

Cave Hill Creek – Site Risk Management Plan

Cave Hill Creek 110 The Glut Road	Assessment Date: April 2026	Review Date: April 2027	Authorised by: B Kerr
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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.**

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

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

3rd 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	5 -Almost certain	Medium	High	High	Extreme	Extreme
	4 - Likely	Medium	Medium	High	Extreme	Extreme
	3 - Possible	Low	Medium	Medium	High	Extreme
	2 - Unlikely	Low	Low	Medium	High	High
	1 - Rare	Low	Low	Low	Medium	High

Likelihood		
Descriptor	Level	Definition
Almost certain	5	Will occur in most circumstances (greater than 90% chance of occurring)
Likely	4	Will probably occur in most circumstances (51 to 90% chance of occurring)
Possible	3	Might occur at some time (21 to 50% chance of occurring)
Unlikely	2	Could occur at some time (1 to 20 % chance of occurring)
Rare	1	May happen only in exceptional circumstances when the activity is undertaken (less than 1% chance of occurring)
Consequence		
Descriptor	Level	Definition
Severe	5	Fatality or permanent disability

Major	4	Lost time injury or illness
Moderate	3	Medical treatment injury or illness
Minor	2	First Aid injury or illness
Insignificant	1	Injury or illness not needing First Aid

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Descriptor	Risk acceptance guide	Action
Extreme	Not acceptable	Notify Cave Hill Creek Management Team immediately. Corrective actions should be taken immediately. Cease or isolate source of risk.
High	Generally (in most circumstances) not acceptable	Notify Cave Hill Creek Management Team immediately. Corrective actions should be taken within 48 hours of notification.
Medium	Generally (in most circumstances) acceptable	Notify Cave Hill Creek 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"> • Review the prompts/examples for each hazard that may potentially exist for the activity/task; • Determine and record inherent risk score using the risk matrix; • In the comments box, describe when and where the hazard is present; • Specify the risk control type, for each current or proposed risk control; • Provide a control description for each current or proposed risk control; • Where proposed risk control(s) have been identified and complete the corrective action plan at the end of this document; • Determine the residual risk score using the risk matrix 	<p>Hierarchy of control (Type) – from most effective to least effective:</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 80%;"> <p>Elimination – physically remove the hazard Effective</p> <p>Substitution – replace the hazard</p> <p>Engineering Controls – isolate people from the hazard</p> <p>Administrative Controls – change the way people work</p> <p>PPE – protect the people with personal protective equipment Least Effective</p> </div> <div style="width: 15%; text-align: center;">  <p>Most</p> </div> </div>

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1. VENUE

Task / Category / Location	Hazard and Risk Identification	Unmanaged Risk Score			Comments / Risk control / Control description	Managed Risk Score		
		L	C	RS		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>	2	2	L	<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>	2	2	L
General	<ul style="list-style-type: none"> Injury or accident due to Health and Safety Hazard Infrastructure not maintained at an appropriate standard 	2	3	M	<ul style="list-style-type: none"> Organisation commitment to managing OH&S, including scheduled maintenance checks and OHS Reviews. Maintenance and construction work is performed by licenced and qualified contractors. Construction meets relevant codes – Compliance Certificates provided for all work completed. All sites maintain current licences required to operate e.g. Prescribed Accommodation and Food Premises. Site maintains Quality Tourism Accreditation Site Risk assessment conducted to identify potential hazards and risk mitigation strategies. 6 month Hazard Checklist completed to identify any potential new or previously unidentified hazards. 	2	2	L
	<ul style="list-style-type: none"> Site uninsured in event of an incident leading to financial loss or claims against the business 	1	4	L	<ul style="list-style-type: none"> Site maintains Public Liability & Property insurance and a current Certificate of Currency can be provided on request 	1	4	L
Maintenance & Workshop Areas	<ul style="list-style-type: none"> Accident or injury due to accessing out of bounds areas (maintenance, utility and workshop areas) Injury due to untidy maintenance areas Injury due to inappropriate used of specialised equipment 	4	3	H	<ul style="list-style-type: none"> Maintenance & workshop areas are kept locked when not in use Groups are briefed on out of-bounds areas on arrival Signage is prominently displayed identifying 'No Entry' areas. Hazards are roped off appropriately. Maintenance & workshop areas are kept clean and tidy Staff provided with training on use of specialised equipment – e.g., chainsaws. 	3	3	M
	<ul style="list-style-type: none"> Hazardous material incident (e.g., fuels, pesticides) 	3	3	M	<ul style="list-style-type: none"> Hazardous materials are stored securely 	2	2	L

