



# Castlereagh

CONFERENCE CENTRE

## **Site Risk Management Plan**

# Castlerea Conference Centre Identified Hazards

## Identified Hazards and Risks

### Transport

- Vehicle breakdown
- Vehicle accident
- Struck by vehicle

### Cabin access

- Potential slips and falls

### Pathway visibility

- Potential slips and falls

### Car park and site security

- Intruder,
- Loss of property

### Site hazards

- Fallen trees or limbs
- Water tanks, septic tanks and pump access
- Pest and vermin control
- Insect, spider, snake bites

### Fire and evacuation

- Facility and users at risk from fire

### Meeting rooms

- Struck by falling equipment

### Cabins

- Injury due to inappropriate behaviour
- Scalding due to inappropriate water temperature
- Injury due to broken or defective equipment

### Dining & food service

- Incident due to food allergy
- Incident due to food intolerance because of a medical condition

### Child protection

- Child protection related incident

### Emergencies

- Personal injury
- Missing person

## TRAVEL

Hazard	Risk	Likelihood	Consequences	Risk Level	Risk Controls (RC)	Risk Level post RC
Transport	Vehicle breakdown	<input type="checkbox"/> Rare <input type="checkbox"/> Unlikely <input checked="" type="checkbox"/> Possible <input type="checkbox"/> Likely <input type="checkbox"/> Almost Certain	<input type="checkbox"/> Insignificant <input checked="" type="checkbox"/> Minor <input type="checkbox"/> Moderate <input type="checkbox"/> Major <input type="checkbox"/> Catastrophic	<b>M</b>	Ensure vehicle operators hold appropriate licenses and insurance	<b>L</b>
Transport	Vehicle accident	<input type="checkbox"/> Rare <input type="checkbox"/> Unlikely <input checked="" type="checkbox"/> Possible <input type="checkbox"/> Likely <input type="checkbox"/> Almost Certain	<input type="checkbox"/> Insignificant <input type="checkbox"/> Minor <input checked="" type="checkbox"/> Moderate <input type="checkbox"/> Major <input type="checkbox"/> Catastrophic	<b>M</b>	Ensure seat belts are worn where fitted. Enforce rules & monitor behaviour Brief participants on emergency procedures	<b>L</b>
Transport	Struck by vehicle	<input type="checkbox"/> Rare <input type="checkbox"/> Unlikely <input checked="" type="checkbox"/> Possible <input type="checkbox"/> Likely <input type="checkbox"/> Almost Certain	<input type="checkbox"/> Insignificant <input type="checkbox"/> Minor <input checked="" type="checkbox"/> Moderate <input type="checkbox"/> Major <input type="checkbox"/> Catastrophic	<b>M</b>	Centre has signposted guest carparking Ensure all guests enter and exit vehicle safely	<b>L</b>

## VENUE

Hazard	Risk	Likelihood	Consequences	Risk Level	Risk Controls (RC)	Risk Level post RC
Cabin access	Potential slips and falls	<input type="radio"/> Rare <input type="radio"/> Unlikely <input checked="" type="radio"/> Possible <input type="radio"/> Likely <input type="radio"/> Almost Certain	<input type="radio"/> Insignificant <input checked="" type="radio"/> Minor <input type="radio"/> Moderate <input type="radio"/> Major <input type="radio"/> Catastrophic	<b>M</b>	All cabins have railing supports at access points (walkways and stairs) to assist with support. Sensor lighting for increased night vision when negotiating pathways/ walkways and stairs.	<b>L</b>
Pathway visibility	Potential slips and falls	<input type="radio"/> Rare <input type="radio"/> Unlikely <input checked="" type="radio"/> Possible <input type="radio"/> Likely <input type="radio"/> Almost Certain	<input type="radio"/> Insignificant <input checked="" type="radio"/> Minor <input type="radio"/> Moderate <input type="radio"/> Major <input type="radio"/> Catastrophic	<b>M</b>	Sensor lighting for increased night vision when negotiating pathways/walkways and stairs.	<b>L</b>
Car park and site security	Intruder, loss of property,	<input type="radio"/> Rare <input type="radio"/> Unlikely <input checked="" type="radio"/> Possible <input type="radio"/> Likely <input type="radio"/> Almost Certain	<input type="radio"/> Insignificant <input type="radio"/> Minor <input checked="" type="radio"/> Moderate <input type="radio"/> Major <input type="radio"/> Catastrophic	<b>M</b>	Car park entrance way & car park lighting automatically initiated at dusk with constant lighting throughout the night. Security patrols x 3 per night; Perimeter/ building/ car park check and verifications. Established perimeter fencing and lockable gates to restrict access to and from site together with secure fencing at eastern perimeter restricting access to lower quarry road. Group leader advised during welcome talk to store valuables inside accommodation and not to leave items on verandas Group leader provided with cabin & meeting room keys Group to keep rooms locked at night & when off site	<b>L</b>
Site hazards	Fallen trees or limbs	<input type="radio"/> Rare <input type="radio"/> Unlikely <input checked="" type="radio"/> Possible <input type="radio"/> Likely <input type="radio"/> Almost Certain	<input type="radio"/> Insignificant <input type="radio"/> Minor <input checked="" type="radio"/> Moderate <input type="radio"/> Major <input type="radio"/> Catastrophic	<b>M</b>	Trees are cut back, tracks cleared & general maintenance conducted to reduce risks.	<b>L</b>

