

## EHOSHC Excursion Risk Management Plan



**Epping Heights OSHC**

Out Of School Hours Care Inc.

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### Excursion details:

<b>Date(s) of Excursion</b>	<b>10/10/24</b>	<b>Excursion destination/address: Treetops Adventure The Hills, West Pennant Hills</b>	Cumberland State Forest, 95 Castle Hill Rd, West Pennant Hills NSW 2126
<b>Departure and arrival times</b>	<b>Depart Centre: 9:30am      Arrival: 9:45am      Departure: 2:30pm      Arrive back at Centre: 2:245pm</b>		
<b>Proposed activities</b>	High ropes course and lunch		Water hazards? No
<b>Method of transport, including map of proposed route</b>	Bus		

The screenshot shows a Google Maps interface with the following elements:

- Search Bar:** "Epping Heights Public School, 128 Kent St" and "Treetops Adventure The Hills, Cumberland".
- Buttons:** "Add destination", "Leave now", "Options", "Send directions to your phone", "Copy link".
- Route Options:**
  - via Cumberland Hwy/Pennant Hills Rd/A28: 11 min, 6.1 km. Note: "Best route, lighter traffic than usual".
  - via Beecroft Rd: 10 min, 6.4 km.
- Map:** Shows a blue route starting from Epping Heights Public School, heading north through Beecroft and Pennant Hills, then west towards Treetops Adventure The Hills. Landmarks include Cumberland State Forest, North Rocks Shopping Centre, and Sydney Adventist Hospital.

<b>Name of excursion co-ordinator</b>	Adam Pearson or Zoe Hanna		
<b>Centre Contact Details</b>	Landline: (02) 9188 4051	Mobile:	
<b>Number of children attending excursion</b>	<b>Intended: 40</b>	<b>Number of educators/parents/volunteers</b>	6
Educator to child ratio, including whether this excursion warrants a higher ratio? Please provide details.	1:5 for kids on the adult course, 2 educators supervising the junior course		
Procedures for:  - Leaving the centre	<ul style="list-style-type: none"> <li>- A roll call is conducted prior to the children leaving the EHOSHC building. The responsible person is to ensure they know the number of children who are in our care.</li> <li>- Children are encouraged to go to the bathroom before leaving, an educator remains at toilet block until all children have finished</li> </ul>		

<ul style="list-style-type: none"> <li>- Entering and exiting the bus</li> <li>- Entering the venue</li> <li>- Leaving the venue</li> <li>- Entering and exiting the bus</li> <li>- Returning to the centre</li> </ul> <p>Including accounting for children at all times.</p>	<ul style="list-style-type: none"> <li>- Children are lined up in the playground and walked in 2 lines. Educators positioned at front, middle and ends of group</li> <li>- Two educators count the children onto the bus.</li> <li>- A roll call is conducted before the bus departs, with another educator conducting a headcount of all children on the bus.</li> <li>- As we alight from the bus a headcount is conducted. The bus is checked for any remaining children and items.</li> <li>- We then walk to our destination, with the educators working to ensure the children stay within the group at all times. An educator is stationed at the front, leading all the children to the destination, another at the back to ensure all children are safe and others spaced out throughout the middle of the group.</li> <li>- On arrival at our destination a headcount is conducted.</li> <li>- Educators are to ensure that they have knowledge of where the children are at all times.</li> <li>- Prior to exiting the venue another headcount is conducted.</li> <li>- We then walk to our bus, with the educators stationed at the front, middle and back of the group leading all the children to the destination, to ensure all children are safe.</li> <li>- Two educators count the children onto the bus.</li> <li>- A roll call &amp; headcount is conducted before the bus departs.</li> <li>- When the bus stops to let us off a headcount is conducted as the children alight. The bus is checked for any remaining children and items.</li> <li>- We then walk to the Centre, where a roll call &amp; headcount is conducted.</li> </ul>
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**Excursion checklist**

<input type="checkbox"/> First aid kit	<input type="checkbox"/> Excursion Bag & Children’s medication
<input type="checkbox"/> List of children attending the excursion	<input type="checkbox"/> Walkie Talkies
<input type="checkbox"/> Contact information for each child	<input type="checkbox"/> Mobile phone / other means of communicating with the service & emergency services
<input type="checkbox"/> Medical information for each child	<input type="checkbox"/> Other items, please list

Hazard identified	Risk Rating	Elimination/control measures	Who	When
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	(use matrix)			
Slips, trips, falls, collisions	High	<ul style="list-style-type: none"> <li>- Walk children in 2 lines in close groups</li> <li>- Educators positioned at front, middle and ends of groups</li> <li>- Educators to encourage children to tie up shoes laces and assist if required</li> <li>- Ensure that safe movement around the area is demonstrated to the kids before allowed out to the areas with water</li> </ul>	All Children	Entering bus/leaving bus & During excursion
Extreme Weather conditions (including heat stress, sun burn, storms, high winds), Fire / floods, emergency crisis/situation	Moderate	<ul style="list-style-type: none"> <li>- Seek shade/shelter where appropriate</li> <li>- Give time for children to be calm, safe, and secure</li> <li>- Leave excursion if extreme weather conditions or any critical emergencies</li> </ul>	All Children & Educator	While at Excursion
Missing Child/absconding	Moderate	<ul style="list-style-type: none"> <li>- Walk children in 2 lines in close groups and educators positioned at front, middle and ends of groups</li> <li>- Constant head counts, and checking on children</li> <li>- Educators to communicate with one another and the children</li> <li>- Maintain staff to child ratio 1:6</li> </ul>	All Children	Leaving/entering the bus & At the Excursion/transitioning to other areas
Anaphylactic reaction/ allergies	Moderate	<ul style="list-style-type: none"> <li>- First aid Kits/ EpiPen's on hand</li> <li>- Regularly update information of children with anaphylaxis/allergies/intolerances and cultural requirements.</li> <li>- Ensure each educator and volunteer is aware of the medical and dietary list/info of each child.</li> <li>- Staff are trained in First aid, anaphylaxis and allergy awareness.</li> </ul>	Children with Allergies	Throughout the day