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				M	<ul style="list-style-type: none"> • Training provided to staff in use of hazardous materials. MSDS available for chemicals stored in workshop. 			L
Pedestrian and vehicle traffic	<ul style="list-style-type: none"> • Person struck by a vehicle on site • Faulty vehicle/ breakdown 	3	2	M	<ul style="list-style-type: none"> • Walking pace (5km/h) speed limit on site for all vehicles • Signage identifying that pedestrians and bikes will be using driveways • Staff trained to drive appropriately onsite as per the Motor Vehicle Policy and Induction 	2	2	L
Glass	<ul style="list-style-type: none"> • Staff or guests injured by broken glass 	2	3	M	<ul style="list-style-type: none"> • Glass policy in place including: <ul style="list-style-type: none"> ○ Recommendation for using strengthened safety glass ○ Glassware only in use in indoor and outdoor designated dining areas ○ Encourage use of cans instead of bottles by guests • Guidelines for clearing glass. 	2	2	L
Recreation areas including ovals, Teather Ball and associated equipment	<ul style="list-style-type: none"> • Trip or fall • Equipment misused causing injury (e.g., hanging from basketball ring) • Faulty equipment causes injury • Slippery or unsafe surfaces could cause falls or collision • Injury related to fall from height on playground 	3	2	M	<ul style="list-style-type: none"> • 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. • Signage is erected to identify risks, restrictions or 'out of -bounds' areas • Recreation areas are regularly checked and maintained • Recreation areas will be closed to any group or individuals putting themselves or other at risk or causing damage. 	2	2	L
Site Hazards (e.g. dams, lakes, cliff areas, settling ponds)	<ul style="list-style-type: none"> • Drowning • Trips or falls – uneven ground or road surfaces • Fallen trees / branches 	3	4	H	<ul style="list-style-type: none"> • Signage is erected to identify risks, restrictions or 'out of -bounds' areas • Welcome brief to students warns against unaccompanied access, or access after dark. • Annual tree assessment and risk mitigation works • Identification and management of hazards will occur regularly as part of the site checks and maintenance. • Staff are able to report hazards via Venuelife (venue management software) as they are identified • Group leaders are responsible for supervision of guests on camp / during their stay as per booking terms and conditions and welcome briefing. 	3	3	M

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2. ACCOMMODATION

Task / Category / Location	Hazard and Risk Identification	Unmanaged Risk Score			Comments / Risk control / Control description	Managed Risk Score		
		L	C	RS		L	C	RS
Accommodation – sleeping areas, meeting rooms	<ul style="list-style-type: none"> • Injury due to misbehaviour or poor group leader supervision • Poor hospitality experience due to inadequate sleeping arrangements, including for guests with a disability • Faulty fixtures, fittings or appliances lead to poor guest experience or injury • Pest infestation • Building Fire 	4	3	H	<ul style="list-style-type: none"> • Group leaders are responsible for supervision of guests on camp / during their stay as per booking terms and conditions and welcome briefing. • Ensure adequate sleeping accommodation for each guest – request information in advance from groups to allow accommodation to be allocated appropriately. • Ensure separate accommodation available to account for all genders and individuals by requesting information in advance from groups in relation to their accommodation needs. • Ensure staff accommodation is within easy access for participants as required. • Flyscreens installed in all rooms. Pest control routine implemented. • Evacuation procedures signage in each room. Groups briefed on evacuation assembly points and Emergency Response Procedures • 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. • Pest Inspections are part of regular maintenance checks. 	3	2	M
Housekeeping and cleaning	<ul style="list-style-type: none"> • Trips and falls • Wet floors- slip hazard • Slip in wet area • Chemical incidents 	3	3	M	<ul style="list-style-type: none"> • Chemicals and cleaning materials are stored appropriately for use • All electrical cords are wound up when not in use. Testing and Tagging completed as part of routine maintenance checks / schedules. • “Cleaning in Progress” & “Wet Floor” signs utilised 	2	2	L