## VENUE

Hazard	Risk	Likelihood	Consequences	Risk Level	Risk Controls (RC)	Risk Level post RC
Site hazard	Water tanks, septic tanks and pump access	<input type="radio"/> Rare <input type="radio"/> Unlikely <input checked="" type="radio"/> Possible <input type="radio"/> Likely <input type="radio"/> Almost Certain	<input type="radio"/> Insignificant <input type="radio"/> Minor <input checked="" type="radio"/> Moderate <input type="radio"/> Major <input type="radio"/> Catastrophic	<b>M</b>	Group leader advised during welcome talk that guests should not play near water tanks and septic tanks. Tanks & pumps are visible and are located away from common areas	<b>L</b>
Site hazard	Pest and vermin control Insect, spider, snake bites	<input type="radio"/> Rare <input type="radio"/> Unlikely <input checked="" type="radio"/> Possible <input type="radio"/> Likely <input type="radio"/> Almost Certain	<input type="radio"/> Insignificant <input type="radio"/> Minor <input type="radio"/> Moderate <input checked="" type="radio"/> Major <input type="radio"/> Catastrophic	<b>H</b>	Group leader advised during welcome talk that guests should not touch vermin baits located onsite Group required to provide First-Aider & equipment Group is briefed on risk levels and not to disturb native fauna. Information is provided on local medical and emergency providers	<b>M</b>
Fire and evacuation	Facility and users at risk from fire	<input type="radio"/> Rare <input type="radio"/> Unlikely <input checked="" type="radio"/> Possible <input type="radio"/> Likely <input type="radio"/> Almost Certain	<input type="radio"/> Insignificant <input type="radio"/> Minor <input type="radio"/> Moderate <input checked="" type="radio"/> Major <input type="radio"/> Catastrophic	<b>H</b>	Smoke detectors fitted to all cabins Site based fire & evacuation plans with information made available at site introduction and directional materials located in cabins	<b>M</b>
Site electrical	Electrocution from faulty or damaged leads and equipment	<input type="radio"/> Rare <input type="radio"/> Unlikely <input checked="" type="radio"/> Possible <input type="radio"/> Likely <input type="radio"/> Almost Certain	<input type="radio"/> Insignificant <input type="radio"/> Minor <input type="radio"/> Moderate <input checked="" type="radio"/> Major <input type="radio"/> Catastrophic	<b>H</b>	Yearly testing and tagging carried out onsite; monitoring of electrical equipment that is subject to damage due to movement and relocation	<b>L</b>
Meeting rooms	Struck by falling equipment	<input type="radio"/> Rare <input type="radio"/> Unlikely <input checked="" type="radio"/> Possible <input type="radio"/> Likely <input type="radio"/> Almost Certain	<input type="radio"/> Insignificant <input checked="" type="radio"/> Minor <input type="radio"/> Moderate <input type="radio"/> Major <input type="radio"/> Catastrophic	<b>M</b>	Signage states that chairs are to be stacked to a maximum height. Signage states that tables are stacked against wall.	<b>L</b>
Cabins	Injury due to inappropriate behaviour	<input type="radio"/> Rare <input type="radio"/> Unlikely <input type="radio"/> Possible <input checked="" type="radio"/> Likely <input type="radio"/> Almost Certain	<input type="radio"/> Insignificant <input checked="" type="radio"/> Minor <input type="radio"/> Moderate <input type="radio"/> Major <input type="radio"/> Catastrophic	<b>M</b>	Provision of adequate sleeping accommodation for each person Provision of separate accommodation for each gender Group leaders responsible for the supervision & behaviour of the group	<b>L</b>

