



The Department recommends that you contact the Department of Conservation Office closest to where the activity is proposed to discuss the application prior to completing the application forms. Please provide all information requested in as much detail as possible. Applicants will be advised if further information is required before this application can be processed by the Department.

This form is to be used when the proposed activity is the building or use of any private or commercial facility or structure on public conservation land managed by the Department of Conservation. Examples may include lease of land to erect an information centre; authorisation to erect a weather station; or construct or lease a private/commercial campground or lodge. This form is to be completed in conjunction with either Applicant Information Form 1a (longer term concession) or Applicant Information Form 1b (one-off concession) as appropriate.

Please complete this application form, attach Form 1a or Form 1b, and any other applicable forms and information and send to permissions@doc.govt.nz. The Department will process the application and issue a concession if it is satisfied that the application meets all the requirements for granting a concession under the Conservation Act 1987.

If you require extra space for answering please attach and label according to the relevant section.

A. Description of Activity

Please describe the proposed activity in detail – where the site is located, please use NZTM GPS coordinates where possible, what you intend to use the building for, whether you intend to make any changes to the infrastructure.

Please include the name and status of the public conservation land, the size of the area for which you are applying and why this area has been chosen.

If necessary, attach further information including a map, a detailed site plan and drawings of proposal and label Attachment 3b:A.

The Treetops Adventure Group is applying for a concession to operate a high ropes course in the **Hanmer Field Base and Picnic Area Conservation Area** (29.25ha) (a Stewardship Area, NaPALIS ID 2796286). The ropes course will be based within existing exotic forest.

The operation will also rely on a lease of the vacant DOC Field Office located in the south of the reserve. This will be used as a visitor greeting and ticketing centre with limited retail sales. Attachment 3b:A identifies the location of all components of the proposal. This component of the application applies only the Field Office. A separate Concession Application Form 7a has been submitted for use of the Conservation Area for the ropes course.

The applicant understands that the Field Office is in poor condition and currently cannot be used by the Department of Conservation or the public. The applicant is willing to invest in the restoration of the building to code.

B. Alternative sites considered

If your application is to **build, extend or add** to any permanent or temporary structures or facilities on public conservation land, please provide the following details:

- Could this structure or facility be reasonably located outside public conservation land? Provide details of other sites/areas considered.
- Could any potential adverse effects be significantly less (and/or different) in another conservation area or another part of the conservation area to which the application relates? Give details/reasons

The Hanmer Field Base and Picnic Area Conservation Area is located immediately east of Te Whakatakanga o te Ngārahu o te ahi a Tamatea / Hanmer Springs. This setting is ideal due to its proximity to Te Whakatakanga o te Ngārahu o te ahi a Tamatea / Hanmer Springs, with its established reputation as a tourism destination, as well as the exotic trees and facilities available on-site, and the potential to use the vacant DOC field office as an operations and client service base. Alternatives with the same mix of benefits are not locally available. The Treetops Group has established a relationship with the Hanmer Springs Thermal Pools and Spa and will operate cooperative ticketing and promotional activities.

C. Larger area

Is the size of the area you are applying for **larger** than the structure/facility **YES**

If **yes**, please detail the size difference in the box below, and answer the following 3 questions, if **no** please go on to the next section:

A separate Concession Application Form 7a has been completed relating to development of the ropes course, access to it and parking requirements.

Is this necessary for safety or security purposes? **NO**

Is this necessary as an integral part of the activity? **YES**

Is this essential to carrying on the activity? **YES**

If the answer to any of the above is yes, please provide details and attach supporting evidence if necessary and label Attachment 3b:C.

Please see appended Concession Application Form 7a

D. Exclusive possession

Do you believe you need **exclusive possession** of the public conservation land on which your structure/building is located, ie no one else can use the land during your use of it? **NO – see note below**

(Exclusive occupation requires a lease which requires public notification of the application)

If **yes**, please answer the following 3 questions, if **no** please go to the next section:

Is exclusive possession necessary to protect public safety?

Is exclusive possession necessary to protect physical security of the activity?

Is exclusive possession necessary for the competent operation of the activity?

If the answer to any of the above is yes, please provide details and attach supporting evidence if necessary and label Attachment 3b:D.

The applicant will use most of the building as permanent office and visitor space. There may be the potential to share use of some areas not fully occupied. This will depend on restoration plans and can be discussed as the project progresses. The applicant will not depend on shared occupancy. The Social Impact Assessment completed as part of appended Concession Application Form 7a identifies community interest in shared occupation of the building.

E. Technical Specifications (for telecommunications sites only)

Frequencies on which the equipment is to operate

Power to be used (transmitter output)

Polarisation of the signal

Type of antennae

The likely portion of a 24 hour period that transmitting will occur

Heaviest period of use

F. Term

Please detail the length of the term sought (i.e. number of years or months) and why.

Note: An application for a concession for a period over 10 years must be publicly notified, an application for a concession up to 10 years will not be publicly notified unless the adverse effects of the activity are such that it is required, or if an exclusive interest in the land is required.

A term of 21 years is sought considering the substantial investment in building restoration.

G. Bulk fuel storage

Under the Hazardous Substances and New Organisms Act 1996 (HSNO Act) 'Bulk fuel storage' is considered to be any single container, stationary or mobile, used or unused, that has a capacity in excess of 250 litres of Class 3 fuel types. This includes petrol, diesel, aviation gasoline, kerosene and Jet A1. For more information on Hazardous Substances, go to:

<http://www.business.govt.nz/worksafe/information-guidance/legal-framework/hsno-act-1996>

Do you intend to store fuel in bulk on the land as part of the activity?

NO

If you have answered yes, then please provide full details of how and where you intend to store the fuel, and label any attachments including plans, maps and/or photographs as Attachment 3b:G. If your concession application is approved you will be required to provide a copy of your HSNO compliance certification to the Department before you begin the activity.

H. Environmental Impact Assessment

This section is one of the most important factors that will determine the Department's decision on the application. Please answer in detail.

In column 1 please list all the locations of your proposal, please use NZTM GPS coordinates where possible. In column 2 list any special features of the environment or the recreation values of that area. Then in column 3 list any effects (positive or adverse) that your activity may have on the values or features in column 2. In column 4 list the ways you intend to mitigate, remedy or avoid any adverse effects noted in column 3. Please add extra information or supporting evidence as necessary and label Attachment 3b:H.

Refer to Steps 1 and 2 in your Guide to Environmental Impact Assessment to help you fill in this section.

Location on public conservation land	Special feature or value	Potential effects of your activity on the feature or value (positive or adverse)	Methods to remedy, mitigate or avoid any adverse effects identified
<p>Hanmer Field Base and Picnic Area Conservation Area DOC Field Office Building</p>	<p>Field Office Building</p>	<p>Displacement of other potential uses of the building (although none have been identified)</p> <p>Redevelopment of the building as a recreation service centre for the Conservation Area with shared community of the space</p> <p>Restoration of the building and extension of its functional life</p>	<p>We understand that there are no alternative proposals for use of the building and therefore no potential for displacement. The applicant will rehabilitate the building and ensure it survives as a future community asset. Shared use of space is likely to be possible while the lease is in operation and where compatible.</p>

I. Other

Is there any further information you wish to supply in support of your application? Please attach if necessary and label Attachment 3a:l.

No other material is relevant, but the full application for the ropes course (form 7a) is attached.

A. Description of Activity

Please describe the proposed activity(s) in detail.

Please include the name and status of the public conservation land, the size of the area you are applying for and why this area has been chosen.

Please attach maps of the location and any detailed site plan, any drawings of proposal and label Attachment 7a:A. (please see Attachment 7a:D3)

The Treetops Adventure Group is applying for a concession to operate a high ropes course in the **Hanmer Field Base and Picnic Area Conservation Area** (29.25ha) (a Stewardship Area, NaPALIS ID 2796286). The ropes course will be based within existing exotic forest. All structures will be removable and rely on the maintenance of the health of the trees used. In the experience of the applicant, there is no evidence remaining of a ropes course after one or two years after the course is removed. Existing recreational uses of the setting can continue and exclusive occupation of the forest area is not required.

The Hanmer Field Base and Picnic Area Conservation Area is located immediately east of Te Whakatakanga o te Ngārahu o te ahi a Tamatea / Hanmer Springs (**Figure 2** in Attachment 7a:D3). This setting is ideal due to its proximity to Te Whakatakanga o te Ngārahu o te ahi a Tamatea / Hanmer Springs with its established reputation as a tourism destination, as well as the exotic trees and facilities available on-site, and the potential to use the vacant DOC field office as an operations and client service base.

A stand of redwood trees within the Conservation Area are suitable for the proposed course (**Figure 3** and following photos in Attachment 7a:D3). The redwoods occupy an area of approximately 1.8 ha, and the course will occupy an area of approximately 1 ha.

The operation will also rely on a lease of the vacant DOC field office located in the south of the reserve (once remediated at the cost of the applicant), and the necessary Concession Application Form 3b has also been completed. The 'Woodlands Walk' would be used to walk clients from the field office to the redwoods area.

Professional removal of the lower dead limbs on the redwoods would be required to allow access for the ropes course and for safety reasons, with material mulched and spread on-site. The need for any tree removal is unlikely, and if necessary would be limited to trees of less than 100mm diameter by prior agreement. No earthworks are required.

An average daily peak patronage of 120 clients is projected during peak holiday weekend periods (12 weeks per year) and 60 clients per day in off-peak weekend periods (40 weeks per year). Maximum patronage estimates are:

- 2 hour average visit by clients,
- 30 minutes between the start of each session time with 10 clients accommodated per session,
- Therefore a 60 client maximum on the ropes course at any time,
- With an 8 hour operating day and 12 sessions per day, there would be a daily maximum of 150 clients.

The service could operate for up to 10 hours per day over peak visitor periods, such as school and public holidays, with a theoretical potential maximum of 300 clients per day at those times. These maximums would only occasionally be reached.

Parking for 5 staff vehicles and 25 client vehicles is required (based on an average vehicle occupancy of 2.3 clients per vehicle and a 60 client maximum). A separate parking assessment has been completed (Attachment 7a:B) and the proposed parking occupation area is shown in Attachment 7a:A.

B. Term

Please detail the length of the term sought (i.e. number of years or months) and why. If you are applying for a one-off permit please state the specific dates and/or times sought.

Note: An application for a concession for a period over 10 years must be publicly notified, an application for a concession up to 10 years will not be publicly notified unless the adverse effects of the activity are such that it is required, or if an exclusive interest in the land is required.

We are seeking a 21 year term considering the considerable investment required.

C. Bulk fuel storage

Under the Hazardous Substances and New Organisms Act 1996 (HSNO Act) 'Bulk fuel storage' is considered to be any single container, stationary or mobile, used or unused, that has a capacity in excess of 250 litres of Class 3 fuel types. This includes petrol, diesel, aviation gasoline, kerosene and Jet A1. For more information on Hazardous Substances, go to:

<http://www.business.govt.nz/worksafe/information-guidance/legal-framework/hsno-act-1996>

Do you intend to store fuel in bulk on the land as part of the activity?

NO

D. Environmental Impact Assessment

This section is one of the most important factors that will determine the Department's decision on the application. Please answer in detail.

In column 1 please list all the locations of your proposal, please use NZTM GPS coordinates where possible. In column 2 list any special features of the environment or the recreation values of that area. Then in column 3 list any effects (positive or adverse) that your activity may have on the values or features in column 2. In column 4 list the ways you intend to mitigate, remedy or avoid any adverse effects noted in column 3. Please add extra information or supporting evidence as necessary and label Attachment 7a:D.

Refer to Steps 1 and 2 in your Guide to Environmental Impact Assessment to help you fill in this section.

Location on public conservation land	Special feature or value	Potential effects of your activity on the feature or value (positive or adverse)	Methods to remedy, mitigate or avoid any adverse effects identified
Hanmer Field Base and Picnic Area Conservation Area			
Redwoods stand	Exotic plantation	<p>Impacts on native ecological values from installation and use of high ropes course – birds and lizards. Effects specific to removing lower dead limbs on redwood trees and activity of people on the course.</p> <p>Potential effects on slender button daisy plot.</p>	<p>See Attachment 7a:D1 <i>Hanmer Springs Conservation Trust</i> report on native birds.</p> <p>Advice from lizard specialist Mandy Tocher and from Chris Hughey of the Hanmer Springs Conservation Trust is that the dead lower limbs of the redwoods are very unlikely to provide habitat for lizards, and specifically rough gecko, due to heavy shading (which is why the limbs are dead) and no reports of their being located in the stand. However, techniques to prove their absence could never be conclusive ('absence of evidence is not evidence of absence'). We therefore propose having a lizard specialist on hand during limb removal to check for any lizards and to ensure their safe relocation if any are located.</p>

	Exotic plantation	Effects on tree health.	See Attachment 7a:D2 <i>Arborists report</i> . The redwood trees are considered suitable for the activity, and the proposed installation will not affect tree health.
Conservation area generally, including Field Office	Existing recreation values	<p>Potential for conflict with other recreational users of the Conservation Area, including Woodlands Walk and redwoods area.</p> <p>Positive effects via more people experiencing outdoor recreation and increasing confidence via a safe but challenging experience.</p>	See Attachment 7a:D3 <i>Social Impact Assessment</i> . Impacts considered minor and compatible with existing use of the site. Effects reversible.
Parking area	Existing parking areas	More intensive use of existing parking spaces.	<p>See Attachment 7a:D3 <i>Social Impact Assessment Appendix 1: Parking Assessment</i>. Additional parking requirements identified with ample scope available. Effects reversible.</p> <p>We are in conversation with the Hurunui District Council regarding on-road parking and may require a resource consent where we do not comply with on-road parking provision. However, there are several options for securing adequate parking in the road corridor (outside the Conservation Area) and for improving pedestrian and cycle access from Hanmer township. These do not affect the impact of the proposal on the Conservation Area where we expect more intensive use of under-utilised existing parking spaces.</p>

E. Other

Is there any further information you wish to supply in support of your application? Please attach if necessary and label Attachment 7a:E.

- Example arborist inspection for Cape Tribulation – 7a:E1
- Treetops Adventure Operations Manual – 7a:E2

Attachment 7a:D1



To Department of Conservation, Canterbury.

Re: Concession Application for a High Ropes Course in the Hanmer Field Base and the Woodland Reserve Conservation Area.