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					<ul style="list-style-type: none"> • Safety Data Sheets are readily available for all chemicals utilised at Cave Hill Creek and staff are trained in the use of these chemicals. • Cleaning conducted in accordance with cleaning checklists. • Bulk cleaning supplies are stored away from guests • Toilets in amenities are cleaned during quiet periods to minimise contact of guests with wet floors • Mattresses, mattress protectors & bedding are checked and replaced (if required) after every camp • Staff are encouraged to wear closed shoes with appropriate grip surface 			
Child safe Incident	Child Safe Incident reported with: <ul style="list-style-type: none"> • Staff and Guests • Amongst Guests 	2	3	M	<ul style="list-style-type: none"> • Cave Hill Creek has a detailed Child Safety Policy and Framework which covers all aspects of interactions with staff and vulnerable people as well as reporting protocols. • All staff complete Child Safe training prior to employment and are required to have WWCC. • Per Cave Hill Creek 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 • Screening process include 2 x reference checks with questions relating to child safe concerns. 	1	3	L
Security	<ul style="list-style-type: none"> • Intruder / trespassers • Loss or stolen of property • Assault 	2	3	M	<ul style="list-style-type: none"> • Group leaders are responsible for supervision of guests on camp / during their stay as per booking terms and conditions and welcome briefing. • All staff identified by wearing a uniform when groups are on site. • All guests required to sign in at reception, and acknowledge child safe declaration. • Groups are limited to specific areas identified in their booking and reinforced during briefing • Group Leaders (teachers) are shown location of accommodation keys to allow them to assess rooms. • Groups are allocated a designated lodge or Glamping Village separate to other groups onsite. 	2	2	L

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						<ul style="list-style-type: none"> After Hours Manager located within 15 min of Cave Hill Creek. Signage reinforces messaging that Cave Hill Creek facilities are for guest use only EMP details process for dealing with intruder onsite 			
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3. ACTIVITIES

Task / Category / Location	Hazard and Risk Identification	Unmanaged Risk Score			Comments / Risk control / Control description	Managed Risk Score		
		L	C	RS		L	C	RS
Activity areas and infrastructure	<ul style="list-style-type: none"> Environmental damage – e.g., tree fall Failure of activity infrastructure or equipment 	2	4	H	<ul style="list-style-type: none"> Routine inspection for potential tree hazards and tree lopping as required. Annual external safety and maintenance audit and report on all high rope and low rope elements, and climbing wall Equipment is used, stored, maintained and retired in accordance with manufacturers guidelines Where appropriate equipment logs will record equipment usage Routine Maintenance Checks after each usage Soft fall monitored and replaced as required per schedule maintenance checks. DEECA managed sites utilised for activity and overnight camping. Instructors to review for safety / hazards prior to use as per the Field Guide. 	1	4	M
Specific Activities	<ul style="list-style-type: none"> Guests injured while participating in program activities Staff or guests injured by another participant whilst participating or observing Poor supervision by visiting leaders or Cave Hill Creek leaders Unsafe practices 	3	3	M	<ul style="list-style-type: none"> Guide/ leaders will only conduct activity programs within their qualification, skill and experience level Guide / leader ratios are maintained at an appropriate level and inducted into new activities. Training and professional development will be provided for leaders All sessions will include a safety briefing Separate Activity HIRA (Hazard Identification Risk Assessment and Control) conducted for each activity. 	2	3	M

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					<ul style="list-style-type: none"> Group leader briefings will highlight that the Group Leader has responsibility for behaviour management, supervision and care Detailed Activity-specific Risk Assessments completed for all activities. 			
Staff / Activity Leaders / Guides	<ul style="list-style-type: none"> Not following procedures leading to accident / injury Staff lacking in qualifications, skill, experience, and knowledge leading to injury 	3	3	M	<ul style="list-style-type: none"> Specialised Activity Leaders have certifications / qualifications in outdoor recreation and / or have been specifically trained on individual activities Instructors have current First Aid qualifications. Instructions to follow Cave Hill Creek’s Standard Operating Procedures Activity leaders experience, skills and qualifications are assessed at the time of employment and on an ongoing basis 	2	2	L
Activity access & egress	<ul style="list-style-type: none"> Activity area accessed without permission and supervision Activities left accessible (e.g. ladder or ropes still in place and stored securely) 	3	2	L	<ul style="list-style-type: none"> Groups will be briefed on ‘out of bounds’ areas. This includes some activity areas when not in use with Cave Hill Creek leader. Signage will be clearly displayed warning of danger or prohibiting access unless under supervision. SOP’s for set up and pack up activities will ensure activity infrastructure and equipment is not accessible after normal use. Equipment and maintenance sheds to be locked to prevent unauthorised access 	2	2	L