**VENUE**


Hazard	Risk	Likelihood	Consequences	Risk Level	Risk Controls (RC)	Risk Level post RC
Cabins	Scalding due to inappropriate water temperature	<input checked="" type="checkbox"/> Rare <input type="checkbox"/> Unlikely <input type="checkbox"/> Possible <input type="checkbox"/> Likely <input type="checkbox"/> Almost Certain	<input type="checkbox"/> Insignificant <input checked="" type="checkbox"/> Minor <input type="checkbox"/> Moderate <input type="checkbox"/> Major <input type="checkbox"/> Catastrophic	<b>L</b>	Centre staff to be advised of any maintenance issues during stay	<b>L</b>
Cabins	Injury due to broken or defective equipment	<input type="checkbox"/> Rare <input checked="" type="checkbox"/> Unlikely <input type="checkbox"/> Possible <input type="checkbox"/> Likely <input type="checkbox"/> Almost Certain	<input type="checkbox"/> Insignificant <input checked="" type="checkbox"/> Minor <input type="checkbox"/> Moderate <input type="checkbox"/> Major <input type="checkbox"/> Catastrophic	<b>M</b>	Centre staff to be advised of any maintenance issues during stay Routine regular maintenance carried out on all accommodation rooms	<b>L</b>
Dining & food service	Incident due to food allergy Incident due to food intolerance because of a medical condition	<input type="checkbox"/> Rare <input type="checkbox"/> Unlikely <input checked="" type="checkbox"/> Possible <input type="checkbox"/> Likely <input type="checkbox"/> Almost Certain	<input type="checkbox"/> Insignificant <input type="checkbox"/> Minor <input type="checkbox"/> Moderate <input checked="" type="checkbox"/> Major <input type="checkbox"/> Catastrophic	<b>H</b>	Existing dietary restrictions to be provided by group prior to arrival. If caterer is unable to provide suitable option (which is unlikely) food allergy guest may provide their own food. Common food allergy trigger, peanut butter, is not included in menus Caterer will speak with Group Leader to explain what is to be served to the members with individual dietary requirements. Group to be briefed on dining room protocols Food service runs for 45 minutes after which the food is removed to meet food safety & hygiene standards & laws All meals must be consumed in the dining room Any broken glass or crockery will be cleaned up immediately by Catering staff & guests verbally advised to remain clear until clean-up is completed.	<b>M</b>

**PEOPLE**

Hazard	Risk	Likelihood	Consequences	Risk Level	Risk Controls (RC)	Risk Level post RC
Child protection	Child protection related incident	<input type="radio"/> Rare <input checked="" type="radio"/> Unlikely <input type="radio"/> Possible <input type="radio"/> Likely <input type="radio"/> Almost Certain	<input type="radio"/> Insignificant <input type="radio"/> Minor <input type="radio"/> Moderate <input checked="" type="radio"/> Major <input type="radio"/> Catastrophic	<b>H</b>	All employees must have a valid NSW Working with Children's Check Clearance from the NSW Kids Guardian Staff are not to be alone with a participant, ie. when room cleaning staff knock, call out and only enter if room is unlocked & vacant.	<b>M</b>
Emergencies	Personal injury Missing person	<input type="radio"/> Rare <input type="radio"/> Unlikely <input checked="" type="radio"/> Possible <input type="radio"/> Likely <input type="radio"/> Almost Certain	<input type="radio"/> Insignificant <input type="radio"/> Minor <input checked="" type="radio"/> Moderate <input type="radio"/> Major <input type="radio"/> Catastrophic	<b>H</b>	Policies & Procedures are in place for various critical incidents injury illness, infectious disease epidemic & death. The site Caretaker lives onsite and is available to be contacted during an emergency Staff emergency telephone numbers are also available to group leaders Contact details for emergency services, local medical services and hospitals are provided in group leaders upon arrival and are located on signage in the main hall Evacuation procedure explained in Welcome-In talk	<b>M</b>