		<ul style="list-style-type: none"> <li>- Asthma and anaphylaxis medication has been taken on the excursion, and their plans are followed in the event of a reaction/asthma attack</li> </ul>		
Using the toilets/public toilets & hand washing/hygiene	Moderate	<ul style="list-style-type: none"> <li>- An Educator to check toilet areas for any hazards before children enter</li> <li>- If the gender of that educator is not able to check the toilets. Send 2x older more responsible children to check whilst the educator waits right outside of toilet area</li> <li>- Children to go in small groups of same gender</li> <li>- Regular head counts and roll calls</li> <li>- Educators to walk children in groups at a time and remain near toilet block area until children have finished</li> <li>- Children to always communicate with educators about going to and from the toilets.</li> <li>- Multiple toilets are located around the Island</li> </ul>	All Children	At the Excursion
Choking, illness, vomiting	Moderate	<ul style="list-style-type: none"> <li>- Have sickness bags available on the bus</li> <li>- Ensure children do not eat or drink on the bus</li> <li>- Ensure children are seated down whilst eating or drinking</li> <li>- All staff trained in first aid</li> </ul>	All Children	On the Bus & While eating/drinking
Interaction with members of the public	Moderate	<ul style="list-style-type: none"> <li>- Educators to brief children on safety around strangers</li> <li>- Educators to explain which strangers are safe to talk to in the even that they get lost, or an accident occurs</li> <li>- Staff to child ratio to be upheld at all times</li> </ul>	All children	Transitioning and during the excursion

Head injuries	Moderate	<ul style="list-style-type: none"> <li>- Make children aware of parts of the play equipment that have low-ceilings</li> <li>- Educators to be supervising play</li> </ul>	All children	During excursion
Road crossing	Moderate	<ul style="list-style-type: none"> <li>- Educators explain to children importance of safety around the road and when crossing</li> <li>- Educators to check for traffic before children crossing</li> <li>- Educators to block off road as children cross as well as in front and behind the line</li> </ul>	All children	Walking to and from the activity
Trail walk	Moderate	<ul style="list-style-type: none"> <li>- Brief children on the possible risks of trips and falls and importance of staying on the designated path</li> <li>- Educators and front and back of the lines to keep children together</li> <li>- Ensure to watch footing</li> </ul>	All children	Walking to and from activity
Covid- 19 Illness, infections, hospitalisation, death of child/educator/adult	Moderate	<p>Ensure Educators &amp; Families are aware of our Covid-19 Policy &amp; procedure</p> <p>Maintain communication between NSW Health department, Department of Education, ECED and any other relevant organisation in relation to Covid-19</p> <p>Ensure information of Covid-19 and any practices are updated as new information becomes available</p> <p>Ensure all such important information and factsheets are available &amp; /or displayed for educators /parents /families and visitors to view</p> <p>Educators &amp; families are updated with any new information / updates on Covid-19</p> <p>Ensure that when adults enter the service, they practice social distancing, cleaning of hands. That they enter and exit solely to drop off or collect their child</p>	<p>Coordinator</p> <p>Educators</p> <p>Families and children</p> <p>Provider Staff</p>	Throughout the whole day

		<p>Ensure that there are no children, educators or adults that enter the premises if they have been in contact with anyone that has had COVID-19 symptoms or are currently displaying any related symptoms</p> <p>If children or adults present during the day as unwell, they will be set aside from others. For a child: their parent will be contacted to collect them as soon as possible. For an adult: they will be asked to leave the centre to seek further medical advice.</p> <p>All adults/Visitors/volunteers are to adhere to all Covid-19 rules and practices as per prescribed from the NSW government</p> <p>Children will be given regular hand washing routines throughout the day, dependant on activity and what they are exposed to</p> <p>Antibacterial wipes, hand soap, paper towels and hand sanitiser will be available to all that enter/use the premises.</p> <p>Educators are strongly recommended to wear PPE including gloves &amp; face masks where necessary</p> <p>Educators are to ensure supervision of children using hand sanitiser (as it is alcohol-based)</p> <p>A routine cleaning list is created in the centre and all educators are to complete the cleaning tasks and schedule.</p> <p>Educators are given opportunity to reflect and bring about new information in relation to our Covid-19 practices</p>		
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<p>Plan prepared by: Kiara Van Ede and Hannah Wotton</p>	<p>Date: 5/09/2024</p>
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**Communicated to:** All Staff on the day & Families (via website, and printed in centre)