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4. CATERING / FOOD SERVICE

Task / Category / Location	Hazard and Risk Identification	Unmanaged Risk Score			Comments / Risk control / Control description	Managed Risk Score		
		L	C	RS		L	C	RS
Kitchen	<ul style="list-style-type: none"> • Reaction to food being served • Food poisoning • Injury due to not following procedures 	3	3	M	<ul style="list-style-type: none"> • Cave Hill Creek has a Food Safety Supervisor and a relevant Food Safety Plan, including temperature logs • Staff are trained in both the knowledge and skills required for their area of responsibility • Special diets are prepared according to Cave Hill Creek procedures (see information below) • Incidents and near misses are logged and follow up action taken in training and policy review as required. 	2	3	M
Serving areas & dining areas	<ul style="list-style-type: none"> • Incident due to incorrect food handling & storage • Burning / scalding • Slip on wet floor • Injury due to unsupervised access • Cuts 	3	2	M	<ul style="list-style-type: none"> • Guests briefed on appropriate behaviour and expectations at mealtimes • Food to be stored according to manufacturer's recommendations • Food Safety Plan in place and staff trained in safe food handling. • Gloves to be worn when serving (front of house staff) • Hands washed and gloves to be worn in food preparation. • Cleaning in process signs to limit access in case of fluid spills 	2	2	L
Scullery	<ul style="list-style-type: none"> • Incident due to use of chemicals • Burning / scalding • Slip on wet floor 	2	2	M	<ul style="list-style-type: none"> • Safety Data Sheets are readily available for all chemicals utilised at Cave Hill Creek and staff are trained in the use of these chemicals. • Appliances to be turned off at the wall • Check temperature of water before immersing hands – Hot water sign displayed on Urn. • Cleaning in process signs to limit access in case of fluid spills 	1	2	L
Special diets	<ul style="list-style-type: none"> • Allergic reaction to known trigger • Anaphylaxis • Reaction due to medical requirement • Religious or ethical reasons 	3	4	H	<ul style="list-style-type: none"> • Cave Hill Creek catering staff receive training in allergy-aware catering and can cater to known special diets. • Guests are responsible for communicating special dietary needs to Cave Hill Creek – planning information 	2	4	H

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					<p>provided requesting special dietary information prior to guests stay.</p> <ul style="list-style-type: none"> • Special diet meals are clearly labelled. • For schools, Guest Leaders are responsible for monitoring students and ensuring they manage their dietary needs and allergies • Cave Hill Creek has a Nut Awareness Policy does not use nuts in cooking for school groups (but cannot guarantee a nut free environment) • Group required to have a nominated first aid person and supply their own first aid kits • Visiting group to bring prescription medication for allergies, especially 'EpiPens' for management of Anaphylaxis • An Emergency Epi-pen is available at each site in the Emergency First Aid Kit. • Activity group facilitators hold Apply First Aid qualifications and carry essential First Aid items • AED located onsite and groups will be briefed on its location upon arrival 			
Cleaning food service areas	<ul style="list-style-type: none"> • Incident due to use of chemicals • Burning / scalding • Slip on wet floor 	2	2	M	<ul style="list-style-type: none"> • Chemicals and cleaning materials are stored appropriately for use • 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. • “Cleaning in Progress” & “Wet Floor” signs utilised • Safety Data Sheets are readily available for all chemicals utilised at Cave Hill Creek and staff are trained in the use of these chemicals. • Cleaning conducted in accordance with cleaning checklists. • Staff are encouraged to wear closed shoes with appropriate grip surface • Check temperature of water before immersing hands – Hot water sign displayed on Urn. 	1	2	L