Monday 28 November 2022

Introduction

I have been asked by the Treetops Adventure Group to review the potential impact on birds of their proposed high ropes course in the Hanmer Field Base and Woodland Reserve Conservation Area. I understand that the proposal is for use of the old Field Base building as an office, with clients walking from there to the redwood plantation on the northern side of the Conservation Area where the ropes course is proposed to be located. The ropes course will rely on small structures and lines suspended between the trees, with the need to remove some dead lower limbs to allow for access. The activity will be non-motorised, and all noise generated will be from people on the course, not unlike that from mountain bikers, walkers and horse riders who currently use the area.

I make my assessment as the Chair of the Te Tihi o Rauheia Hanmer Springs Conservation Trust and as a regular visitor to the proposed area.

Background

The Hanmer Springs Conservation Trust has been running for around 11 years, and initially its sole conservation project was the restoration of the Woodland Ponds in the Hanmer Field Base and Woodland Reserve Conservation Area.

The Trust's long term goals now include the restoration of all the 11.5ha of wetlands around Te Tihi o Rauheia / Conical Hill with a predator trapping programme covering the township and all the area north to Pawsons Road which incorporates Te Tihi o Rauheia / Conical Hill and the Woodland Ponds.

The first trapping line was installed around the Woodland Ponds and Pawsons Road as a trial. This trapping line runs through the redwoods at its northern end.

Prior to retiring in June 2022 I was with the Hurunui District Councils Maintenance Team in Hanmer Springs for 8 years. For the last 3 years I have spent a considerable amount of time working on the track network in the area around Pawsons Road and west towards McIntyres Road.

Over this time I have spent a lot of time traveling through and around the proposed redwood site, and over the last two years I have walked through the redwoods at least once or twice a week with my dog.

Assessment

The redwoods are spectacular. The area is quite shaded even in summer due to the size of the trees. This to me explains why I do not see much if any bird life in the area, whereas about 100m west around the wetlands and kanuka you will find tui, piwakawaka/fantail and korimako/bellbirds most times of the day. Occasionally you will see kereru/native pigeons in the area as well.

We are fortunate in Hanmer Springs to have probably 6 Karearea/falcon breeding pairs within the area. There is a breeding pair north of Pawsons Road which I see often, I have never seen them in the redwoods.

In my opinion, the proposed activity is not greatly different to the current uses of the area in terms of the degree of disturbance to local wildlife. Neither the construction nor the operation of the high ropes course will, in my opinion, have any effect on feeding, roosting or nesting behaviour of any native birds, largely due to their very low use of the redwoods area and the many preferred sites nearby.

[REDACTED]
Trust Chair
Te Tihi o Rauheia Hanmer Springs Conservation Trust
[REDACTED]

SimplyArb Tree Consultants Ltd 50 Malvern Street St Albans Christchurch 8014	Tel: 021 2200661 Email: craigtaylor@simplyarb.co.nz Website: www.simplyarb.co.nz Companies Registration Number: 6310628 NZ Business Number: 9429046189448
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Client: Treetops Adventure Group
Ref: Elevated Ropes Course, Hanmer Springs
Contact: Rob Greenaway, R&R Consulting (NZ) Ltd

1.0 Introduction

1.1 A request was made by Rob Greenaway, R&R Consulting (NZ) Ltd on behalf of Nic Dansin, General Manager, Treetops Adventure Group, to carry out a preliminary site inspection as to the feasibility, suitability and any likely effects (short or long term) of installing an elevated ropes course amongst a stand of exotic trees in Hanmer Springs, Hurunui District.

2.0 Overview – Trees and vegetation

2.1 The proposed area for the elevated ropes course comprises of approx. 300 semi-mature/mature Californian Redwoods (*Sequoia sempervirens*) with approx. 100 juvenile Californian Redwoods (*Sequoia sempervirens*) and various self-sown native underplanting.

3.0 Health and structure

3.1 The trees were inspected from ground level with a general and holistic overview of the health and structure of the trees being good for health and good for structure (based on the Christchurch City Council Health and Structure assessment criteria (Appendix 1)).

3.2 The majority of the trees had lower branch dead wood which can be a characteristic of this particular species of tree where they are planted in close proximity to one another and which has been created by the lower canopy being suppressed from above where the lower branches receive very little light compared with the upper canopy which is receiving the majority of the light and suppressing everything beneath leading to the lower branches to die back.

3.3 Some of the taller trees had a narrow trunk caliper at diameter at breast height (1.4m) and higher up in the tree canopy which, again, is indicative of the trees needing to grow quickly to reach for the light against competing and neighbouring trees as outlined under s3.2.

3.4 There were several trees identified that were in poor health and had poor structure with root plate heave. These trees, as they currently stand, are not of a health and safety concern as there is very little pedestrian traffic within the stand of trees and if the trees did fail they would become hung up (stuck) on neighbouring trees due to the congested planting nature of the stand of trees.

4.0 Discussion

4.1 The Californian Redwood trees have grown as a single entity and have developed as a single canopy and should be managed as such. Any tree removals on the periphery (either amongst the stand of Californian Redwoods and/or beyond) may impact on the Californian Redwoods in their entirety. This is due to the trees as a stand of Californian Redwoods (and beyond) having grown together as a single entity and adapted to their environment based on their location and there standing in the forest environment. Trees which are on the periphery of a stand of trees are called wolf trees and have grown more vigorously than trees within the stand due in part to the availability of greater light/water/nutrients. These wolf or periphery trees have also had wind induced movement which causes reaction wood to be produced by these trees strengthening the trees in the process which allows them to withstand wind induced forces, snow loading etc.

The trees within the stand have not had this wind induced movement to strengthen them and so are generally weaker trees than the wolf or periphery trees and so are reliant on protection from the wolf or periphery trees for protection. If the wolf or periphery trees are removed this exposes the inner stand of trees to wind induced forces they are unaccustomed too and failures will more than likely occur over several years.

5.0 Recommendation

5.1 In principle, I agree that the stand of Californian Redwoods (*Sequoia sempervirens*) is suitable for the elevated ropes course but where the following considerations need to be given before a final decision can be made:

5.1.1 Any tree removal is kept to an absolute minimum as discussed under s4.0. This applies to trees within the stand of the Californian Redwoods (*Sequoia sempervirens*) and the trees beyond. Where tree removal is required, the tree removal is strategically chosen and shall only apply to trees that are a health and safety concern, have a limited life span due to poor health and/or structure or are in natural decline. This strategic removal will control any wind induced forces which may enter the stand of Californian Redwoods.

5.1.2 That the attachment system is a non-intrusive form of anchoring/fastening system and is strategically placed in trees which are suitable based on their health and structure and have adequate trunk girth to support the proposed weight such as platforms, ropes and persons.

5.1.3 Where a full inventory of the trees within the elevated ropes course is made prior to the opening of the course. This will outline the health and structure of the trees and will form the benchmark against future inspections and assessments and will determined how the trees are adapting to their new environment and where there are any issues observed as part of any future inspections compared to the benchmark or initial inspection, mitigating measures can be put in place.

5.1.4 Where the trees are:

- inspected annually,
- after snow events or any adverse weather such as high winds, or

- any other events which may occur such as earthquakes over a given magnitude.

5.1.5 That all trees (regardless of them being trees with attachment points) within a fall distant of the elevated ropes course are closely monitored initially and then fall into the inspections rota as outlined under s5.1.4.

5.1.6 That the trees with the attachment points are inspected after the initial installation, after the first month, 3 months then fall into the inspection rota as outlined under s5.1.4.

5.1.7 That the native and exotic flora and fauna underplanting beneath the Californian Redwoods at forest floor level is maintained.

Kind regards

Craig Taylor
Consulting Arborist

Appendix 1 – CCC Health and Structure Assessment

Description	Non-existent	Very Good	Good	Fair	Poor	Very Poor
Assessment of Tree Health	Asset is no longer present or cannot be found	No more than approximately 5% foliage density loss, discolouration or disease, below ideal leaf size or shoot growth, dieback, dead wood or other disorders.	Approximately 6-10% foliage density loss, discolouration or disease, below ideal leaf size or shoot growth, dieback, dead wood, or other disorders.	Approximately 11-30% foliage density loss, discolouration or disease, below ideal leaf size or shoot growth, dieback, dead wood, or other disorders.	Approximately 31-70% foliage density loss, discolouration or disease, below ideal leaf size or shoot growth, dieback, dead wood or other disorders.	Tree dead or state of severe decline. More than approximately 70% foliage density loss, discolouration or disease, below ideal leaf size or shoot growth, dieback, dead wood, or other disorders.
Assessment of Tree Structure		No structural defects or abnormalities (including roots and trunk taper).	Defects (including roots and trunk taper) do not affect structural integrity or continued well-being of tree.	Defects (including roots and trunk taper) present but can be rectified to maintain the structural integrity and continued well-being of tree.	Tree maintenance may improve the framework or the continued well-being of tree. Defects (including roots and trunk taper) result in loss of structural integrity, may be mitigated but unlikely to be rectified.	Tree dead or state of severe decline. Total loss of structural integrity of tree. Tree maintenance cannot improve the framework or the continued well-being of tree. Defects (including roots and trunk taper) result in loss of structural integrity, and cannot be mitigated or rectified
Condition Rating	0	1	2	3	4	5

The single overall condition score for a tree is worst of the health and structure grades (i.e., the highest number).

Health

Tree health assesses both vigour and vitality.

Vigour is described as growth efficiency. Trees with higher growth efficiency are more likely to effectively resist strain from, and respond to, biotic and abiotic factors.

Vitality is described as the tree's ability to grow and survive in the position that it occupies.

When assessing a tree's health, the following are assessed:

- leaf colour;
- leaf necrosis;
- shoot growth;
- fruit or flower set (e.g. lack of nitrogen can lead to poor fruit set, excess or insufficient water during the summer, root constrictions caused by hardpan or compacted soil, sunburn or borer insects on the trunk or branches, and pests such as soil nematodes, root rot, bacterial canker, brown rot of twigs, powdery mildew, and spider mites can cause fruit to drop);
- live crown ratio;
- foliage density;
- leaf size;
- wound wood;
- absence/presence of lichens on small diameter branching;
- dieback;
- sun scorch;
- pests and diseases.

Stands of trees are to be averaged and not individually assessed

Structure

This is an assessment of the structural integrity of a tree's branches, trunk and roots. It considers defects such as cavities, cracks, presence of decay, bleeding/sap flow, wounding and previous failure (e.g. storm damage, mower damage), ground cracking, root plate slumping or heaving, girdling roots, included unions (e.g. branch bark ridges that are included (concave) are considerably weaker than those with a prominent ridge line (convex), trunk taper, excessive end weight, dead branches, loose/cracked bark, organised or disorganised burrs (e.g. poplars).

Stands of trees are to be averaged and not individually assessed.

Mitigation means cable bracing, propping, pruning.

Rectification means removing the defect.



Attachment 7a:D3

**Social Impact Assessment for a Concession Application
for a High Ropes Course in the Hanmer Field Base and
Picnic Area Conservation Area**

**Prepared for the Treetops Adventure Group by
Rob Greenaway & Associates**



Social Impact Assessment for a Concession Application for a High Ropes Course in the Hanmer Field Base and Picnic Area Conservation Area

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1 Introduction

The Treetops Adventure Group is applying to the Department of Conservation (DoC) for a concession (lease / licence) to operate a High Ropes Course in the Hanmer Field Base and Picnic Area Conservation Area (a Stewardship Area, NaPALIS ID 2796286). The Conservation Area is commonly referred to as the Woodlands Reserve. This assessment considers the potential effects of the proposal on the social values of the Conservation area. These values are primarily recreational.

1.1 Applicant

The Treetops Adventure Group is a subsidiary of the Experience Co Ltd which operates multiple tourism operations in New Zealand and Australia, including ropes courses, whale watching, skydiving, aircraft maintenance, forest tours, reef tours and multiple guided experiences. In New Zealand the company operates Skydive Wanaka, NZONE Skydive in Queenstown and Skydive Southern Alps in Glenorchy. Experience Co is listed on the Australian stock exchange (ASX.EXP). The company acknowledges the Tiaki Promise.¹

The Treetops Adventure Group operates 14 commercial high ropes courses throughout Australia.² The Group has established a relationship with the Hanmer Springs Thermal Pools and Spa and will operate cooperative ticketing and promotional activities.

1.2 The Activity

The application is for a high ropes course based within existing exotic redwood forest in the northern part of the Conservation Area and restoration and lease of the unused DoC Field Base office building. Figure 1 shows examples of existing courses operated by the applicant in Australia. All structures will be removable and depend on the maintenance of the health of the trees used. Existing recreational uses of the setting can continue, and exclusive occupation of the forest area is not required.

The operation would rely on a lease of the vacant DoC field office located in the south of the Conservation Area. The office requires substantial rehabilitation work to address leaks, seismic standards and wiring issues, and the Treetops Adventure Group has committed to the necessary investment. The entirety of the office building is unlikely to be occupied by the applicant – although the entire building will be restored – and partners will be sought to occupy spare space.

The ‘Woodlands Walk’ would be used to walk clients from the field office to the redwoods area.

Professional removal of the lower dead limbs on the redwoods would be required to allow access for the ropes course and for safety reasons, with material mulched and spread on-site. The need for any tree removal is unlikely, and if necessary would be limited to trees of less than 100mm diameter by agreement. No earthworks are required. Separate assessments of ecological values have been completed.

Based on the applicant’s experience in Australia, the following use projections are made:

- An average daily peak patronage of 120 clients is projected during peak holiday weekend periods (approximately 12 weeks of the year).
- The average peak patronage in off-peak weekend periods is projected to be 60 clients (for 40 weeks of the year).
- The average visit duration by clients is 2 hours.

¹ See www.experienceco.com for more information

² See www.treetopsadventure.com.au for more information

- 30 minutes is allowed between the start of each session with around 10 clients accommodated per session.
- There is a theoretical maximum of 60 clients on the ropes course at any one time.
- The service could operate for up to 10 hours per day over peak visitor periods, such as school and public holidays, with a theoretical potential maximum of 300 clients per day. These maximums would only be reached occasionally.