**Venue and safety information/risk assessment/COVID-19 safety reviewed and attached:**

**N/A**

Comment if needed:

**Reminder: Monitor the effectiveness of controls and change if necessary. Review the risk assessment if an incident or significant change occurs.**

Risk Matrix							
		Consequence					
		Insignificant	Minor	Moderate	Major	Catastrophic	
Likelihood	Almost certain	Moderate	High	High	Extreme	Extreme	
	Likely	Moderate	Moderate	High	Extreme	Extreme	
	Possible	Low	Moderate	High	High	Extreme	
	Unlikely	Low	Low	Moderate	High	High	
	Rare	Low	Low	Low	Moderate	High	







**Risk Register – Tree Ropes  
Course**

**Version 2.1**

**REVIEW ANNUALLY**

<b>Version</b>	<b>Date</b>	<b>By</b>	<b>Changed</b>
<b>1.0</b>			<b>Converted Trees Adventure to Treetops Adventure</b>
<b>2.0</b>	<b>22.05.23</b>	<b>Sophie/Doc/Daniel/Jacqui/Tobias/Matt/Adam/Jeremy</b>	<b>Added annual review page, Customer, PPE, and Supervision / limitations sections. Along with rearranging some original risks to fit in mentioned categories. Added coudou. Changed to the EXP 6x6 risk matrix adjusted ratings accordingly</b>
<b>2.1</b>	<b>25.5.23</b>	<b>Ashton/ Daniel/ Jacqui</b>	<b>Added to the PPE section-harnesses coming loose.</b>

## Appendix 8.13

# TREETOPS ADVENTURE RISK ASSESSMENT REGISTER

## Foreword

Treetops Adventure High Ropes Adventure Parks are built and suspended by a wide variety of trees; the immediate surrounding areas of the course are also within this treed forest environment. This makes this activity inherently risky as there are more potential risks present such as being at height and environmental conditions that can be unpredictable. Treetops Adventure takes all necessary steps to consult with relevant industry professionals to assess dangers and risks that our staff and customers could be exposed to. Once assessed we will take the necessary actions to either remove or mitigate the risk to an acceptable level. We will continue to reevaluate potential risks within our parks regularly to ensure a high level of safety within our parks. By doing this we can ensure our customers have a great experience, whilst not exposing them to unnecessary risks.

## Parks this risk assessment applies to:

- **Victoria**
  - Treetops Adventure Belgrave - Glen Harrow Gardens, Belgrave 3160
  - Treetops Adventure Yeodene - Yeodene 3249
- **New South Wales**
  - Treetops Adventure Nowra - Nowra North 2541
  - Treetops Adventure Coffs Harbour -Coffs Harbour 2450
  - Treetops Adventure Newcastle - Minmi 2287
  - TreeTops Adventure Central Coast - Wyong Creek 2259
  - Treetops Adventure Western Sydney - Abbotsbury 2176
  - TreeTops Adventure St Ives -St Ives 2075
  - Treetops Adventure West Pennant Hills – West Pennant Hills 2125
  - Wild Ropes – Mosman 2088
- **Western Australia**
  - Treetops Adventure Dwellingup - Dwellingup 6213
  - Treetops Adventure Yanchep -Yanchep 6035
- **Tasmania**
  - Treetops Adventure Hollybank -Underwood 7268
- **Queensland**
  - Treetops Adventure Cape Tribulation – Cape Tribulation 4873
  - Next Level – Maroochydore, 4558

## Analysis and Evaluation of Risks

Once risks have been identified they will be assessed according to its level of likelihood and consequence. The risk matrix is a clear way to grade its level of risk before actions have been taken against it, then after the control measures have been implemented it will be graded again. If the level is not acceptable the control measure implemented will be reassessed and modified if possible to attain an acceptable grade of risk.

- **‘Likelihood’** is a qualitative measure of probability to express the strength of our belief that the risk will happen.

- This will be ranked as follows:
  - Rare (RA)
  - Unlikely (UL)
  - Possible (PO)
  - Likely (LY)
  - Almost Certain (AC)
- **'Consequence'** is a qualitative measure of negative impact to either our staff or customers that are on site within the bounds of Treetops Adventure.
  - This will be ranked as follows:
    - Negligible (NG)
    - Minor (MI)
    - Moderate (MO)
    - Major (MA)
    - Catastrophic (CT)
- **'Grading'** is the total grade calculated from both the 'likelihood' score and the 'consequence' score. This will identify the risk clearly so it can be appropriately controlled.
  - *'Likelihood' x 'consequence' = 'graded risk level'*
  - This will be ranked as follows:
    - Very Low (VL) – Light Blue
    - Low (L) – Green
    - Medium (M) – Yellow
    - High (H) – Orange
    - Extreme (E) – Red

### **Risk Hierarchy of Controls**

When risk is identified it will be controlled through the hierarchy of controls, starting with the most effective control working through the solutions till an appropriate control limits the risk to an acceptable level. The risk will always have the highest level of control applied in any given circumstance to ensure high levels of safety.

1. Elimination – Physically remove the hazard.
2. Substitution – Replace the hazard with a safer option.
3. Isolation – Prevent access to the hazard.
4. Engineering controls – Physical solution to protect people from the hazard.
5. Administrative controls – Change the procedures, better signage.
6. PPE – Personal Protective Equipment to protect staff or customers.