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5. EQUIPMENT

Task / Category / Location	Hazard and Risk Identification	Unmanaged Risk Score			Comments / Risk control / Control description	Managed Risk Score		
		L	C	RS		L	C	RS
Machinery and Power Tools	<ul style="list-style-type: none"> • Injury due to inappropriate use • Lack of training • Staff member does not have formal qualifications (e.g. chainsaw users) • Damage to plant and equipment due to inappropriate use 	3	3	M	<ul style="list-style-type: none"> • Instruction Cards available for use: Staff to follow instructions on appliances and equipment • Follow training guidelines delivered by Cave Hill Creek • Staff must have appropriate recognised training (e.g., chainsaw operator). • Provide professional development for staff where required. • Understanding of how equipment is to be used, maintained, and managed. • Report any damage immediately via Venuelife Maintenance Log. Log to be reviewed and outstanding items actioned by Facilities Team. • Scheduled Maintenance Checks, test and tagging and OH&S Checks Completed 	2	3	M
Kitchen equipment / appliances	<ul style="list-style-type: none"> • Injury due to inappropriate use • Lack of training • Damage to plant and equipment due to inappropriate use 	3	3	M	<ul style="list-style-type: none"> • Follow instructions on appliances and equipment • Instructions / guidelines kept nearby to equipment and accessible by staff and guests. • Understanding of how equipment is to be used, cleaned, and managed. • Report any damage immediately via Venuelife Maintenance Log. Log to be reviewed and outstanding items actioned by Facilities Team. • Scheduled Maintenance Checks, test and tagging and OH&S Checks Completed 	2	3	M
Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> • Injury from falling objects • Injury from falls • Damage to vision & hearing • Injury during machinery/ tool use 	3	3	M	<ul style="list-style-type: none"> • Staff and guests engaged in activities that require helmets always wear appropriately fitted helmets. • Equipment complies with industry and Australian standards • Staff and guests are briefed and/ or trained in the appropriate fitting and use of PPE • All PPE is appropriately; stored, maintained and retired as per manufacturers recommendations 	2	3	M

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					<ul style="list-style-type: none"> • PFDs are provided to guests for water-based activities as per the activity risk assessment and standard operating procedures. 			
Personal Protective Clothing (PPC)	<ul style="list-style-type: none"> • Hypothermia or Hyperthermia • Sunburn, Heat Stroke, Heat Exhaustion • Dehydration • Trips & falls 	4	3	H	<ul style="list-style-type: none"> • Sun Safety Policy enforced. • Ensure staff have appropriate PPC for the program activity or other task they are undertaking. Caps and Broad Brim Hats / Raincoats available for outdoor staff. • Guests are provided recommendations for PPC for their activity program • Visiting Group Leaders ensure participants bring appropriate PPC for the activities and program they are participating in. • Weather is monitored and updates provided to staff and visiting groups – programs are modified as required. • ‘What to pack list’ provided for camps and journey programs. • Staff are encouraged to wear closed toe, supportive footwear at all times. • Kitchen staff wear gloves and caps / hair nets as required. 	3	3	M

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6. TRANSPORT / TRAVEL

Task / Category / Location	Hazard and Risk Identification	Unmanaged Risk Score			Comments / Risk control / Control description	Managed Risk Score		
		L	C	RS		L	C	RS
Transport to Cave Hill Creek.	<ul style="list-style-type: none"> • Vehicle faulty • Transport involved in accident • Guests injured • Arrival / departure of vehicles • Alighting on and off a large bus, minibus or car • Removal and/or storage of bags and equipment 	3	3	M	<ul style="list-style-type: none"> • Transport is fitted with seat belts. • Bus turnaround for drop off and pick up area appropriate • On camp change over days, staff monitor the arrival and departure of vehicles and buses • Speed limits, parking and clear speed restriction and safety signs displayed • Vehicles must come to a complete stop, apply park brake before students/staff alight • All passengers to remain within assembly point until instructed to board • Staff to carry mobile phones for communication in emergency 	2	3	M
Cave Hill Creek vehicles	<ul style="list-style-type: none"> • Vehicle faulty • Vehicle involved in accident • Loading and unloading vehicles and trailers causing injury • Items not secured to roof racks or on trailers cause an accident and/ or injury 	3	2	M	<ul style="list-style-type: none"> • All Cave Hill Creek vehicles will be maintained and serviced regularly • Buses for group transport are hired as required from known contractor. • All staff will acknowledge the Vehicle Policy and receive an induction to the Cave Hill Creek Motor Vehicles. • Only staff who are qualified and approved to drive can use Cave Hill Creek vehicles (including trailers). Relevant licences are kept on Employment Hero. • Vehicles are registered with VicRoads and have and have full comprehensive insurance • Staff training on how to load and secure loads on roof racks and trailers • 	2	2	L
Transport of guests in Cave Hill Creek vehicles	<ul style="list-style-type: none"> • Child Protection related incident • Vehicle faulty • Vehicles accidents 	3	2	M	<ul style="list-style-type: none"> • Emergency transport only to occur in circumstances where there is no other feasible option • Permission obtained from parent, caregiver, Group Leader or Activity Leader • Vehicle is insured & registered & employee licensed 	2	2	L