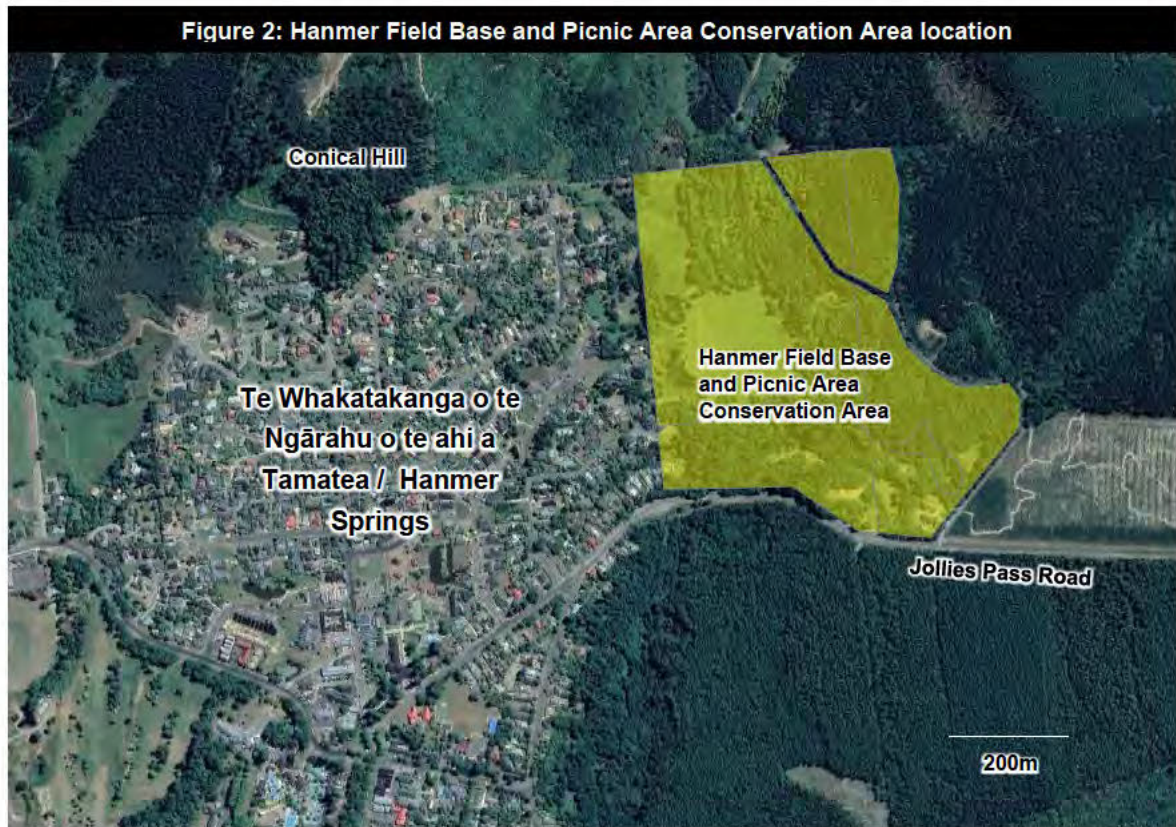
Figure 1: Treetops high ropes course examples



1.3 Location

The Hanmer Field Base and Picnic Area Conservation Area (29.25ha) is located immediately east of Te Whakatakanga o te Ngārahu o te ahi a Tamatea / Hanmer Springs (Figure 2). This setting is preferred due to its proximity to Te Whakatakanga o te Ngārahu o te ahi a Tamatea / Hanmer Springs with its established reputation as a tourism destination, as well as the trees and facilities available on-site, and the potential to use the vacant DoC field office as an operations and client service base.

A stand of redwoods in the northern part of the Conservation Area has been selected as the preferred site (Figure 3 to Figure 5). Pawsons Rd is not a legal road and is located on Crown land, and does not form part of the application footprint.



1.4 Canterbury Conservation Management Strategy

The Conservation Area is managed by the Hurunui District Council based on a Memorandum of Understanding with DoC. There is no management plan for the Conservation Area.

The Canterbury Conservation Management Strategy (CMS) 2016 refers to Te Whakatakanga o te Ngārahu o te ahi a Tamatea / Hanmer Springs in general terms (p60):

Hanmer Springs is an increasingly popular tourist resort, with the Hurunui District Plan seeking well-managed recreation and tourist growth in the Hanmer basin, while retaining scenic values and the character of the village. Of importance in this respect is the historic experimental forest known as the Hanmer Heritage Forest, protected by a conservation covenant.

The Hanmer Field Base and Picnic Area Conservation Area is outside the Hanmer Heritage Forest (although no doubt viewed by many visitors as part of it) and is not subject to the conservation covenant.

And at page 66:

Figure 3: Hanmer Field Base and redwoods location



Figure 4: Redwoods at Hanmer Field Base and Picnic Area Conservation Area



Figure 5: Vacant DOC Field Office at Hanmer Field Base and Picnic Area Conservation Area



Hanmer Springs' visitor numbers continue to grow, and more visitors enjoy nearby public conservation lands and waters. This growth is supported through partnerships between the Department and the community for managing a walking, cycling and horse-riding track network within Hanmer Forest Park and adjoining areas, with the Hanmer Picnic Area

Gateway destination as a main entrance to this network. The Department's historic field base building shares that role, alongside conservation use by the community (or a concessionaire).

The Canterbury CMS defines the Area as a Front Country visitor setting (Map 3 Visitor management zones overview). Appendix 11 identifies the 'Hanmer Picnic Area' as a Gateway Destination which are intended to "introduce New Zealanders to the outdoors and allow them to learn about conservation" (p13).

The Canterbury CMS appears to be sympathetic to the concept.

1.5 Conservation Act 1987 Part 3B and the application

Section 17S of Part 3B of the Conservation Act sets out the necessary contents of a concession application, and Section 17U identifies the matters to be considered in assessing the application. Section 17SC identifies the requirements for public notification of the application. A social impacts assessment has been interpreted as necessary under Section 17S.

1.6 Te Poha o Tohu Raumati

The *Te Rūnanga o Kaikōura Environmental Management Plan* (2009) identifies tourism development as an issue of interest within Te Whakatakanga o te Ngārahu o te ahi a Tamatea / Hanmer Springs.

Ngā Kaupapa (policy) includes:

- 1. To consider activities, proposals or projects in the Hanmer area in terms of protecting the ability of tangata whenua to maintain connections to the cultural heritage of the area....*
- 7. Interpretation and information relating to Ngāi Tahu history, values, traditions or beliefs (including place names) is not to be provided to any clients as part of any commercial*

guiding and interpretation activity unless the interpretation and information is agreed to by Te Rūnanga o Kaikōura as being appropriate and accurate.

8. Where relevant, concession activities on conservation land in Hanmer area are subject to Ngāi Tahu Standard Conditions for Concessions, and any other special conditions required by Te Rūnanga o Kaikōura.

The need to address these policies is explicit in the Department's concession agreements. Ngāti Kuri has been advised of the concession application.

1.7 Assessment method

This assessment is based on:

- a site visit,
- review of the proposed activity with the applicant,
- interviews:
 - Mark Inglis – Hanmer Springs Track Network Group, Hurunui Trails Coordinator, Trail Manager of the St James Cycle Trail;
 - Mary Holloway – Hurunui Trails Trust, Horse Trails South Trust, Hurunui DC West-Ward Councillor;
 - Gavin Collis – Senior Ranger (Recreation/Historic), Department of Conservation North Canterbury;
 - Judith Bachelor – Chief Strategy and Community Officer at Hurunui District Council;
 - Kelsey Bewley – Hurunui District Council Team Leader Planning; and
 - Ben Smith - Business Development Manager Hanmer Springs Thermal Pools & Spa).
- a parking assessment carried out by Simon De Verteuil of Novo Group (appended to this report);
- review of Strava data to identify preferred visitor routes through the Conservation Area.

2 Recreational use

2.1 Tracks and trails

The Department of Conservation defines six tracks within the Conservation Area (Figure 6) – three named Woodland Walks, the Western Link Trail, Bridle Path (or 'Bridal Path' according to the DoC GIS) and Dog Stream Track. The proposal will rely on walking access via the Woodland Walk 2 and the eastern side of Woodlands Walk 3.



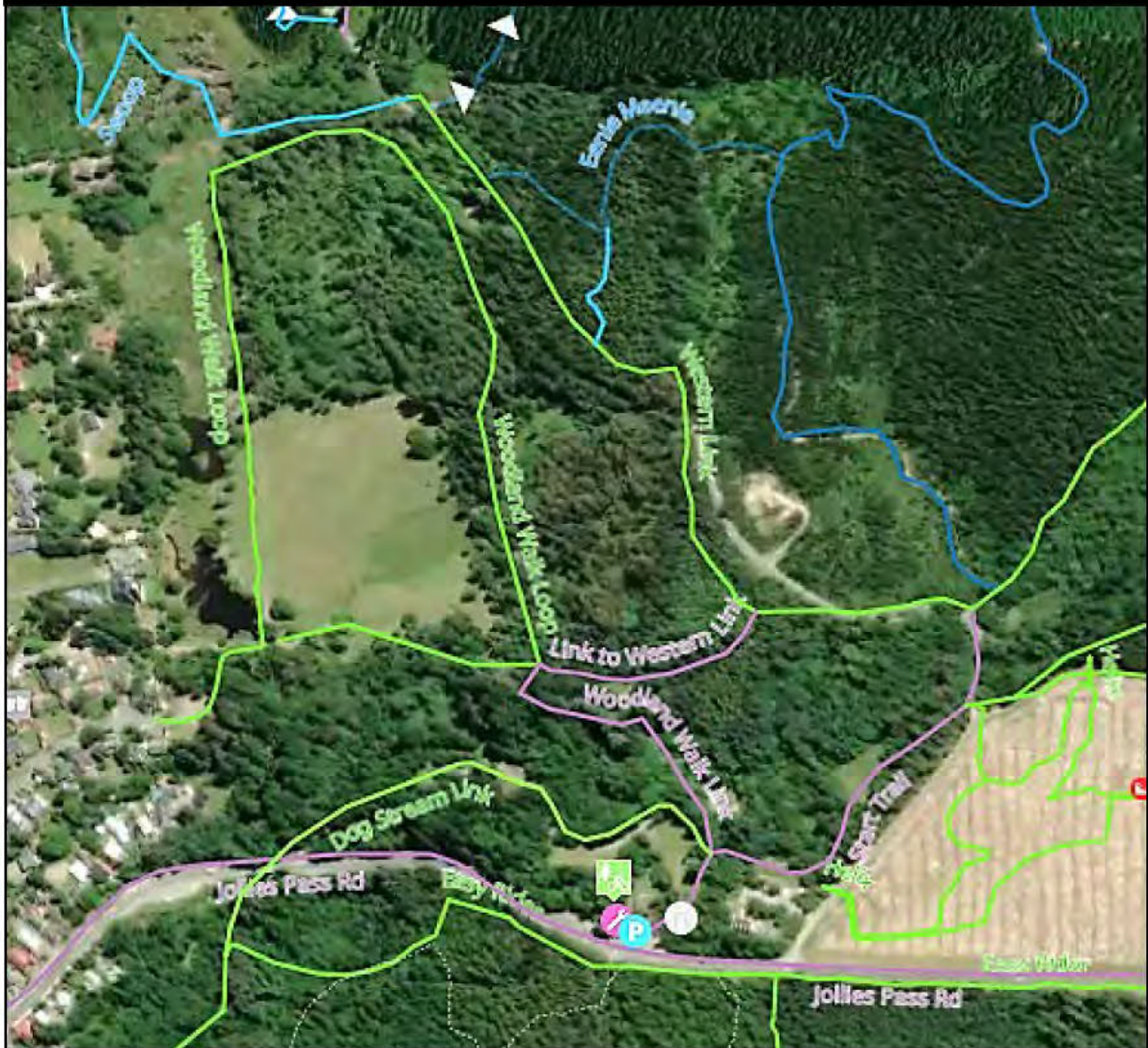
Trailforks – a social media platform for mountain bikers and the main online repository in New Zealand for current trails information – uses slightly different names for the tracks and includes some additional routes, including the 'Link to Western Link' and several trails in the north-west corner: Eenie Meenie and Timberlands, both of which were closed at December 2022 due to forestry work (Figure 7).

Equestrian access within the Conservation Area is via a link between trails in the Hanmer Heritage Forest and Conical Hill via the lower Dog Stream Track off Pawsons Rd, a separated path along Woodland Walk 2 (as in Figure 6) and via the large, grassed area to its north-west corner.

2.1.1 Strava

Strava gives a good indication of the relative levels of pedestrian and cycle activity in and around the Conservation Area. Strava is a social media platform where users record their GPS activity via their smartphones and other devices while recreating. The data are uploaded to a central database, allowing speed and time comparisons with other cyclists, runners, kayakers and swimmers (for example), and the monitoring of individual activity or training targets. While the service is popular

Figure 7: Conservation Area trails – Trailforks



with professional athletes, its membership is dominated by casual recreation participants. Strava indicates that it had 95 million international users in early 2022 (80% outside the United States) with an additional two million joining per month. It is now popular amongst regular cyclists and runners, and is also used by the likes of rowers, kayakers, waka ama and swimmers.

International comparisons between different forms of data gathering show a degree of reliability for Strava data with a range of 1% to 12% of users recorded on-site that are connected to the service; and this is growing. The author of this report has recorded participation levels for cycling in Aotearoa/New Zealand up to 20%. Strava is therefore a little like a tag and release programme. Strava essentially tags several thousand active people in an area and monitors where and how they recreate. Its greatest strength is in showing the relative value of settings for different forms of recreation. However, it must be noted that Strava data are biased to a sector of the population which is more likely to be physically active and reasonably tech-savvy. Some Strava data are also recorded while users are driving from their activity (they forget to turn tracking off), and some users miscode their activities (riding instead of walking for example). There is also inaccuracy in GPS recording from some devices, with some recorded routes offset.

Figure 8 shows Strava data for cycling in and around Te Whakatakanga o te Ngārahu o te ahi a Tamatea / Hanmer Springs as a heatmap. GPS records for each recorded activity are overlaid, with the busiest areas shown in white, and the less used areas as mauve. The Conservation Area is

shown as relatively popular for cycling via the Western Link Track linking with the Swamp and Swoop mountain biking tracks.

Figure 9 shows the Strava heatmap for walking and running for the same area. This indicates the relative popularity of the Woodland Walk 3 and the tracks in the southern part of the Conservation Area, along with the walking tracks in the Hanmer Heritage Forest. Conical Hill appears as a very popular pedestrian location.

Figure 10 and Figure 11 shows more detail for cycling and pedestrian activities – respectively – for the Conservation Area. Cycling activity is shown on especially the Western Link Track and walking and running on the Woodlands Walk tracks.