### **Update Schedule**

To ensure high levels of safety at Treetops Adventure the risk assessment will be reassessed each year at a minimum to determine appropriate control measure and acceptable levels of risk. If potential risks have been identified outside this yearly schedule than the reassessment will take place as soon as possible to control that given risk.

If your copy of the risk assessment is over 1 year old please contact the Park Manager at your closest Treetops Adventure to obtain the latest version.

**Experience Co Risk Matrix.**

<b>GRADING</b> Very Low (VL) – Light Blue Low (L) - Green Medium (M) - Yellow High (H) - Orange Extreme (E) - Red		<b>POTENTIAL CONSEQUENCES</b>					
		<b>Negligible (NG)</b> <i>No Injuries</i>	<b>Minor (MI)</b> <i>First-Aid</i>	<b>Moderate (MO)</b> <i>Medical Treatment</i>	<b>Major (MA)</b> <i>Hospitalization</i>	<b>Severe (SV)</b> <i>Potential Death</i>	<b>Catastrophic (CT)</b> <i>Multiple Fatality</i>
<b>LIKELIHOOD</b>	<b>Almost Certain (AC)</b> <i>Daily</i>	M	M	H	E	E	E
	<b>Likely (LY)</b> <i>Weekly</i>	L	M	H	H	E	E
	<b>Possible (PO)</b> <i>Monthly</i>	L	M	M	H	H	E
	<b>Unlikely (UL)</b> <i>Every few years</i>	VL	L	L	M	H	H
	<b>Rare (RA)</b> <i>More than 10 years</i>	VL	VL	L	M	M	H
	<b>Very Rare (VR)</b> <i>No recorded instance</i>	VL	VL	VL	L	M	M

Likelihood Descriptors	
<b>Almost Certain (AC)</b>	Expected to occur at least once during the task or activity. Inevitable. Daily occurrence in our organisation.
<b>Likely (LY)</b>	Likely to occur in most circumstances. A weekly event in our organisation.
<b>Possible (PO)</b>	It is possible that this could happen, but less frequently. A monthly occurrence in our organisation.
<b>Unlikely (UL)</b>	This is unlikely to happen, except in unusual circumstances. Once every few years in our organisation.
<b>Rare (RA)</b>	It is only conceivable that this could occur in exceptional circumstances. More than 10 years between occurrences industry wide.
<b>Very Rare (VR)</b>	Could occur in theory, although no instances have been recorded industry wide.
Consequence Descriptors – injury /asset damage	
<b>Catastrophic (CT)</b>	Multiple fatalities / Total loss of a vessel or aircraft.
<b>Severe (SV)</b>	Fatality or permanent disability / Significant damage to aircraft or vessel.
<b>Major (MA)</b>	Significant injury requiring emergency response and hospitalisation for several days / emergency procedures required for safe completion of activity. e.g. loss of power to aircraft, running aground on reef.
<b>Moderate (MO)</b>	Medical treatment injury at medical centre or hospital with release after treatment / Some loss of control and reliant on experience of operator for safe completion of activity. e.g. cutaway, aborted take-off, vessel line injury etc.
<b>Minor (MI)</b>	First aid treatment / minor asset damage / no loss of control. e.g. Slip, trip, fall, muscle strain.
<b>Negligible (NG)</b>	Recover with minor first aid or rest / no loss of control / no asset damage e.g. sunburn, motion sickness, headache.

## Customer

Type of Risk	Likelihood	Consequence	Grade	Control Measure	Likelihood	Consequence	Grade
Customer wearing inappropriate clothing for climbing	PO	MO	M	Customers are informed in confirmation email what to wear, as well as on check in. Staff check the presence on fully enclosed footwear on commencement of the tour, skirts or dresses are discouraged.	VR	MO	VL
Inappropriate attitude of Customer	RA	SV	M	Customer warned and rejected if no attitude modification	VR	SV	M
Customer under the influence of drugs/ Alcohol	RA	SV	M	Removal of sunglasses during briefing. Monitor during safety briefing and practice course. Customer rejected if influence suspected.	VR	SV	M
Customer pregnant	PO	MA	H	Customers at any stage of pregnancy are unable to join the activity. This is noted in the waiver form the Customers must sign prior to starting the adventure.	VR	MA	L
Customer sustaining injury from landing on platform	PO	MO	M	Customers are instructed on correct technique and practice on the training course.	RA	MO	L
Anaphylactic shock triggered customer	PO	SV	H	Medical conditions suffered by customer requested on waiver form. Customer's EpiPen or mini-jet syringe carried on course by Customer (attached to harness). Antihistamines/ EpiPen included in first aid kits in case requested by Customer or trained staff member needs to administer.	RA	SV	M
Asthma Attack triggered in customer	PO	SV	H	Medical conditions suffered by Customer requested on waiver form. Customers Ventolin carried by customer.	RA	SV	M
Cardiac arrest whilst on activity	UL	SV	H	Manager on duty requires to hold CPR certification. Defibrillator located at base and regularly checked and maintained.	RA	SV	M



