ul>	<ul style="list-style-type: none"> <li>• Participants briefed on meeting places &amp; times</li> <li>• SBL activity staff and Group Leader will conduct regular head count</li> <li>• SBL staff and Group Leader will be at the front and rear of a group activity and only walk / ride as fast as the slowest person</li> <li>• Detailed section in Emergency Management Plan on dealing with Lost or Missing Person</li> </ul>	<b>D</b>	<b>2</b>	<b>L</b>
<b>Language</b>	<ul style="list-style-type: none"> <li>• Person does not speak or read English</li> </ul>	<ul style="list-style-type: none"> <li>• Special needs of guests requested in advance</li> <li>• SBL staff and Group Leader to work together to ensure there is a manner in which information is relayed effectively.</li> </ul>	<b>E</b>	<b>2</b>	<b>L</b>
<b>Psychosocial</b>	<ul style="list-style-type: none"> <li>• Aggression, violence, bullying, harassment</li> <li>• Exposure to trauma</li> <li>• Low job control, role clarity, recognition</li> <li>• High job demands with poor support</li> <li>• Poor workplace relationships</li> </ul>	<ul style="list-style-type: none"> <li>• All employees required to acknowledge and adhere to workplace policies including: EO Discrimination, Harassment, Bully Policy   Sexual Harassment   Complaints and Grievance   Disciplinary and Performance Management.</li> <li>• EAP (Employee Assistance Program) communicated and available to employees</li> <li>• Clear Position Descriptions provided, staff rosters are reviewed and balanced.</li> <li>• Transparent organisation structure and reporting lines, with reasonable ratios.</li> <li>• Opportunities for feedback, to share ideas, and collaborate on decisions.</li> <li>• 1:1 and team meetings to discuss workload and focuses, trainings to upskill and share knowledge, workplace celebration opportunities with recognition provided.</li> </ul>	<b>C</b>	<b>3</b>	<b>M</b>

## Silverband Lodge – Site Risk Management Plan

### 8. OTHER

Task / Category	Hazards and risks	Risk control	Residual Risk Score		
			L	C	RS
<b>Critical incidents / emergencies</b>	<ul style="list-style-type: none"> <li>Injury to guests and staff</li> <li>Trauma</li> <li>Exposure to harmful conditions</li> <li>Escalation of incident / emergency</li> </ul>	<ul style="list-style-type: none"> <li>Silverband Lodge Emergency Management Plan communicated to, and is accessible and shown to all staff and guest group leader, which includes an Incident Control System and a Checklist for Critical Incidents.</li> <li>Staff training occurs annually or following an emergency to refresh Emergency Management Plan and responses to critical incidents.</li> <li>A post response debrief will occur as soon as practicable after the situation has been normalised.</li> </ul>	D	5	H

Corrective Action Required	Who	Target Date	Date Completed
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## Silverband Lodge – Site Risk Management Plan

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