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					<ul style="list-style-type: none"> Cave Hill Creek has extensive Child Safety Policy and Framework. Vehicle policy includes details on transport of guests/ Regular maintenance undertaken on vehicles. Follow vehicle incident protocols in the event of an accident 			
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7. NATURAL ENVIRONMENT

Task / Category / Location	Hazard and Risk Identification	Unmanaged Risk Score			Comments / Risk control / Control description	Managed Risk Score		
		L	C	RS		L	C	RS
Fire (including bushfire)	<ul style="list-style-type: none"> Personal Injury to staff or guests Loss of property 	2	5	H	<ul style="list-style-type: none"> Detailed Emergency Management Plan and training provided Weather assessment prior to group arrival and monitoring of BOM site during fire season Signage identifies Emergency Assembly Area and fire extinguishers Emergency Assembly clearly identified in welcome briefing Hoses & extinguishers & illuminated exit signs located across sites – staff training on location and use Six monthly checks of fire equipment by licensed provider Smoke alarms installed in all accommodation and buildings Groups briefed on evacuation procedures Monitoring of BOM site during fire season Site closed on 'Catastrophic' Fire Danger Rating After Hours Manager contact available 	2	5	H
Flora	<ul style="list-style-type: none"> Tree falling Reaction due to natural environment Asthma attacks due to seasonal environment Hay Fever Anaphylaxis to allergens 	3	3	M	<ul style="list-style-type: none"> Routine inspection for potential tree hazards and tree lopping as required. Regular maintenance of mowing, pathways and undergrowth Guests briefed on site specific flora risks Group required to have a nominated first aid person and supply their own first aid kits Visiting group to bring prescription medication for allergies, especially 'EpiPens' for management of 	2	3	M

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					<p>Anaphylaxis. Onsite EpiPen and asthma medication in Emergency Box</p> <ul style="list-style-type: none"> • Guests to wear closed toed shoes for all activities • Mobile phone to be carried for emergency contact 			
Fauna	<ul style="list-style-type: none"> • Injury due to bite or sting • Anaphylaxis to allergen (e.g., bee sting, wasps) 	4	3	H	<ul style="list-style-type: none"> • Guests briefed on site specific fauna risks • Group required to have a nominated first aid person and supply their own first aid kits • Visiting group to bring prescription medication for allergies, especially 'EpiPens' for management of Anaphylaxis. Onsite EpiPen in Emergency Box • Mobile phone to be carried for emergency contact • Supervised interaction with onsite fauna – guests asked to observe rather than interact with native animals • Ice Packs kept in accessible freezer onsite. • Staff trained in first aid – snake bite etc. • Where possible (eg Wasps) treatment of nest is undertaken by the Facilities Maintenance Team. 	3	3	M
Extreme Weather	<ul style="list-style-type: none"> • Change in weather conditions • Exposure • Sunburn • Lightning • Dehydration • Water immersion • Tree branch falling • Heat exhaustion 	3	3	M	<ul style="list-style-type: none"> • Checklist provided to group organiser outlining clothing requirements • Activity Program requirements briefed to group. • Brief guests on slips, trips and falls on wet ground • Ensure guests stay on marked trails and pathways and maintain a safe walking pace • Monitoring of BOM site for weather updates • Briefing on arrival and advised of any potential changing weather conditions during stay • Participants briefed to wear hats, apply sunscreen and carry water • Extra water is readily accessible • Ensure participants wearing a broad brimmed hat • Monitor group throughout activity • Activity stopped, or program amended, if conditions considered unsafe 	2	3	M
Electrical storm	<ul style="list-style-type: none"> • Through lightning strike either direct, contact voltage, side flash or ground current 	2	3	M	<ul style="list-style-type: none"> • Weather assessment prior to activity program • 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 	1	3	L

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					lightning rod, water saturated ground, locations where group is unable to spread out • Ensure communication is maintained with group / participants			
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8. PEOPLE