Customer has a non-life-threatening medical issue	PO	SV	<b>H</b>	Evacuation (lower down from the course) by a trained staff member using appropriately serviced rescue device. Customer signs waiver form where they are asked to acknowledge any known medical conditions that they may be affected by during climbing. Staff on home tree to monitor customers whilst climbing for any signs of suffering from medical conditions	UL	MA	<b>M</b>
Customer is too scared to continue climbing	LY	MI	<b>M</b>	Evacuation (lower down from the course) by a trained staff member using appropriately serviced rescue device. Staff to assist customers in a timely fashion and monitor for panic attacks.	LY	NG	<b>L</b>
Customer becomes unconscious while climbing on the course or mid evacuation (lower down)	PO	SV	<b>H</b>	Evacuation (lower down from the course) by a trained staff member using appropriately serviced rescue device. Staff on home tree to monitor customers whilst climbing for any signs of suffering from medical conditions. Full body harnesses worn (wear able) with tightened shoulder straps to prevent customer falling backwards whilst evacuation from the course. Where full body harnesses are not used, a chest harness is added to waist harness prior to evaluation process if possibility of unconsciousness.	RA	SV	<b>M</b>
Customer having communication issues (poor English, learning difficulties, hearing impairment)	LY	SV	<b>E</b>	Staff spend extra time to make sure they understand. Customers go through a safety training/ practise course. Home tree always mend by staff or locked.	RA	SV	<b>M</b>
Children climbing without a responsible person present	AC	MI	<b>M</b>	Customers must adhere to the below supervision ratios listed on the operation manual	VR	MI	<b>VL</b>

**PPE**

Type of Risk	Likelihood	Consequence	Grade	Control Measure	Likelihood	Consequence	Grade
Customer climbing on the course with no connection	RA	SV	<b>M</b>	Customers are issued with all appropriate PPE for climbing on the course. Courses are locked at the end of day or if no staff member is present at the course. Connections points monitored at all times by staff member.	VR	SV	<b>M</b>
Incorrect fitment of harness resulting in harness providing inadequate protection to potential fall from height	LY	SV	<b>E</b>	Harnesses meeting Australian standards are fitted and checked regularly by trained staff members. Different sized harnesses provided to fit different body types / sizes of all ages. Customers are not allowed to adjust their harnesses. Harnesses to be visually check and adjusted (if required) at a minimum before starting each course. Customers to be monitored whilst climbing.	UL	MI	<b>L</b>
Provided PPE does not fit	PO	SV	<b>H</b>	Persons who do not fit or refuse to wear appropriately sized harnesses will not be permitted on the course.	VR	NG	<b>VL</b>
Harness waist strap becoming loose during customers session	PO	SV	<b>H</b>	Staff member on home tree visually checks each customer before starting any courses and adjusts if necessary. Customers are told if they adjust their harness to get staff to check harness again	RA	MI	<b>VL</b>
Harness legs strap becoming loose during customers session	PO	MO	<b>M</b>	Staff member on home tree visually checks each customer before starting any courses and adjusts if necessary. Customers are told if they adjust their harness to get staff to check harness again	RA	NG	<b>VL</b>
Harness shoulder strap becoming loose during customers session	LY	MI	<b>M</b>	Staff member on home tree visually checks each customer before starting any courses and adjusts if necessary. Customers are told if they adjust their harness to get staff to check harness again	RA	NG	<b>VL</b>
Petzl Swan Easy Fit Harness Shoulder strap coming loose during customers session	AC	MI	<b>M</b>	Staff member on home tree visually checks each customer before starting any courses and adjusts if necessary. Customers are told if they adjust their harness to get staff to check harness before climbing again. Relocate elastic strap locator to on top of back connection piece to increase friction on shoulder strap to reduce likelihood of back connection sliding down towards waist strap. Add additional	RA	NG	<b>VL</b>

				elastic strap locator to underneath back connection (if required). Customers to be told to adjust location of back connection piece if require whilst on course			
Customer body type is narrow with no defined hips bones – Waist strap has potential to slip lower than required safe position	LY	SV	<b>E</b>	Customer must be correctly fitted full body harness suitable to their body size. Harness to be regularly checked as per operation procedures.	RA	MI	<b>VL</b>
Customer body type has large belly with no defined hip bones - Waist strap has potential to slip lower than required safe position	LY	SV	<b>E</b>	Customer must be correctly fitted full body harness suitable to their body size. Harness to be regularly checked as per operation procedures.	UL	MI	<b>L</b>
Bumps to the head	PO	MI	<b>M</b>	Participants must wear helmets, at all times whilst on course. It must be correctly fitted by a staff member.	RA	MI	<b>VL</b>
Helmet does not fit	PO	MO	<b>M</b>	Many different brands / sizes to cover most head shapes and sizes. All in accordance with Australian standard. Some parks have foams insert.	RA	MO	<b>L</b>
Refusal to wear a helmet	UL	MO	<b>L</b>	Persons who do not fit or refuse to wear appropriately sized helmet will not be permitted on the course. Helmet may be given to persons to take to a private location for own fitment in accordance with religious believes, helmet must then be check for correct fitment by staff.	VR	NG	<b>VL</b>
Transfer of head born parasites or infections.	LY	NG	<b>L</b>	Helmets sprayed with Sanitisers after use. Hair nets available on request.	RA	NG	<b>VL</b>
Rope/cable burn to hands	UL	MI	<b>L</b>	Gloves worn and instruction on correct use of PPE given.	RA	MI	<b>VL</b>
Gloves not fitting and getting trapped under pulley	PO	MI	<b>M</b>	Provide a range of glove sizes for customers to select the approve gloves for their hand size. Unfitted gloved are identified by staff prior at harnessing or training.	RA	MI	<b>VL</b>