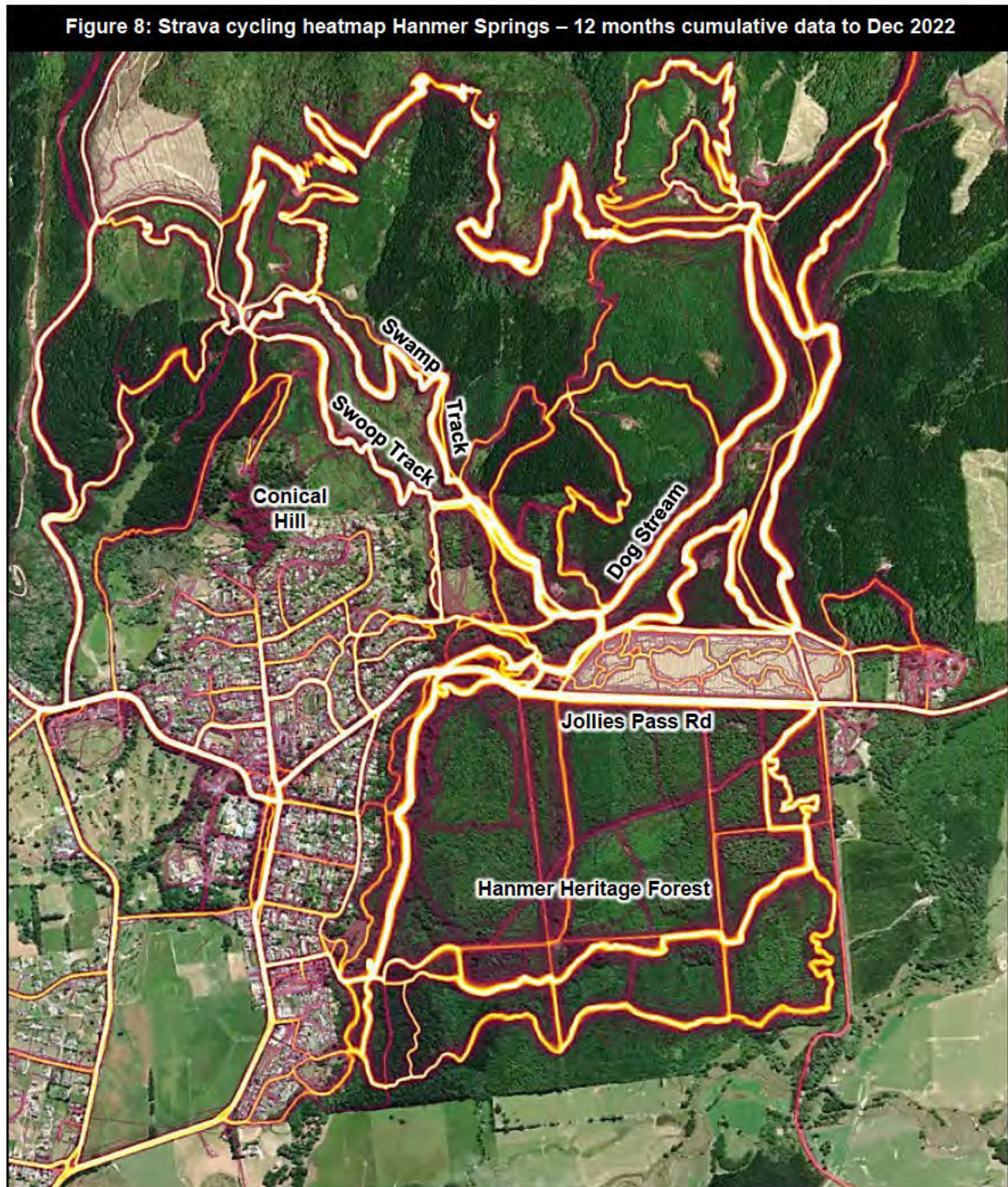


Figure 9: Strava pedestrian Hanmer Springs – 12 months cumulative data to Dec 2022



Figure 10: Strava cycling data – Field Centre – 12 months cumulative data to Dec 2022

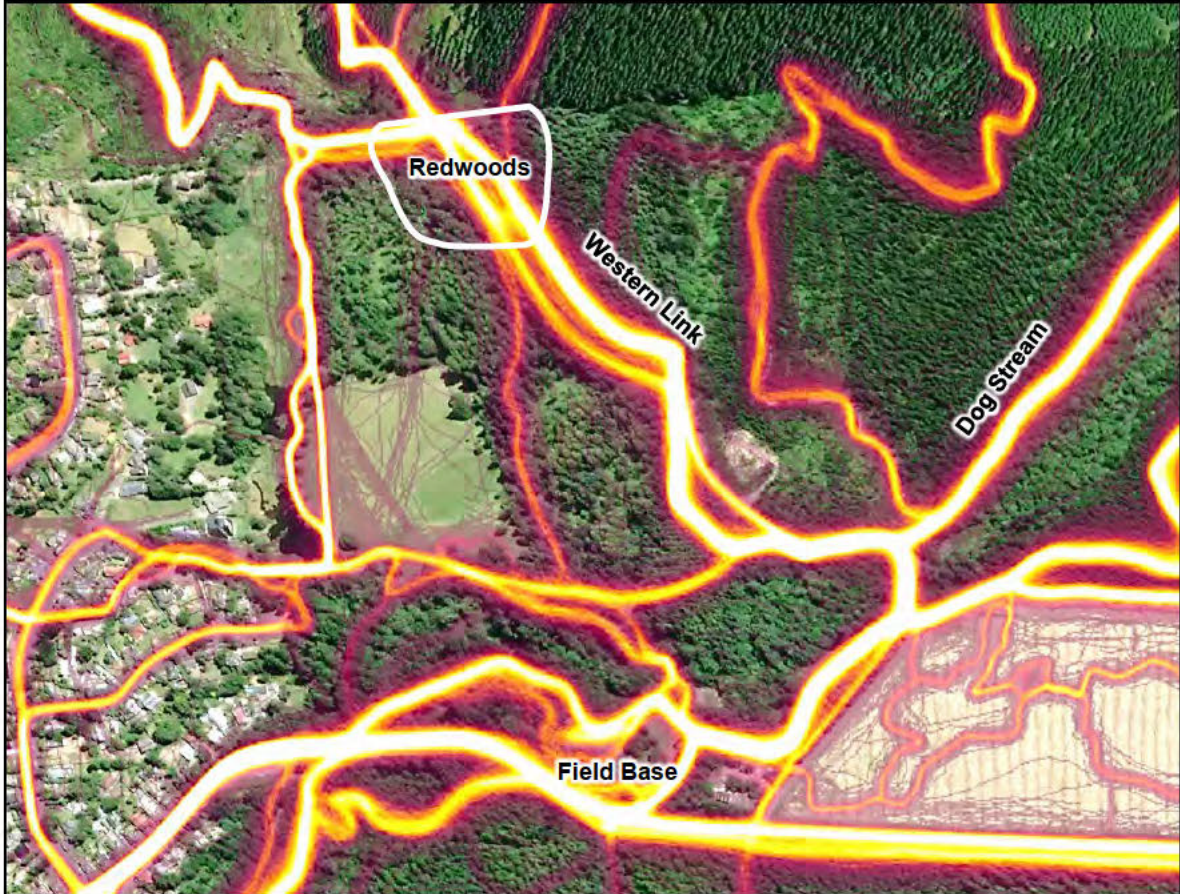
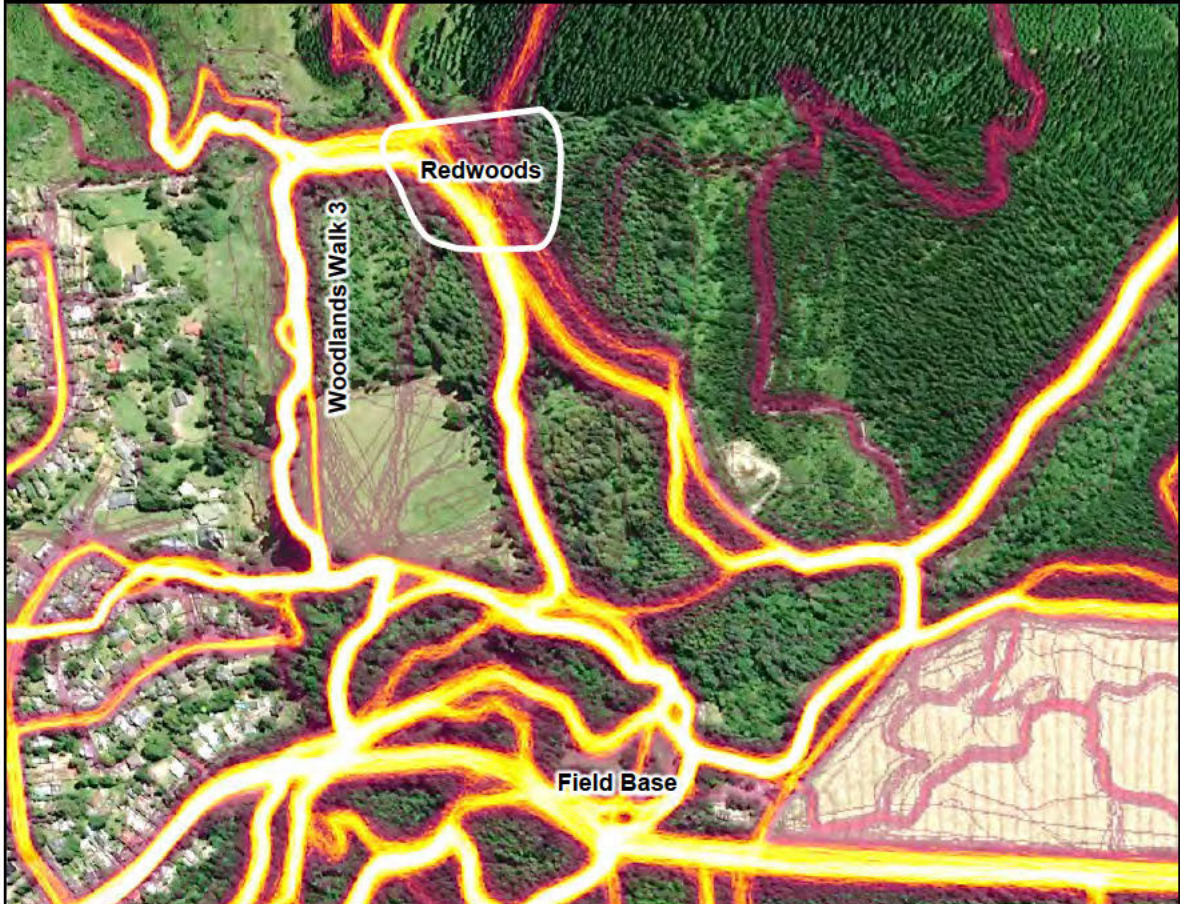


Figure 11: Strava pedestrian data – Field Centre – 12 months cumulative data to Dec 2022



2.2 Other activities and facilities

Walking, running, horse riding and mountain biking are the main uses of the Conservation Area. Mountain biking is supported by bike servicing and washing facilities to the west of the Field Centre building (Figure 12) and the mountain biking skills course 100m to the north-west of the Field Centre (Figure 13).

Public toilets are located to the east of the Field Centre (Figure 15), which also service an adjacent freedom camping car park where there is a DoC works compound (Figure 14).

Te Tihi o Rauheia / Hanmer Springs Conservation Trust is active in restoration work at the Woodland Ponds on the Conservation Area's western boundary.³

Figure 12: Mountain bike wash and repair stations



Figure 13: Mountain biking skills course



³ See: <https://www.facebook.com/groups/859519457509890>

Car parking is available within the freedom camping site, on the roadside on Jollies Pass Road, and at three small carparks within the Conservation Area, as described in the parking assessment in Appendix 1.

Figure 15: Public toilets



Figure 14: Freedom camping site and DoC works compound



3 Interview summaries

The following are key points taken from interviews completed as part of this assessment (see section 1.7). The summary statements are not specific to any interviewee and are the author's interpretation of the key points raised by all interviewees – noting that the interviewees were quite consistent in their views. In addition, Chris Hughey of Te Tihi o Rauheia / Hanmer Springs Conservation Trust has prepared a separate assessment as part of the concession application.

- Use of the Conservation Area is family-oriented and intergenerational. It has both quite active use – as in mountain biking and the skills course – and passive use, with many users just experiencing the setting.
- The Conservation Area has many different settings within it – including the large scale open grassed space, Woodland Ponds, mountain bike tracks, walking tracks and native and exotic bush areas. There is quite a lot of diversity in a relatively small area.
- The proposed ropes course is generally viewed as compatible with the existing recreational uses of the Conservation Area (noting that HDC staff did not make any judgements), and for some quite an exciting addition to the family-oriented activities available in Te Whakatakanga o te Ngārahu o te ahi a Tamatea / Hanmer Springs.
- There are no capacity issues for the number of visitors to the Conservation Area. There is clearly more scope for additional use.
- There can be competition for parking at very busy periods, particularly considering the popularity of the Heritage Forest directly across Jollies Pass Road and the sculpture walk there. Better development of walking access between the Conservation Area and the township would assist. The Community Board has been considering parking issues recently and will better marking of parks being installed this year.
- The Field Base office is a neglected opportunity and there is scope for other uses of the building alongside the Treetops operation, such as a café or activity centre for mountain biking, or general community space. Restoration of the building would be welcome. Its last use was as a Scout den.
- Horse riders do not access the redwoods area and would only cross paths with walkers on the way there near the Field Base. Interactions with walkers and cyclists at this point is already common and riders are accustomed.
- From an HDC perspective, a new landuse consent for the Field Base building is likely to be required as existing use rights will have expired while the building has been abandoned. Consents are also likely to be required for parking.

4 Effects assessment for social values

This section considers the potential effects of the high ropes course proposal on current users of the Conservation Area. The assessment is based on the review of matters for consideration for recreation identified in section 4.1.