Task / Category / Location	Hazard and Risk Identification	Unmanaged Risk Score			Comments / Risk control / Control description	Managed Risk Score		
		L	C	RS		L	C	RS
Child safety	<ul style="list-style-type: none"> • Physical abuse • Verbal abuse • Sexual abuse • Psychological abuse 	3	3	M	<ul style="list-style-type: none"> • Cave Hill Creek has a detailed Child Safety Policy and Framework which covers all aspects of interactions with staff and vulnerable people as well as reporting protocols. • All Cave Hill Creek staff, including volunteers and contractors have current Working with Children Checks and undertake 2 x reference checks with relevant child safety questions. • All Cave Hill Creek staff have undergone online Child Safety Training • Where there are multiple groups sharing a site, Cave Hill Creek will ensure that groups are compatible (i.e. gender / age-appropriate). • Unescorted contractors must provide a WWCC. 	2	3	M
Medical	<ul style="list-style-type: none"> • New injury or medical condition • Aggravation of existing medical condition or injury • Access to First Aid and equipment • Inappropriate medical attention 	3	4	H	<ul style="list-style-type: none"> • Information obtained identifying allergies, special needs & other health related issues • Group to provide first aid kit and nominated first aid person. • Cave Hill Creek will support group if required and carry their own First Aid Kit to activities. • First Aid Kits available to Staff and Staff are made aware of Company First Aid Policy. • Comprehensive Emergency Management Plan • Vehicle access to all activities on site • Assessment of suitability of activity for participants prior to each activity 	3	3	M
Privacy of information	<ul style="list-style-type: none"> • Unauthorised disclosure of information 	2	3	M	<ul style="list-style-type: none"> • Information obtained is used only for express purpose 	1	1	L

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	<ul style="list-style-type: none"> Inadequate process 				<ul style="list-style-type: none"> Access & storage of information meets Privacy Act requirements Info retained as required under the Freedom of Information Act No photos of participants used without express permission from parents or adults. No children U18 permitted to join company facebook groups. Records kept on Venuelife with suitable access permissions 			
Special needs / disability access	<ul style="list-style-type: none"> Incident due to inadequate special needs consideration 	2	3	M	<ul style="list-style-type: none"> Information on special needs sought in advance Wheelchair accessible rooms available and disability access facilities built to code Ability to participate in specific activities decided after discussion with Manager of Outdoor Adventures, Program Coordinator, Activity Leader and participant All terrain wheelchair available to assist guests with access to bush / trails on request 	1	3	L
Guest behaviour	<ul style="list-style-type: none"> Injury due to another participant Injury to self through inappropriate actions Ingestion of non-prescription Drugs or alcohol leading to injury or anti-social behaviour 	3	3	M	<ul style="list-style-type: none"> Cave Hill Creek promotes a smoke free environment. Smoking is not permitted within any rooms or indoor spaces and only in designated outdoor areas. Illicit drugs are prohibited at Cave Hill Creek. Drug and Alcohol Policy apply to all employees. Staff are trained in Responsible Service of Alcohol and can respond appropriate to antisocial behaviour. Action will be taken for infringements of booking terms and conditions including immediate termination of booking Group leaders are responsible for supervision of guests on camp / during their stay as per booking terms and conditions and welcome briefing. Afte Hours Manager available to assist with concerns after hours Incidents are reported and recorded in Venuelife 	2	3	M
Missing person	<ul style="list-style-type: none"> Person separated from group during activity Person wanders away from site 	3	3	M	<ul style="list-style-type: none"> Participants briefed on meeting places & times Cave Hill Creek activity staff and Group Leader will conduct regular head count 	2	2	L

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					<ul style="list-style-type: none"> • Cave Hill Creek 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 • Detailed section in Emergency Management Plan on dealing with Lost or Missing Person 			
Language	<ul style="list-style-type: none"> • Person does not speak or read English 	2	2	L	<ul style="list-style-type: none"> • Special needs of guests requested in advance • Cave Hill Creek staff and Group Leader to work together to ensure there is a manner in which information is relayed effectively. 	1	2	L
Psychological	<ul style="list-style-type: none"> • Aggression, violence, bullying, harassment • Exposure to trauma • Low job control, role clarity, recognition • High job demands with poor support • Poor workplace relationships 	3	3	M	<ul style="list-style-type: none"> • 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. • EAP (Employee Assistance Program) communicated and available to employees • Clear Position Descriptions provided, staff rosters are reviewed and balanced. • Transparent organisation structure and reporting lines, with reasonable ratios. • Opportunities for feedback, to share ideas, and collaborate on decisions. • 1:1 and team meetings to discuss workload and focuses, trainings to upskill and share knowledge, workplace celebration opportunities with recognition provided 	2	2	L