## COURSE AND EQUIPMENT

Type of Risk	Likelihood	Consequence	Grade	Control Measure	Likelihood	Consequence	Grade
Unauthorised access (operations)	LY	SV	<b>E</b>	Warning signage/barrier – locked gate on start platform. Staff monitor starting platform to be sure correct fitment of harnesses prior to starting courses.	VR	SV	<b>M</b>
Unauthorised access (out of operations)	LY	SV	<b>E</b>	Make sure courses are secured and appropriate signage are in place	RA	SV	<b>M</b>
Vandalism	PO	SV	<b>H</b>	On-site supervising staff- locked start platform gate. Courses checked prior to opening	VR	SV	<b>M</b>
Structure / cables struck by falling branch / tree	PO	SV	<b>H</b>	Pre-activity safety inspection completed by trained staff member. Scheduled 'in-house' 1/4ly inspections undertaken. Annual inspections by Maintenance team. Annual arborist inspection. Continuous monitoring during operation.	RA	SV	<b>M</b>
Small cuts and abrasions	PO	MI	<b>M</b>	Daily inspection of course to pick up on sharp edges/loose wires/ splinters, Gloves provided for climbers, managers trained in first aid, first aid kit on site at home tree and office, regularly restocked	VR	MI	<b>VL</b>
Jewellery getting caught causing injury (minor or major)	PO	MO	<b>H</b>	Climbers are informed to remove earrings other than studs, gloves provided to cover other rings. Rings, necklaces, body piercing to be taped or removed.	VR	MO	<b>VL</b>
Hand entrapment in pulley/carabiner	LY	MO	<b>H</b>	Participants instructed on proper hand placement. Gloves are provided and correct technique for self-rescue taught in training before attempting the courses.	RA	MO	<b>L</b>
Hair entrapment in pulley/carabineer	PO	MO	<b>M</b>	Participants must wear helmet and have hair tied back in a low bun. hairnets provided (on request).	VR	MO	<b>VL</b>

Bumps to shins from platforms or activities	PO	MI	M	Encouraging participants to take their time. Inform participants if there is an activity or platform may affect them (e.g. older persons, physically disabled participants). Using support ropes	UL	MI	L
Falling off Ladders unattached at start of courses	PO	SV	H	Staff monitoring access points preventing unintentional/intentional access without being safe. Requirement to attach to waiting lines, meaning attachment to ladder safety device is mandatory. Back up carabiner to be attached as well.	VR	SV	M
Foot caught in cargo net	PO	MI	M	Participants instructed in correct climbing techniques and informed to act according to training. Discouraged from using flying fox pulley near such obstacles.	UL	MI	L
Using flying fox pulley on activity with slope causing injury	LY	MO	H	Training provided instructing climbers not to use their pulleys on activities, 'stopper' cones installed on cables to prevent flying fox access on cables with potential more risk if unauthorised use of pulley happens. Staff instructions given and monitored if permission given to use flying fox on activity.	RA	MO	L
Use of pulley, connecting with face when removing from cable	PO	MI	M	Training provided in correct method to use pulley, and remove it from cable, steps added on platforms that require them (kids and shorter climbers)	VR	MI	VL
Personal objects falling from height	AC	SV	E	Participant to remove all loose items before climbing, lockers provided free of charge, all items that are allowed must be securely attached to participant and approved by staff. No exemption for religious item.	RA	SV	M
Course elements falling from height	UL	SV	H	Daily course inspection to identify issues such as loose planks/nuts/activity ropes, fixed immediately to removed further risk	VR	SV	M
Base jump front cover open, allowing rope to disengage from wheel through normal use	RA	SV	M	Cable ties installed during installation and subsequent rope changes and inspections. To prevent front cover movement/opening.	VR	SV	M
Base jump front cover open, allowing rope to disengage from wheel as result of installation error	RA	SV	M	Installation, inspections, and rope changes to be conducted by approved staff as per procedure. Photos used and logged for Equipment Manager verification.	VR	SV	M

Base jump lowering customers too fast	RA	MA	M	Regular inspection and rope replacement by approved staff. Softfall (mulch) installed on landing area.	VR	MA	L
Base jump rope failure	RA	SV	M	Regular inspection and rope replacement by approved staff	VR	SV	M
Base jump ropes twisting causing injuries	PO	MI	M	Ropes tethered apart at base; ropes kept taught through its operation. Use duo lock carabiner as the secondary connection.	RA	MI	VL
End of course descent device – Other customers directly underneath line of decent.	PO	MI	M	Tanbark/ Ropes/ Landing mats help signify landing zone, fenced off where required to prevent unintentional access, monitored by staff	VR	MI	VL
End of course descent device – Poor landing technique.	PO	MO	M	Tanbark/ Landing mat (if required) at landing zone, all hazards removed from landing zone, inspected daily	VR	MO	VL
End of course descent device – Not connecting properly	UL	SV	H	Safety system used to connect to descent device at a minimum, training provided in correct attachment method. Signs at end of course to help remind climbers	VR	SV	M
Kids course climbers accessing a course unattached	LY	SV	E	Training provided to both kids and supervisors of how to access course, responsibility with the adult supervisors to open gate, providing access to courses. Latch on gate (if possible) out of reach of kids. Staff assist with monitor correct access.	VR	SV	M
Ziplining into another ziplining climber	PO	MA	H	Training provided, instructed to make sure landing is clear, one person at a time on an activity, staff monitoring course usage. Customers are trained how to break on zipline.	RA	MA	M