4.1 Assessing social effects in the Conservation Area

Wray & Booth (2010)⁴ give a useful summary of the concepts that can be applied in assessing the effects of a new commercial recreation activity in an area with an existing use pattern. These relate to managing recreation conflict. They write:

Recreational conflict can be defined as 'a negative experience, occurring when competition for shared resources prevents expected benefits of participation from accruing to an individual or a group' (Crawford et al. 1991:309). It is a specific type of user dissatisfaction which occurs when people feel that their recreational experience is compromised by other visitors. The most commonly applied model, and the most substantial theoretical basis for understanding recreational conflict, is the theory of goal interference provided by Jacob & Schreyer (1980). The theory defines conflict as 'goal interference attributed to another's behaviour'. According to the theory, conflict is a negative experience which occurs when participants with incompatible goals come into contact. The theory suggests that conflict in outdoor recreation can be caused by four major factors:

1. Activity style
2. Resource specificity
3. Mode of experience
4. Lifestyle tolerance

Research has shown that conflict is increasing between participants in outdoor recreation activities, and that conflict is likely to occur in areas where there are high levels of use and/or a variety of different activities competing for the same resource (Manning 1999). There is also research to suggest that conflicts have developed between commercial and non-commercial recreationists (ibid.). This notion is supported by the Department of Conservation's Visitor Strategy, which states that:

Conflict is most likely to occur between dissimilar groups, particularly if one group's behaviour is considered to be inappropriate by the other ... Some visitor groups resent the intrusion of increasing numbers of visitors and an expanding range of commercial activities. (DOC 1996: 21)

Jacob & Schreyer's (1980) four factors influencing goal interference are, in more detail:⁵

- Activity style: The level of importance a person places on the specialisation required to enjoy their particular activity. This applies to more skilled activities like angling and backcountry skiing.
- Resource specificity: The degree to which people are dependent on a particular resource or place for their activity, and the availability of substitute settings.

⁴ Wray, K. and Booth, K. 2010. *Attitudes towards commercial recreation on public conservation lands*. Department of Conservation Science for Conservation 301

⁵ From Watson, A.E. 2001. *Goal Interference and Social Value Differences: Understanding Wilderness Conflicts and Implications for Managing Social Density*. USDA Forest Service Proceedings RMRS-P-20. 2001

- Mode of experience: This relates to the focus of the participant. Conflict might arise between some mountain bikers who are more focused on traversing ground rapidly and some trampers who are focusing on the wider environment.
- Lifestyle tolerance: This relates to perceptions of personal differences between individuals and may be based on stereotyping. For example, an independent angler might consider a guided angler to have different and more entitled attitudes.

Wray & Booth (2010) detail further reasons why independent wilderness visitors objected to commercial recreation in remote and wilderness areas. While the setting for their analysis is clearly different to the front-country setting of the Conservation Area, many of the nine themes appear transferrable:

- The fear that traditional recreation experiences will be damaged, threatened or changed – largely because commercial recreation is ‘different’ and requires higher levels of service than traditional independent activities.
- Fear that commercial recreation will ‘open the floodgates’ to commercialisation.
- Dislike of impacts associated with commercial recreation (more people, more facilities, more infrastructure, more noise, etc).
- Commercial clients are ‘different’ from independent visitors (as per Jacob & Schreyer’s (1980) ‘lifestyle tolerance’).
- Commercial recreation is a reminder of the civilisation that independent wilderness visitors want to escape.
- Philosophical objections to commercial recreation on conservation lands (private gain from public land).
- Commercial recreation is antithetical to traditional outdoor recreation (by removing the basic elements associated with wilderness experiences – risk, independence and no profit motive).
- Commercial recreation is elitist and only for the rich (as per Jacob & Schreyer’s (1980) ‘lifestyle tolerance’).
- Inappropriate behaviour of commercial groups (such as taking over public huts, being noisy, not cleaning up after themselves in huts).

Cessford (1999)⁶ summarises two forms of potential recreation conflict relevant to this assessment: ‘intra-group conflicts’ (conflicts between user groups with different motivations or behaviours) and ‘inappropriate uses and behaviours’ (such as the use of new technology, the staging of events or commercial activities – noting that the term ‘inappropriate’ is relatively subjective).

For assessing intra-group conflicts, Cessford (1999) recommends:

The main information needs identified for managing the social impacts of intragroup conflicts were based on the need to improve understanding of inappropriate behaviour and crowding. This was based on defining and describing different behavioural and crowding problems, and understanding both the common contributing factors applying in most cases, and the unique factors specific to certain activity types or sites. How do these factors relate to on-site management for specific recreation experience goals? Are these goals made apparent to visitors to influence their expectations prior to their visits, and their behaviours while on their visits?

The types of intra-group conflict issues identified were:

⁶ Cessford, G. 1999. *Social Impacts of Visitors to Conservation Lands*. Department of Conservation Science and Research Internal Report 171

- Types of inappropriate behaviour,
- Crowding and conflict perceptions,
- Different values and attachments for settings and activities,
- Traditional versus non-traditional cultural use,
- Different activity orientations,
- Guided versus independent participation,
- The degree of regulation compliance,
- The degree of fee compliance.

For assessing inappropriate uses and behaviours, Cessford (1999) recommends:

The main information needs identified for managing inappropriate uses and behaviours emphasised improving the understanding of interactions between different visitors, activity styles, place and activity dependence, group values and individual values, and perceptions of place. What makes some particular types of recreation activities, experiences and visitor groups more or less susceptible to impacts than others? What visitor characteristics and behaviours have disproportionately greater impact effects?

Key questions for this assessment include:

- Will the proposed activity represent a significant change in existing activity modes? That is, will walkers, mountain bikers and horse riders in the Conservation Area encounter users having a substantially different experience and using a different mode to access?
- Will the commercial component of the activity be sufficiently evident to change the experience of existing users?
- Will the new activity increase the patronage of the Conservation Area to the point where crowding becomes an issue or overwhelms the capacity of facilities, leading to more conflict between visitors?
- Is the current visitor experience in the Conservation Area dependent on a specialised resource that will be compromised by a commercial development?
- Will commercial recreation on in the Conservation Area be considered generally incompatible in the context of Te Whakatakanga o te Ngārahu o te ahi a Tamatea / Hanmer Springs as a visitor destination?

These questions are responded to in the following five sections.

4.2 Mode shift

Will the proposed activity represent a significant change in existing activity modes? That is, will walkers, mountain bikers and horse riders in the Conservation Area encounter users having a substantially different experience and using a different mode to access?

Users of the high ropes course will depend on foot-power to access the experience at the redwoods on the Woodlands Walk 3 and 2 tracks (see Figure 6) and therefore there will be no mode-shift on the tracks. The ropes course itself will be a novel feature of the setting. However, as it is confined to a relatively small area, the scale of effect will inevitably be minor, with effects limited to those experiencing the redwoods setting.

4.3 Dominance of ropes course

Will the commercial component of the activity be sufficiently evident to change the experience of existing users?

Existing users will encounter the facilities associated with the ropes course at the redwoods and via the redevelopment of the Field Centre building. As indicated by interviewees, the Field Base office is currently considered a lost opportunity for development for recreation and community use, and there is scope for shared use of the building. This is not considered an adverse dominance of the building, but rather the development of a shared space in what was previously a busy visitor centre and community building.

The ropes course could be viewed as a dominant use of the redwoods area. However, walking and biking tracks through the area will remain open, and the area beneath the course will remain accessible. It is likely that the course will be a point of interest to people passing, although some may view it as an intrusion into a previously undeveloped setting – noting the proximity of Pawsons Road to the Woodlands Track through the redwoods (Figure 16) and significant forestry works immediately adjacent to the Conservation Area boundary and the redwoods stand (Figure 17).

The Conservation Area is expansive with many alternative quiet locations, and any displacement is likely to be local – that is, anyone displaced by the style of the activity in the redwoods setting has immediate access to alternative quiet and undeveloped settings nearby.



Figure 17: Intersection of Western Link and Swoop Tracks, immediately north of redwoods



4.4 Crowding

Will the new activity increase the patronage of the Conservation Area to the point where crowding becomes an issue or overwhelms the capacity of facilities, leading to more conflict between visitors?

Interviewees noted existing capacity for a much higher level of use of the Conservation Area, and in some cases a desire to better activate the setting for visitors – including for walking, mountain biking and horse riding. The Field Base building is currently vacant and there is clear capacity for new uses of it and the open greenspace immediately adjacent.

Parking is addressed in Appendix 1, with options to better use parking spaces within the Conservation Area (for both staff of the service, clients and other visitors), roadside parking and improved pedestrian access to Te Whakatakanga o te Ngarahu o te ahi a Tamatea / Hanmer Springs. A separate application to the Hanmer District Council is required to address parking options.

4.5 Specialisation

Is the current visitor experience in the Conservation Area dependent on a specialised resource that will be compromised by a commercial development?

Existing user groups within the Conservation Area, and potentially affected by the ropes course proposal, are walkers, runners, mountain bikers and horse riders. Horse riding is the only specialised activity in this list, with the others generally widely accessible. Horse riders, as indicated by interviews, will be largely unaffected by additional walkers potentially crossing paths with riders near the Woodland Walk track. The applicant will also be aware of the potential for interactions. Otherwise there is no specialised activity occurring within the Conservation Area that would be compromised or displaced by the ropes course activity. This statement is made with particular regard to the peri-urban location of the proposed activity in a village which is widely regarded as a visitor destination.

4.6 Commercialism

Will commercial recreation at the Conservation Area be considered generally incompatible within the context of Te Whakatakanga o te Ngārahu o te ahi a Tamatea / Hanmer Springs as a visitor destination?

The commercial component of the proposal will be focused on the Field Base building. Signs and marked vehicles will be centred here. The ropes course at the redwoods will have minimum signage, associated only with safety advice.

The proposal will represent a new commercial aspect within the Conservation Area, but centred on its main entry point. There is no competing proposal for use of the Field Base building, but a commercial use is potentially one of the few options which would lead to its restoration. A café in this location would also constitute a commercial use.

Considering the dominance of tourism as the economic base of Te Whakatakanga o te Ngārahu o te ahi a Tamatea / Hanmer Springs, and the location of the Field Base on a roadside, the commercial nature of the proposal is not considered incompatible or adverse.

4.7 Summary

Of the five social impact assessment matters, only one has been identified as requiring further consideration, and that is parking – a function of crowding. Accordingly, a separate parking assessment has been completed and is Appended. This will require liaison with the Hurunui District Council separately to this concession application. Preliminary discussions with Council indicate that solutions are available through a consenting process.

This concession application includes indications of use of existing underutilised parking spaces within the Conservation Area and near the Field Base building as indicated in Appendix 1.

Appendix 1: Novogroup Parking Assessment



Parking Assessment Prepared for

TREETOPS ADVENTURE GROUP

**DOC Field Base and Picnic Conservation Area
(Jollies Pass Road)
Hanmer Springs**

November 2022



Parking Assessment

Prepared for

Treetops Adventure Group

DOC Field Base and Picnic Conservation Area (Jollies Pass Road)
Hanmer Springs

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Document Date:	8/11/2022
Document Version/Status:	V01 FOR DISCUSSION
Project Reference:	1189001
Project Manager:	Simon de Verteuil, Senior Transport Engineer
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Appendices

Appendix 1 High Ropes Course Locations and Base Operations

Appendix 2 Parking Occupancy Survey Sheets



Introduction

1. Treetops Adventure Group (the Applicant) has commissioned Novo Group to prepare a parking assessment of the Department of Conservation (DOC) Field Base site in Hanmer Springs. The Applicant is proposing to establish and operate a High Ropes Course on land owned by DOC. The Applicant has identified an area that is 29.25ha in size that is located on the east side of Hanmer Springs (see
2. **Figure 1**), where this activity could occur.



Figure 1: Site Location (Source: Applicant's Briefing Paper to DOC)

3. The site owned by DOC provides some on-site parking but also utilises on street parking along Jollies Pass Road. This report provides an assessment of parking on the site and adjacent to the site and whether the parking generated by the proposed activity can be accommodated by available parking.

Proposed Activity Operations

4. Two stands of exotic trees within the Conservation Area are suitable for a High Ropes Course. These are a stand of fir trees in the southern part of the Area, and a stand of redwoods in the northern part (see **Appendix 1**).
5. The base operations would be run from the vacant DOC field office located in the south. Some clients would be expected to use an existing mapped route - the 'Woodlands Walk' to walk from the field office to the redwoods area if that part of the site was developed.



Existing Site Conditions

- A site visit was conducted on Saturday 22 October 2022, to assess the parking supply available and record car park occupancy hourly between 9am-2pm. This date was specifically chosen due to it being a long weekend, with Monday 24 October being a public holiday.

Existing Site

- Figure 2** shows all car parks identified on and within proximity to the site. The areas identified in yellow are on-site parking areas, and those in blue are on-street parking areas.

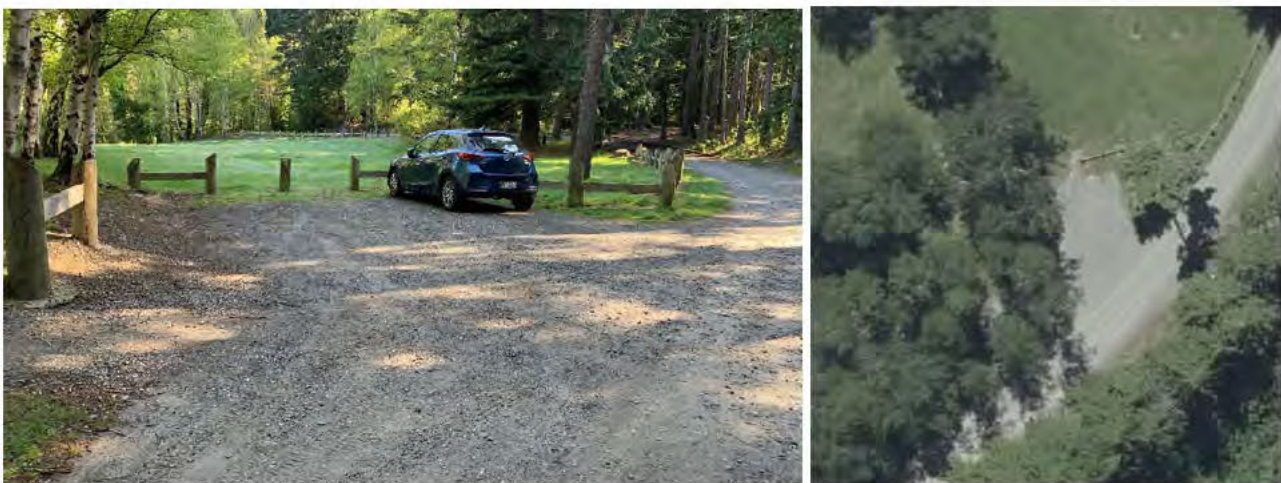


Figure 2: Public Parking Supply Available (Source: Canterbury Maps)

- Each individual parking area is discussed below.