## Evaluation Criteria

The risk scores correspond with the following Evaluation Criteria and Risk Matrix:

 <b>CONSEQUENCES</b>					
<b>Public Safety</b>	Injuries or ailments not requiring medical treatment	Minor injury, first aid treatment case or short-term medical intervention	Serious injury causing hospitalisation or multiple medical treatment cases short-term rehabilitation required	Life threatening or multiple serious injuries causing hospitalisation; significant impairment requires long-term rehabilitation	Death or multiple life-threatening injuries permanent disability
<b>Reputational Damage</b>	Resolved by day to day management	Some local press mention, with senior management required to prevent escalation	Some state media mention with senior management required to resolve	Intense public and national media scrutiny eg front page headline, TV embarrassment for CCC	Public inquiry or sustained adverse national media coverage, loss of community participation and confidence
<b>Business Continuity</b>	Disruption to service capacity for up to half a day	Disruption of service between 1 and 2 days	Disruption of services up to 5 days	Disruption of services up to 1 week	Disruption of services for greater than 1 week
<b>Environment</b>	Minor effects on biological or physical environment	Moderate, short term effects but not affecting ecosystem functions	Serious, medium-term effects	Serious, medium-term to long term effects, with some impairment of ecosystem function	Very serious long-term effects with significant impairment of ecosystem functions
<b>Legal / Contract Management</b>	Minor complaint, incident or contract issue resolved by management	Isolated threat of legal action or threat of loss of contract resolved by management	Significant incident with threat of legal action, loss of contract with moderate financial loss & impact to reputation	Civil lawsuit laid and or serious breach of regulations, loss of significant contract & future tenders potentially affected	Major lawsuit and or criminal charges with prosecution /fines loss of multiple contracts, Govt mandates not to us CCC as a supplier
<b>Financial</b>	Financial loss of up to \$100k minor cost overrun	Financial loss between \$100k & \$250k; cost overrun <5%	Financial loss between \$250 & \$500k; cost overrun >5% but <8%	Financial loss between \$500 & \$1m; cost overrun >8% but <10%	Financial loss <\$1m cost overruns <10%
	<b>INSIGNIFICANT</b>	<b>MINOR</b>	<b>MODERATE</b>	<b>MAJOR</b>	<b>CATASTROPHIC</b>



## Risk Matrix

	Probability			Insignificant	Minor	Moderate	Major	Catastrophic
Likelihood ↑	Is expected to occur in most circumstances	<b>A</b>	<b>Almost Certain</b>	<b>M</b>	<b>H</b>	<b>H</b>	<b>E</b>	<b>E</b>
	Will probably occur	<b>B</b>	<b>Likely</b>	<b>M</b>	<b>M</b>	<b>H</b>	<b>H</b>	<b>EXTREME</b>
	Might occur at some time in the future	<b>C</b>	<b>Possible</b>	<b>L</b>	<b>MEDIUM</b>	<b>M</b>	<b>HIGH</b>	<b>E</b>
	Could occur but doubtful	<b>D</b>	<b>Unlikely</b>	<b>LOW</b>	<b>M</b>	<b>M</b>	<b>H</b>	<b>H</b>
	May occur but only in exceptional circumstances	<b>E</b>	<b>Rare</b>	<b>L</b>	<b>L</b>	<b>M</b>	<b>M</b>	<b>H</b>

- E** – Extreme risk – detailed action plan required
- H** – High risk – needs senior management attention
- M** – Medium risk – specific management responsibility
- L** – Low risk – managed by routine procedures