Fatigue to climber resulting in injury from falling	PO	MI	<b>M</b>	Staff to instruct climbers on grading difficulties of course so appropriate course can be selected, staff to monitor climbers and make recommendations of appropriate course, staff trained in rescue techniques to help climbers get through the course or lowered to ground	RA	MI	<b>VL</b>
Equipment hitting knees/shins resulting in bruises	LY	NG	<b>L</b>	Climbers instructed to place lanyards over shoulder/head when not using them, kids with kids access equipment instructed to hold safety lanyard when moving, Pulleys on all climbers attached to harness with magnet or clip.	VR	NG	<b>VL</b>
Staff member injury from bad rescue technique	LY	MO	<b>H</b>	Staff to receive training in correct rescue techniques, multiple methods provided to limit straining of staff to minimise injuries that could occur. Max weight is 120kg.	RA	MO	<b>L</b>
Climbers being exposed to a factor 2 fall whilst on course, resulting in significant injury	LY	MA	<b>H</b>	Critical lines installed at recommended heights; climbers monitored by staff to complete activities as designed. Activities designed with rare expose to potential factor 2 falls.	VR	MA	<b>L</b>
SSB (not all parks use SSB system) system failing whilst on course – double locked	LY	NG	<b>L</b>	Daily inspections of equipment both visual and tactile (operational test) by trained staff member (logged), Quarterly inspections (logged), Annual inspections (logged). SSB regularly serviced to maintain optimal operation * Not all parks use SSB systems	UL	NG	<b>VL</b>
SSB (not all parks use SSB system) system failing whilst on course – double open	RA	SV	<b>M</b>	Daily inspections of equipment both visual and tactile (operational test) (logged) by trained staff member, Quarterly inspections (logged), Annual inspections (logged). SSB regularly serviced to maintain optimal operation. System designed to lock onto course if cable lock system fails. Preventing the climber from detaching. Staff trained in correct procedure for emergency opening on SSB equipment, Inc. resetting the locking pins to correct positions. * Not all parks use SSB systems	VR	SV	<b>M</b>

Coudou locking pin fail	RA	SV	<b>M</b>	Daily inspections of equipment both visual and tactile (operational test) by trained staff member (logged), Quarterly inspections (logged), Annual inspections (logged). Staff trained in correct procedure for emergency opening on Coudou equipment. Check after each rescue that the pin has been engaged.	VR	SV	<b>M</b>
Connection Sling connecting harness to safety connection not fit for use or fails	PO	SV	<b>H</b>	Daily inspections of equipment by trained staff member (logged), Quarterly inspections (logged), Annual inspections (logged). Connecting sling is entered as its own "part" in logging system to track depreciation and expiration date of equipment.	RA	SV	<b>M</b>
Harness Failure whilst on course	PO	SV	<b>H</b>	Daily Inspection of equipment (logged), quarterly inspections of equipment (logged), Annual inspections (logged). equipment retired when damaged. If unsure inspectors to liaise with equipment manager to get 2nd opinion	VR	SV	<b>M</b>
Fall from height greater than 1.5m	AC	SV	<b>E</b>	Participants harnessed and connected to safety lines before being allowed to begin course. Safety systems (prevents disconnection from safety line). Participants locked onto safety lines at all times, monitored by trained staff member.	VR	SV	<b>M</b>
Fall from height less than 1.5m	AC	MA	<b>E</b>	Adults supervising younger children on the Yellow courses are instructed to seek assistance from staff and not to access any part of the course themselves to assist. Staff monitoring compliance. Signs in place.	RA	MA	<b>M</b>
Large branches falling onto climbers	RA	SV	<b>M</b>	Yearly arborist inspections. Qualified tree pruners address issues found.	VR	SV	<b>M</b>
Small branches, rock, pinecone and pine nut falling onto climbers	UL	SV	<b>H</b>	Daily Inspection to pick up minor issues such as small deadwood/branches/loose rocks that may have come loose overnight, removed as soon as possible.	RA	SV	<b>M</b>