Car Park 1

- Unmarked parking area enclosed by a low fence on three sides. There is a pedestrian access in the middle of the spaces, as shown in **Photograph 1**. This area can comfortably accommodate two vehicles but is not quite large enough for a third vehicle.



Photograph 1: Area 1 Parking (Top: View from the accessway; Right: Aerial)



Car Park 2

10. Unmarked parking area enclosed by a low fence on three sides. There is a pedestrian access at the front of the bay (in the middle) and access to a cycle route on the northwest side, as shown in **Photograph 2**). This area is approximately 10m wide, and could therefore theoretically accommodate four vehicles (based on a 2.5m parking stall width) however that would require all vehicles to park efficiently. With four vehicles parked in this area, access to the cycle trail would be restricted and manoeuvring into and out of the spaces would be difficult due to the available aisle width behind. Given the absence of individually marked / identified parking spaces, and for the reasons identified above, the practical capacity of this area is considered to be three vehicles.



Photograph 2: Area 2 Parking (Top: View from the accessway; Right: Aerial)

Car Park 3

11. The accessway into the DOC site ends with a loop. On the east side of where the accessway loops back on itself, there is an unmarked area with a low fence along the front. There is no clear direction of travel so vehicles can access this area from either side of the loop. There is 8.0m between the fence line at the front and where the verge starts on the other side.



Photograph 3: Area 3 Parking (Top Left: View from the South; Top Right: Aerial; Bottom: View from the North)

Car Park 4

12. This is an unmarked area for freedom campers to park. There is one vehicle access into the site via a metalled track off Jollies Pass Road.



Photograph 4: Area 4 Parking (Top Left: View from Main Vehicle Access; Top Right: Aerial; Bottom: View from Pedestrian Path on West Side)

Car Park 5

13. This area typically provides for on-street 90-degree parking, set back from the edge of the road. All spaces are unmarked. There is a low fence along the front with pedestrian accesses in two locations. The parking area is right in front of the DOC field office building and adjacent to the vehicle access point onto the DOC land that provides access to Areas 1, 2 and 3.
14. There is manoeuvring space for vehicles to reverse and drive forward from the car parking area without needing to reverse onto the Jollies Pass Road carriageway.



Photograph 5: Area 5 Parking (Top Left: View from West; Top Right: Aerial; Bottom: View from East)

Car Park 6

15. As with Car Park 5, this area typically provides for on-street 90-degree parking set back from the edge of the road. All spaces are unmarked. There is a low fence along the front with pedestrian accesses in two locations. There is manoeuvring space for vehicles to reverse and drive forward from the car parking area without needing to reverse onto Jollies Pass Road.



Photograph 6: Area 6 Parking (Top: View from East; Bottom Left: View from the Front; Bottom Right: Aerial)



Car Park 7

16. Car Park 7 is an unmarked, metalled area on the south side of Jollies Pass Road west of the one-lane bridge over Dog Stream. Vehicles are able to park 90 degrees to the road. The parking area is approximately 38m in length at the front of the site, while allowing sufficient space for cars to manoeuvre within the metalled area without having to reverse onto Jollies Pass Road.



Photograph 7: Area 7 Parking (Left: View from the Northwest; Right: Aerial)

Parking Accessibility

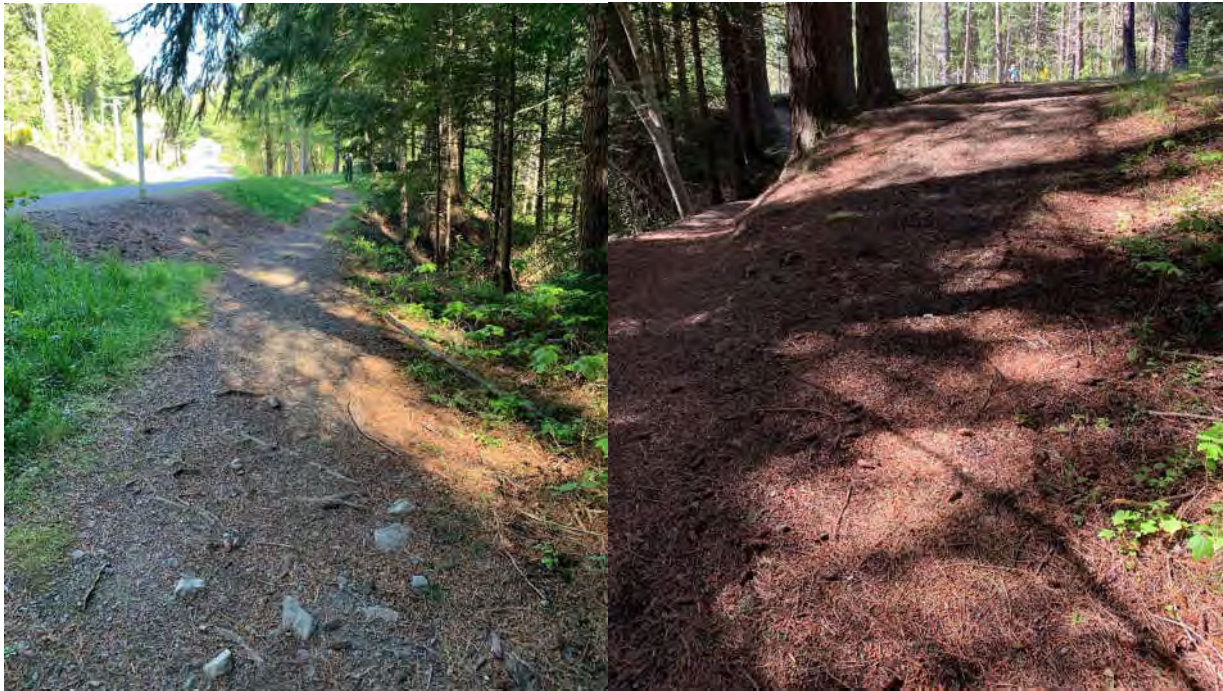
17. Car Parks 1-4 are all within the DOC site and are easily accessible by pedestrians walking along internal pedestrian links or along the accessways into the car parks.
18. Car Parks 5 and 6 are located along the frontage of the DOC site on the same side, so any guests parking in these two car parks can access any new activity proposed on the site.
19. Car Park 7 is located almost 300m from Car Park 6. There is an informal pedestrian path/route between this car park and the DOC conservation area. A large group of pedestrians with a pram were observed walking along the footpath on the south side of the bridge (see **Photograph 8**), before crossing the road and using the informal footpath along the north side of Jollies Pass Road (see **Photograph 9**). The path is less than 1m wide and consisting of mainly earth with some stones before reaching the forestry areas where the path becomes wider and is covered in pine needles as indicated in **Photograph 10**.
20. The pedestrian path forks in the forest, with one route along a narrow ledge (approximately 0.8m-1.2m wide) which joins up to the path that runs along the frontage of Car Parks 5 and 6. The other takes you up onto the verge adjacent to the road for approximately 30m before joining the side of Car Park 6. The two alternative paths can be observed in **Photograph 11**.



Photograph 8: View of Informal Pedestrian Path on Along Jollies Pass Road (Left: View West Towards Car Park 7; Right: View West Towards Bridge and Pedestrian Footpath on South Side of Bridge)



Photograph 9: View of Informal Pedestrian Path Along North Side of Jollies Pass Road (Left: View West Towards Bridge; Right: View East Towards DOC Conservation Area)



Photograph 10: Informal Pedestrian Path Through the Forest (North Side of Jollies Pass Road)



Photograph 11: Alternate Pedestrian Paths Along Jollies Pass Road (Left: Route Along the Edge of the Road; Right: Route Along the Ledge/Internal Part of the Forest)



Photograph 12: Track Along the Edge of the Road Shows Potential Water Damage (Edge of Seal and Culvert Location)

Safety

21. The NZ Transport Agency Crash Analysis System (CAS) was reviewed to identify crashes that have been reported along Jollies Pass Road in the last five-year period ending 7 November 2022. This is illustrated in **Figure 3**. No crashes have been reported within the identified search area for this period.

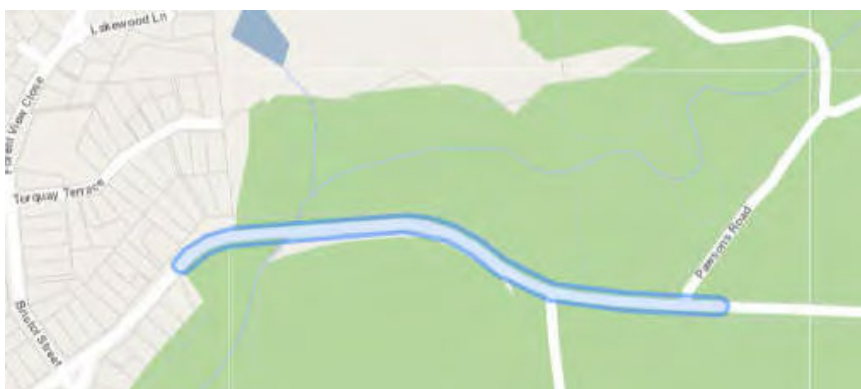


Figure 3: CAS Database Study Area and Crash History



Parking Supply

22. **Table 1** shows the total existing parking supply within the DOC conservation area, and along Jollies Pass Road in close proximity. All car parks are unmarked and available to the general public. The table includes an estimate of the number of car parks that could be provided, if the spaces are marked.

Table 1: Parking Supply

Supply	Unmarked Spaces	Marked*	Location
Car Park 1	2	2	On-site
Car Park 2	3	3	On-site
Car Park 3	4	5	On-site
Car Park 4	~18*	~18*	On-site
Car Park 5	10	14	On-street
Car Park 6	9	12	On-street
Car Park 7	12	15	On-street
Total	58	69	

Notes: * Estimated based on a mixture of observations and site measurements.

Peak Parking Demand

23. **Table 2** summarises the number of cars observed parking on-street and within the DOC conservation area. Peak parking demand was between 14:00 and 15:00 with a total of 42 cars parked.

Table 2: Public Holiday (Labour Weekend) Peak Parking Demand – 22 October 2022

Location (Unmarked Supply)	9:00	10:00	11:00	12:00	13:00	14:00
Car Park 1 (2)	1	2	2	0	0	2
Car Park 2 (3)	0	0	0	0	0	3
Car Park 3 (4)	0	0	1	1	0	1
Car Park 4 (18)	18	18	16	17	18	18
Car Park 5 (10)	0	1	10	7	6	10
Car Park 6 (9)	0	2	6	7	3	5
Car Park 7 (12)	0	0	0	0	0	3
Total No. Parking	19	23	35	32	27	42

24. The survey sheet for the parking occupancy survey is included in **Appendix 2**. Note that the numbering of the car parks has been changed for the report.



25. Car park 4 was observed to be operating at 100% occupancy for four of the six hourly periods and at >90% for the remaining two hourly periods. As parking efficiency significantly drops when parking occupancy is above 90% and as the car park operates by itself with its own access, it is effectively operating at full capacity. Therefore, it is not accurate to count the odd empty space as potential parking supply during the day, so this car park has been omitted from further assessment.
26. The spare parking capacity is shown in **Table 3**. This shows the spare capacity with and without car parking spaces being marked out and omitting Car Park 4 (as per **Paragraph 24**). Marking out some of the car parks will increase parking supply noticeably, by as much as 11 spaces, as indicated below.

Table 3: Spare Parking Capacity (with Car Park 4 Omitted)

Occupancy / Spare Capacity	9:00	10:00	11:00	12:00	13:00	14:00
Unmarked Spaces						
% Occupancy	3%	13%	48%	38%	23%	60%
Spare Parking	39	35	21	25	31	16
Marked Spaces						
% Occupancy	2%	10%	37%	29%	18%	47%
Spare Parking	50	46	32	36	42	27

Projected Parking Demands

27. The parking demands for the High Ropes Course has been estimated below in **Table 4**. Although there is no hard survey data or published parking demand rates for this type of activity, the information provided by the applicant is based on their experience operating 14 sites across Australia. This information is reflected in the following assumptions:
 - An average daily peak patronage of 120 clients is projected during peak holiday weekend periods (approximately 12 weeks of the year).
 - The average peak patronage in off-peak weekend periods is projected to be 60 clients (for 40 weeks of the year).
 - The average visit duration by clients is 2 hours
 - 30 minutes is allowed between the start of each session with around 10 clients accommodated per session.
 - There is a maximum of 60 clients on the ropes course at any one time.
 - The service could operate for up to 10 hours per day over peak visitor periods, such as school and public holidays, with a theoretical potential maximum of 300 clients per day. These maximums would only be reached occasionally.
 - The average number of participants per car is 2.3. In Australia, the Applicant typically records 2.6 so this is considered conservative.
 - Assume maximum parking of 5 spaces for staff.



Table 4: Projected Average Peak Parking Demand for High Ropes Course (Source: Applicant)

Session Start Time	Session End Time	Maximum Participants	# Cars IN	# Cars OUT	# Cars TOTAL	Comments
8:00		10	4.3	0.0	4.3	Only Arrivals
8:30		10	4.3	0.0	8.7	Only Arrivals
9:00		10	4.3	0.0	13.0	Only Arrivals
9:30		10	4.3	0.0	17.4	Only Arrivals
10:00		10	4.3	0.0	21.7	Only Arrivals
10:30		10	4.3	0.0	26.1	Only Arrivals
11:00	11:00	10	4.3	4.3	26.1	Overlapping
11:30	11:30	10	4.3	4.3	26.1	Overlapping
12:00	12:00	10	4.3	4.3	26.1	Overlapping
12:30	12:30	10	4.3	4.3	26.1	Overlapping
13:00	13:00	10	4.3	4.3	26.1	Overlapping
13:30	13:30	10	4.3	4.3	26.1	Overlapping
14:00	14:00	10	0.0	4.3	21.7	Only Departures
14:30	14:30	10	0.0	4.3	17.4	Only Departures
	15:00	0	0.0	4.3	13.0	Only Departures
	15:30	0	0.0	4.3	8.7	Only Departures
	16:00	0	0.0	4.3	4.3	Only Departures
	16:30	0	0.0	4.3	0.0	Only Departures
	17:00	0	0.0	0.0	0.0	
	17:30	0	0.0	0.0	0.0	
	18:00	0	0.0	0.0	0.0	

28. Overall, the activity is expected to generate a peak parking demand of 31 vehicles [26 visitor / customer + 5 staff = 31] including staff parking. This is based on having a maximum of 60 clients on the ropes at any one time.