9. FUNCTIONS

Task / Category / Location	Hazard and Risk Identification	Unmanaged Risk Score			Comments / Risk control / Control description	Managed Risk Score		
		L	C	RS		L	C	RS
Power Failure	<ul style="list-style-type: none"> • Loss of lighting in public areas. Causing guest injury (slip, trip, falls; panic). 	3	3	H	<ul style="list-style-type: none"> • Maintain emergency lighting – checks completed as part of essential services maintenance. • Staff trained the use of generators for small backup • Provide battery lighting in areas that need it. 	3	2	M

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Refrigeration Failure	<ul style="list-style-type: none"> Failure due to power outage Breakdown of refrigeration (food spoilage; food poisoning risk) 	3	2	M	<ul style="list-style-type: none"> Keep fridge doors closed; utilize backup generators for critical units Move high risk items to alternate refrigeration if possible. 	3	1	L
IT / Data loss	<ul style="list-style-type: none"> IT / Data loss of transaction records or sensitive data 	2	2	L	<ul style="list-style-type: none"> Use cloud-based systems for data storage Perform regular backups of data 	2	1	L

ALCOHOL

Task / Category / Location	Hazard and Risk Identification	Unmanaged Risk Score			Comments / Risk control / Control description	Managed Risk Score		
		L	C	RS		L	C	RS
Intoxication	<ul style="list-style-type: none"> Service to intoxicated persons; disorderly behaviour; rapid consumption 	3	3	M	<ul style="list-style-type: none"> Staff trained in Responsible Service of Alcohol (RSA) principals. Monitoring consumption and patron behaviour. Refusing service to intoxicated patrons and managing their removal safely. Food service starts shortly after beverage service. Availability of non-alcoholic drinks and food options. No BYO alcohol in red line areas. 	3	2	M
Minors	<ul style="list-style-type: none"> Underage drinking; minors in restricted areas 	2	3	M	<ul style="list-style-type: none"> Strick ID checking procedures for all service staff. Specific policies for minors' access to certain areas of the premises. Staff trained to manage minors and report issues to management immediately. 	2	2	L
Safety & Amenity	<ul style="list-style-type: none"> Alcohol-related incidents/fights; drink driving 	2	3	M	<ul style="list-style-type: none"> Ensuring a safe environment in and around the premises, including designated exits and clear pathways Managing patron behaviour, especially upon leaving the premises (e.g., calling taxis, having security present). Minimizing noise (e.g., timing of emptying bins) and managing waste appropriately. Promoting safe transport options home or offer of accommodation onsite. 	2	2	L
Staff / Workplace	<ul style="list-style-type: none"> Staff serving whilst impaired; staff injury; workplace 3culture issues. 	2	2	L	<ul style="list-style-type: none"> Clear workplace policy on alcohol and drugs, including testing where appropriate. 	2	2	L

Cave Hill Creek – Site Risk Management Plan

					<ul style="list-style-type: none"> • Providing access to information and support services for staff with problems, including Employee Assistance Program. • Ensuring staff are not impaired while on duty, particularly for safety-sensitive roles. 			
Smoking	<ul style="list-style-type: none"> • Smoking in rooms and indoor spaces, and in meal areas. 	3	3	M	<ul style="list-style-type: none"> • Cave Hill Creek promotes a smoke free environment. Smoking is not permitted within any rooms or indoor spaces and only in designated outdoor areas. • Illicit drugs are prohibited at Cave Hill Creek. Drug and alcohol Policy applies to employees. 	3	2	M
Critical incidents / emergencies	<ul style="list-style-type: none"> • Personal Injury 	4	4	E	<ul style="list-style-type: none"> • Cave Hill Creek has Emergency procedures in place. • Staff trained in Emergency response procedures. • Standard operating hours are 7am to 7pm, After hours manager is available for assistance • Emergency procedures explained to Group Organiser and provided in the Emergency Management Plan. Located in key areas around the facility. • Contact details for local facilities (e.g., Hospitals and Medical facilities, chemists etc.) available in Emergency Management Plan. • Groups briefed on evacuation procedure on arrival. • Accessible Emergency Management Plans available to all staff. 	1	2	L

Cave Hill Creek – Site Risk Management Plan

Corrective Action Required	Who	Target Date	Date Completed
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