Rope / cable burns from obstacle	LY	MI	<b>M</b>	Customers are instructed on how to use flying obstacles correctly. Staff may provide customers with proper technique on how to complete courses comfortably. Advise customer to hold their sling and to not put their arm or neck around the cables.	PO	MI	<b>M</b>
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<b>IMMEDIATE PARK GROUNDS</b>							
Type of Risk	Likelihood	Consequence	Grade	Control Measure	Likelihood	Consequence	Grade
Snake bites	RA	MA	<b>M</b>	Areas more prone to snakes to have clear pathways to keep customers off untracked areas, Signage informing Customers of potential of snakes and first aid kit on site with staff first aid trained.	VR	MA	<b>L</b>
Getting hit by car in carpark	RA	SV	<b>M</b>	Speed signs installed to moderate speed. Where possible, remove pedestrian access from the pathways of vehicles	VR	SV	<b>M</b>
Bird attacks resulting in small cuts	UL	MI	<b>L</b>	In known areas where birds scavenge for food, customers instructed about keep food covered, and are made aware of particular birds. Customer are protected by a helmet.	VR	MI	<b>VL</b>
Other wildlife attacking customers	RA	MI	<b>VL</b>	Pathways under courses and around the park to keep people off untracked areas. Park kept clean of rubbish and bins not overfilled to discourage wildlife from being in the area.	VR	MI	<b>VL</b>
Going off pathways and drowning in river	RA	SV	<b>M</b>	Younger participants are under the care of the parents/guardian whilst at Treetops Adventure, Next Level pathways to keep customers away from the river/water. No activities near or on the water.	VR	SV	<b>M</b>

Bites or stings	UL	MO	<b>L</b>	First aid and 'aero-guard' available. Groups are encouraged not to bring canned drinks (wasp risk). An insect sting pain relief product and/or ice packs present for relief. Removal of nests if located.	VR	MO	<b>VL</b>
Slips and falls around activity	PO	MO	<b>M</b>	Remove hazard where possible. Mulch regularly refilled. Inform patrons to walk and not run especially during poorer weather conditions. Pathways fenced to prevent access.	RA	MO	<b>L</b>
Spectators coming into contact with climbers traversing/flying from on tree to another	PO	MI	<b>M</b>	Areas with low activities fenced off to prevent access by spectators. Staff monitoring areas with low activities to keep area clear	VR	MI	<b>VL</b>
Slips and falls on pathways	PO	MO	<b>M</b>	Tanbark on uneven pathways to fill holes and undulating ground, refilled when necessary. Appropriate signage and warning (if applicable). Remove hazard if possible.	RA	MO	<b>L</b>
Slips and falls on decked areas	PO	MO	<b>M</b>	Rubber matting/ grip tape/ pressure cleaned to help prevent slips and falls	RA	MO	<b>L</b>
Accidents with company vehicles	LY	SV	<b>E</b>	Must hold drivers' licence and other appropriate licence (if required), authorised staff members only	RA	SV	<b>M</b>

## EXTERNAL ENVIRONMENTAL RISKS

Type of Risk	Likelihood	Consequence	Grade	Control Measure	Likelihood	Consequence	Grade
Fire (Large, bushfire or housefire nearby)	UL	CT	H	Staff to monitor BOM, access local fire authority live updates, evacuate early. Follow in place fire evacuation procedures and park evacuation procedures.	VR	CT	M
Fire (Small, cigarette/ camping stove/ open flames)	PO	MO	M	Staff to restrict smoking to certain 'safe' areas (carpark) and dispose of butts correctly. Camping stoves and other open flame units prohibited in the park (unless by authorised staff members and situations (construction/ maintenance, not total fire ban)	VR	MO	VL
Flooding, blocking off pathways, erosion to paths and base of trees, causing instability	RA	SV	M	Staff to monitor weather conditions and access flood warning recommendations from BOM. Daily inspection to identify inaccessible pathways, tree root exposure causing instability to trees. Block off access where needed, contact arborist to inspect if needed.	VR	SV	M
High Wind (60km/h windspeed and 80km/h gusts) causing branches to contact course and potentially customers	PO	SV	H	Staff to monitor weather conditions, access to BOM and onsite weather station to monitor wind conditions and forecasts. Evacuate park if conditions reach said maximums. Close of course access till winds pass and safe to operate.	VR	SV	M
Thunderstorms (Electrical storms and Lightning) grounding on course whilst customers are climbing	PO	SV	H	Staff to monitor weather conditions, access to BOM radar for storm cells, Metorage (lightning strike monitor program) to assess conditions within 15km. Park evacuation if required before storms hits park. Once storm passes clear to operate courses again	VR	SV	M
Hail whilst people on course	PO	MI	M	Park to operate as is, helmets are on customers on course eliminating any head injuries, customers on ground to seek shelter under cover.	VR	MI	VL
Excessive Rain with cold conditions	PO	MO	M	Customers encourages to bring wet weather gear (if needed) and wear suitable clothing to suit weather conditions, or a change of clothes to minimise hypothermia, staff to monitor customers closely, sheltered areas available to customers.	VR	MO	VL

Heat Exhaustion / Sun stroke / Dehydration	PO	MO	<b>M</b>	Participants are required to disclose medical history and are encouraged to bring fluids. Participants observed during activity. Water and first aid available.	VR	MO	<b>VL</b>
Extreme Heat (42 degrees)	UL	MO	<b>L</b>	Park to close during these conditions	VR	MO	<b>VL</b>
High Heat (35 to 42 degrees) leading to dehydration or fainting	PO	MO	<b>M</b>	Staff to monitor customers closely, looking for signs of dehydration. Customers reminded to drink plenty of fluids, drinking tap and/or kiosk with drinks available for customers. Staff to rescue customers who require it.	UL	MO	<b>L</b>
Fire danger (Severe and Extreme)	PO	NG	<b>L</b>	Monitor condition closely, seek updates from local fire authority regularly throughout day, evacuate park if required.	RA	NG	<b>VL</b>