District Plan Parking Requirement

29. An activity of this type would attract a District Plan parking requirement of 18 car parks [15 visitor + 2.5 staff = 17.5] based on the activity being classed as a 'turnover' type activity i.e. groups of visitors at staggered intervals.

Discussion

30. The District Plan requires 18 spaces. The peak parking demand is expected to be 31 vehicles based on the adopted assumptions and first principles analysis and includes staff vehicles.
31. The parking survey indicates the minimum available parking capacity as being 27 vehicles assuming:



- Park 7 can be utilised as parking supply for the activity.
- Car Parks 3, 5, 6 and 7 can be marked.

32. The following is further recommended to improve parking management for the activity:

- Car Park 3 is reserved for staff
- Car Park 1 and Car Park 2 are reserved for the activity (so essentially all on-site parking, excluding Car Park 4, is reserved for participants).

Noting that the existing peak parking demand of 24 vehicles¹ (at 2pm) can be accommodated by parking bays in Car Park 5 (10) and Car Park 6 (9) being marked, thereby increasing supply to 14 and 12 spaces respectively.

33. The marking of spaces may not be straightforward for the on-street parking areas as they are not sealed or appear not fully sealed. Options will need to be discussed and confirmed with Council e.g., half cut logs buried, spaces marked by posts at the front etc.
34. Although there is a shortfall in the number of parking spaces (4), this can be reduced if a travel plan is implemented. This is anticipated to include:
- Encouraging parking at Car Park 7 (High Ropes Course marketing and/or signage) and participants walking 300m to the site. Noting that participants may need to walk further once on the site. The purpose of this is to ensure that Car Park 7 is fully utilised.
 - Improvements to the pedestrian path along the north side of Jollies Pass Road so that it is weather resistant and appropriate for pedestrians. This is expected to include:
 - Having a metalled, all-weather path, at least 1.5m in width between the bridge (on the north side) and the start of the forest; and
 - Having a 1.5m wide metalled path along the side of the road between the top of the informal pedestrian path and Car Park 6. This will require improving drainage around the culvert and edge of the road (see **Photograph 12**).
 - Providing covered, secure and convenient cycle parking at the activity, and actively promoting those facilities in marketing material.
35. A combination of improving the pedestrian connection between Car Park 7 and the site, encouraging participants to park at Car Park 7, or to walk/cycle to the activity, is expected to reduce the number of vehicles by at least 10%, meeting the shortfall of 4.
36. The car parks on site, as well as along Jollies Pass Road i.e. Car Parks 5, 6 and 7 are anticipated to be operating at around 100% capacity when the High Ropes Course is operating at peak demand, approximately 12 weeks of the year.
37. The effects of this on existing users are considered **acceptable** and **less than minor** as drivers can easily observe when parking spaces in Car Parks 5, 6 and 7 are available as these are located at 90 degrees along the road frontage.

¹ Excluding Car Park 4.

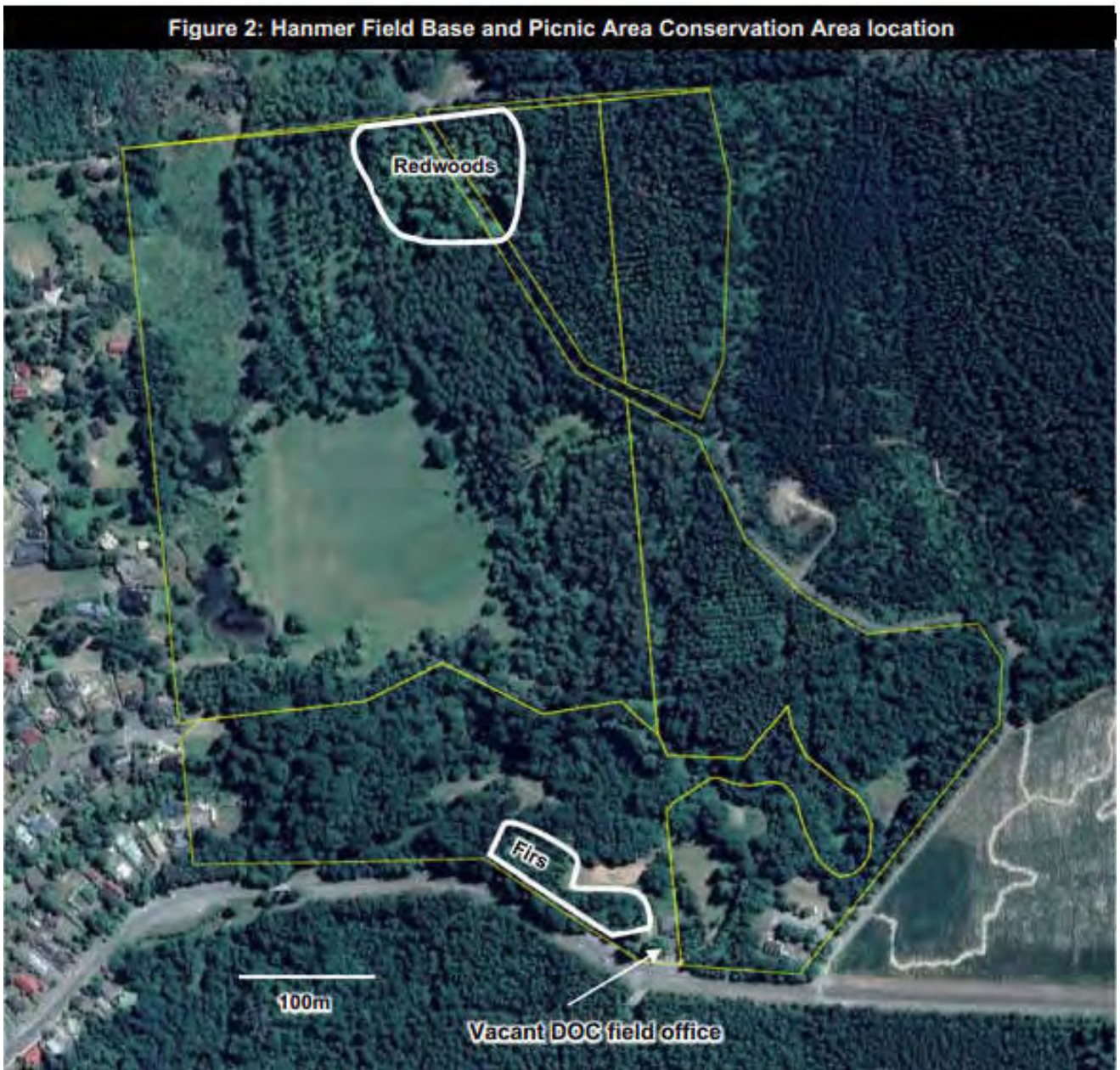


38. It is accepted, that some participants of the High Ropes Course will park at Car Parks 5 & 6, if there is space. This will displace other users e.g., visiting the sculpture park who will instead need to park at Car Park 7. However, it is noted that the walking and cycling trails in the area including the sculpture park do have several access points so the effects will be minimised.



Appendix 1

High Ropes Course Locations and Base Operations



(Source: Applicant's Briefing Paper to DOC)



Appendix 2

Parking Occupancy Survey Sheets

Field Base, Hammer Springs Parking Study

Parking Demand (No. vehicles parked)

Surveyor: SDV
 Date: 7/10/2022
 Weather: SUNNY / DRY

22

Location	9am	10am	11am	12pm (midday)	1pm	2pm
1	0	0	0	0	0	3 (and 2 parked slightly)
2	17* (+2 camp)	17* (+2 camp)	16* (+2 camp)	15 (+2 camp)	16 (+2 camp)	16 (+2 camp)
3	1	2	2	0	0	0
4	0	2	6	7	3	5
5	0	1	10	7	6	10
Other 1	0	0	1	1	0	1
Other 2	0	0	0	0	0	3

gives put 100%

* 2 camper vans parked in car park. Assume parks in available spots if available.
 Note 1 space reserved for access to where 2 campers are parked.

Use 'Other' - if vehicles are parked in a different location e.g. verge
 Confirm where this is

Make a note if: Camper van (C) or motorcycle (MC) is parked
 Any illegal parking activity



dog stream park

Effective parking 18 (100%)
 2
 18
 17
 18
 18

10 spots where cars can park

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Managing Trees in The Urban Environment

Attachment 7a:E1

ANNUAL ARBORIST INSPECTION JUNGLE SURFING
3922 Cape Tribulation Rd, Cape Tribulation Qld 4873

Arborist Team

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Managing Trees in The Urban Environment

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Arborist inspection

Client: Jung Eun Sung

Site: 3922 Cape Tribulation Rd, Cape Tribulation QLD 4873

Date of inspection: 12/08/2021

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9. Photos of Trees Requiring a Mitigation Response with Contractor Note
10. Action Works

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Professional Disclaimer

All trees are inspected on a basic above and ground based and should a higher level of inspection be required this will be identified and required to complete a mitigation response on individual trees

All trees are assessed on "normal weather conditions" and weather event outcomes will be deemed an abnormal weather event and as this assessment results a higher level of risk than the initial assessment due to forces applied

After any weather event where there have been severe forces applied to the assessed trees, we strongly recommend a re-inspection to keep your report current as this report prior to any event will be deemed defuncted until re-inspected

An extreme event is a time and place in which weather, climate, or environmental conditions such as temperature, precipitation, and other weather anomalies not within the normal everyday weather for the region

The Procedure for Managing Trees After and Extreme Weather Event

Where possible monitor the weather via a government agency (BOM) daily as part of your daily checks,

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Managing Trees in The Urban Environment



1. Isolate and void or restrict access to any persons not suitably qualified to assess the safety of trees and structures from an OH and S perspective.
2. Contact the state Arborist Level 5 and get them to site within 24 hours
3. The Arborist will assess and supervise the makesafe and in this procedure assess properly the forces on trees that may not have been damaged but because of the structures attached exerting forces on sections of trees that once the forces are eased may need aerial assessment prior to reinstatement of structures. As so, as soon as practicable and where needed a debris from the base of trees will need to be removed so that root plates can be assessed for root plate heave as in many cases trees can settle back into the original position, but root severance will have occurred
4. Identify High Risk areas of concern and develop and act on a mitigation plan (Short Term)



1. Once the **High Risk Make Safe** works has been completed and the site no longer is a high risk zone and is deemed medium risk by the State Arborist (Level 5)
2. Trees to be reassessed and mitigation processed adapted to each individual tree's requirements such as basic ground based assessment, or aerial assessment or root plate monitoring systems or other measurement tools.
3. A data to be collated into a specific Risk Management Report as an addendum to the existing report.
4. Create timelines and trigger points for inspections and further mitigation or monitoring works



1. Act on any additional inspections highlighted in the trigger points in the previous inspections
2. Monitor at intervals to be set by the state Level 5 Arborist and add to

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- Sketches, diagrams, graphs, and photographs used in the Report, intended as visual aids, are not necessarily to scale and should not be construed as engineering or architectural drawings, reports, or surveys.
- Unless expressed otherwise:) The information contained in the Report will cover those items that were outlined in the project brief or that were examined during the assessment and reflect the condition of those items at the time of inspection; and) The inspection is limited to a visual examination of accessible components without dissection, excavation or probing unless otherwise stipulated.
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- All instructions (verbal or written) that define the scope of the Report have been included in the Report and all documents and other materials that the ATCAC Consultant has been instructed to consider or to consider in preparing the Report have been included or stated within the Report.
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- To the writer's knowledge all facts, matter, and all assumptions upon which the Report proceeds have been stated within the body of the report and all opinions contained within the report will be fully researched and referenced and any such opinion not duly researched is based upon the writer's experience and observations.

General References

- Australian Standards AS 4373 - 2007 Pruning of amenity trees
- AS 4970 - 2009 Protection of trees on development sites
- Wild Plants of Greater Brisbane - Queensland Museum
- Fraser Coast website and Maps/overlays
- Evaluating Tree Defects - A Field Guide by Ed Hayes, Second Edition
- Body Language of Trees - Research for Amenity Trees, Claus Mattheck
- Smey E. Thomas, Ne da Matheny, and Sharon L. - April 2012 Tree Risk Assessment Levels of Assessment
- Matheny Ne da and J m c Ark Feb 2009 Tree Risk Assessment What we know (and What We Do Not Know)
- The use of the TRAQ as trained by the International Society of Arboriculture

Qualifications

Our Consulting Arborist Kurt Brown, and he has over 30 years of field experience ranging the breadth of Australia and New Zealand, both as a consultant and as a AQF Level 3 Certified Arborist and as such brings a more rounded and unique perspective to his inspections. This is evident in the inspections and data collection and how this is translated into the report format and recommendations.

Kurt also has attended the highest of the relevant qualifications for inspecting trees from all aspects relating to asset and people protection and tree health and structure and much more.

Qualifications are as follows

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Managing Trees in The Urban Environment

			
<ol style="list-style-type: none">1. AQF Level 3 Arboriculture SC T2. AQF Level 5 Arboriculture TAFE East Coast3. SA TRAQ Certified Arborist Specialist			

Other Relevant Information,

1. Queensland Arboriculture Association Qualified Member 2018 - Current
2. Arboriculture Australia Member
3. Queensland Arboriculture Association Executive Member 2012 to 2017
4. President Queensland Arboriculture Association on 2014 to 2016
5. Past President Queensland Arboriculture Association on 2017
6. Arboriculture Australia Member 2014 to current
7. International Society of Arboriculture Member 2014 to current

Contact Information: Jung-e Surfing

Contact: Tim Muggan Email: tm@treesadventure.com.au

Scope Of Works

To perform the initial inspection of a tree as defined by Tim Muggan from Trees Adventure and tag with this inspection to identify any risks and/or structural compromises and provide mitigation actions and contractor notes and photos. Weather Conditions, Overcast and Rain, restrictions on inspections.

Method of Inspection

Kurt Brown employs a relevant section of multiple quantified methods in his inspections, these are Matthecks VTA (Visual Tree Assessment) (image 1) and SA TRAQ Assessment. Kurt will also age profile the tree using the following classification in Appendix 2 and from this will give an approximate ULE (useful life expectancy).

The following data was updated for the trees

- Diameter consistent with previous assessment or on a new site the initial numbering system
- Image of tree
- Botanical and common name
- Tree dimensions (Height x Width)
- Diameter at breast height (DBH)
- Health
- Structure
- Useful life expectancy (ULE)

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- Age Class
- Recommended works
- Comments



Append x 1

The Visual Tree Assessment (VTA) methods as described in 'The Body Language of Trees. A Handbook for Failure Analysis. Research for Amenity Trees' by Mattheck and Breloer (Mattheck, et al., 1994) is used in association with the International Society of Arboriculture's guidelines in this report.

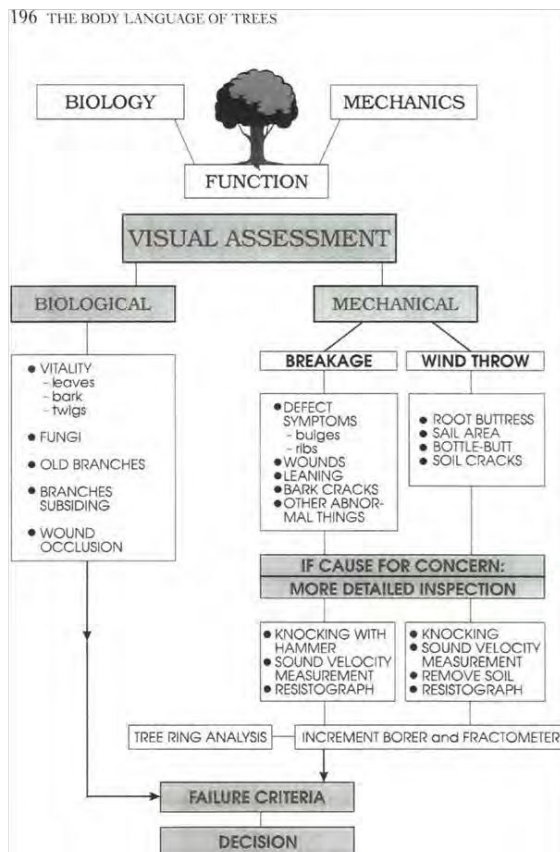


Fig 120. The Visual Tree Assessment (VTA) procedure for assessing trees. As the suspicion increases that defects are present, the examination becomes more thorough and searching.

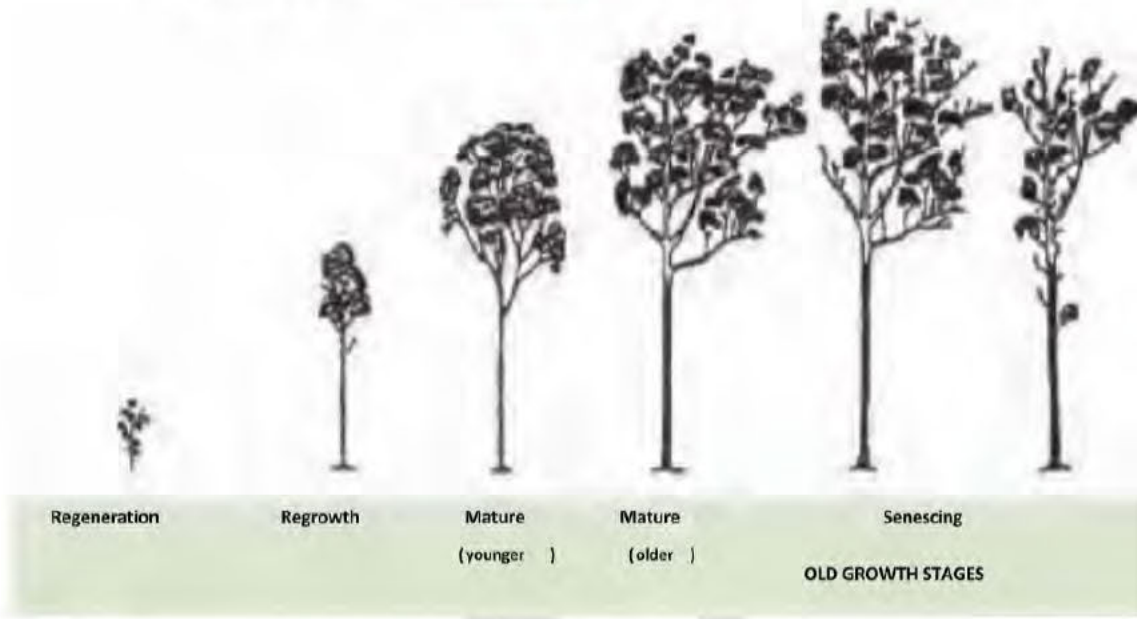
Append x 2 Age Prof e

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Managing Trees in The Urban Environment



Glossary of Terms

1. DBH Diameter at breast height (1.4m)
2. M Mature
3. J Juvenile
4. S Sequencing
5. E Emergent
6. F Fair
7. G Good
8. FG Fair to Good
9. SRZ Structural Root Zone

Site Map

Tree Details

Tree Number	Botanical Name	Height	Canopy Span	DBH (mm)	Age	Health	Structure	ULE (Y)	Management Works Required	Purpose
1	Dysoxylum pettrewianum	20	5	1340	M	G	Good, High Crown with minor taper	Fifteen to 40	This tree requires no work at this stage reinspect prior to opening the course once	Physically use in the high ropes course

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									the construct on s comp eted	
2	Dysoxy um pett grew anum um	30	12	2050	M	G	Fa r/Good There s a codom nant stem wh ch has s gns of am nat ng and a h gh crown w th m n ma taper	10 to 20	Th s tree requ res no work at th s stage re nspect pr or to open ng the course once the construct on s comp eted	Phys ca use n the h gh ropes course

3	A ston a scho ar s	30	8	380	SM/M	FG	Tree s typ ca for the spec es w th good trunk taper and crown form	15 to 40	Th s tree requ res no work at th s stage re nspect pr or to open ng the course once the construct on s comp eted	Phys ca use n the h gh ropes course
4	A ston a scho ar s	20	4	750	SM/M	FG	S ght y exposed pos t on and th s crown by compar son to the crown taper	15 to 40	Th s tree requ res no work at th s stage re nspect pr or to open ng the course once the construct on s comp eted	Phys ca use n the h gh ropes course
5	Dysoxy um pett grew anum um	25	15	1110	M	G	So eros on near base, ean ng b as there s a ready h gh ropes n frastructure n sta ed and the oad d rect on of the cab es s, and forces exerted on the tree appear n th s nspect on m n ma	15 to 40	Th s tree requ res no work at th s stage re nspect pr or to open ng the course once the construct on s comp eted	Phys ca use n the h gh ropes course

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6	Dysoxylum pettrewianum	25	3	400	SM/M	G	This tree has a phototropic lean towards the canopy opening created by the original infrastructure clearing, there is evidence of root disturbance assumed from the grandstand construction. There is evidence of response growth with the buttressing on the tension (upside) which shows the tree has vigour.	15 to 40	This tree requires no work at this stage. Reinspect prior to opening the course once the construction is completed.	Physically use in the high ropes course.
7	Dysoxylum pettrewianum	30	10	600	M	F	There appears that a leader has been impacted from a previous failure from another tree. There is epicormic response growth present and minor decay. Monitor.	15 to 40	This tree requires no work at this stage. Reinspect prior to opening the course once the construction is completed.	Physically use in the high ropes course.
8	Dysoxylum pettrewianum	25	5	380	SM/M	G	Form typical for the species and from a ground based inspection no obvious area of concern.	15 to 40	This tree requires no work at this stage. Reinspect prior to opening the course once the construction is completed.	Physically use in the high ropes course.
9	Syzygium monosperum	30	15	400	M	G	Form typical for the species and from a ground based inspection no obvious area of concern.	15 to 40		Physically use in the high ropes course.
10	Dysoxylum pettrewianum	30	15	960	M	G	Form typical for the species and from a ground based inspection no obvious area of concern.	15 to 40	This tree requires no work at this stage. Reinspect prior to opening the course once the construction is completed.	Physically use in the high ropes course.

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11	Dysoxylum pettrewianum	20	4	410	SM	G	Form type ca for the species and from a ground based inspection, there is some basal rot caused by a previous failure, monitor	15 to 40	This tree requires no work at this stage re inspect prior to opening the course once the construction is completed	Physically use in the high ropes course
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12	Astonia schoaras	30	5	570	M	G	Form type ca for the species and from a ground based inspection on no obvious area of concern	15 to 40	This tree requires no work at this stage re inspect prior to opening the course once the construction is completed	Physically use in the high ropes course
13	Dysoxylum pettrewianum	25	20	1430	M	FG	Form type ca for the species and from a ground based inspection on no obvious areas of concern This tree has high ropes infrastructure installed and the impacts unknown from this inspection on TAW need to inspect and comment	15 to 40	This tree requires no work at this stage re inspect prior to opening the course once the construction is completed	Physically use in the high ropes course
14	Dysoxylum pettrewianum	30	20	2540	M	G	Form type ca for the species and from a ground based inspection on no obvious areas of concern This tree has high ropes infrastructure installed and the impacts unknown from this inspection on		This tree requires no work at this stage re inspect prior to opening the course once the construction is completed	Physically use in the high ropes course
15	Dysoxylum pettrewianum	30	20	1030	M	G	Form type ca for the species and from a ground based inspection on no obvious areas of concern This tree has high ropes infrastructure installed and the impacts unknown from this inspection on	15 to 40	This tree requires no work at this stage re inspect prior to opening the course once the	Physically use in the high ropes course

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									construct on s comp eted	
16	Dysoxymum pettrewianum	30	15	940	M	G	Form typ ca for the spec es and from a ground based nspect on no obv ous area of concern	15 to 40	Th s tree requ res no work at th s stage re nspect pr or to open ng the course once the construct on s comp eted	Phys ca use n the h gh ropes course
17	Dysoxymum pettrewianum	35	10	910	M	G	Form typ ca for the spec es and from a ground based nspect on no obv ous area of concern	15 to 40		Phys ca use n the h gh ropes course
18	Syzygium monosperum	25	6	430	SM M	G	Form typ ca for the spec es and from a ground based nspect on At the construct on of the foot ngs for the grandstand there has been an ncurs on nto the SRZ and some back ng f ng up the trunk, no obv ous negat ve affects of these works at th s nspect on	15 to 40	Th s tree requ res no work at th s stage re nspect pr or to open ng the course once the construct on s comp eted	Phys ca use n the h gh ropes course
19	Dysoxymum pettrewianum	30	10	840	M	FG	Form typ ca for the spec es and from a ground based nspect on	15 to 40	Th s tree requ res no work at th s stage re nspect pr or to open ng the course once the construct on s comp eted	Phys ca use n the h gh ropes course

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							There are 2 sections of decay on the tenson side of the buttress root that appears to be from impact from a previous failure. The other sections on the compression side of the root plate and has decay present which again is from a previous leader failure. We need to monitor no structural concerns at this inspection.			
20	Dysoxylum pettrewianum	22	5	370	SM	FG	Form type call for the species and from a ground based inspection on no obvious areas of concern, just maintenance issues with pruning required away from the cables.	15 to 40	Maintenance pruning works and limbs that target the cables. These mitigation works were completed on the 28/4/2022. This tree requires no further work at this stage prior to opening the course once the construction is completed.	Physical use on the high ropes course.
21	Dysoxylum pettrewianum	35	15	1950	M	G	Form type call for the species and from a ground based inspection. There is a weight bias over the cables.	15 to 40	Re-inspection in 12 months, potential weight reduction in the future. These mitigation works were completed on the 28/4/2022 and this tree requires no further work at this stage. Re-inspect prior to opening the course once the construction is completed.	Physical use on the high ropes course.

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22	Astonia schoaras	30	10	1420	M	G	Form type ca for the spec es and from a ground based nspect on no obv ous area of concern	15 to 40	Th s tree requ res no work at th s stage re nspect pr or to open ng the course once the construct on s comp eted	Phys ca use n the h gh ropes course
23	Dysoxum pettrewianum	30	9	1110	M	G	Form typ ca for the spec es and from a ground based nspect on no obv ous area of concern	15 to 40	Th s tree requ res no work at th s stage re nspect pr or to open ng the course once the construct on s comp eted	Phys ca use n the h gh ropes course
24	Dysoxum pettrewianum	30	9	1120	M	G	Form typ ca for the spec es and from a ground based nspect on no obv ous area of concern	15 to 40	Th s tree requ res no work at th s stage re nspect pr or to open ng the course once the construct on s comp eted	Phys ca use n the h gh ropes course
25	Dysoxum pettrewianum	25	20	1210	M	FG	Form typ ca for the spec es and from a ground based nspect on no obv ous area of concern	15 to 40	Th s tree requ res no work at th s stage re nspect pr or to open ng the course once the construct on s comp eted	Phys ca use n the h gh ropes course
26	Syzygium monospernum	30	6	380	M	G	Form typ ca for the spec es and from a ground based nspect on no obv ous area of concern	15 to 40	Th s tree requ res no work at th s stage re nspect pr or to open ng the course once the construct on s comp eted	Phys ca use n the h gh ropes course

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27	Dysoxylum pettrewianum	30	20	1030	M	FG	This tree as a typical canopy in this environment has hyper extended overhanging crown	15 to 40	This tree requires no work at this stage reinspect prior to opening the course once the construction is completed	Physically use in the high ropes course
----	------------------------	----	----	------	---	----	--	----------	---	---

							potentially targeting the proposed infrastructure			
28 Reduced to a hard stand	Dysoxylum pettrewianum	40	10	2000	M	P	This tree has poor structure and decay present and will target proposed infrastructure	2 to 5	Reduction to hard structure These mitigation works were completed on the 29/4/2022	Targets infrastructure
29	Dysoxylum pettrewianum	30	15	1460	M	FG	This tree presents a reasonable form and does not target proposed infrastructure	15 to 40	This tree requires no work at this stage reinspect prior to opening the course once the construction is completed	Physically use in the high ropes course
30	Dysoxylum pettrewianum	25	9	900	M	FG	This tree presents a reasonable form and does not target proposed infrastructure	15 to 40	This tree requires no work at this stage reinspect prior to opening the course once the construction is completed	Physically use in the high ropes course
31	Dysoxylum pettrewianum	15	5	430	SM	G	Typical main mast taper high crown and buttressing	15 to 40	This tree requires no work at this stage reinspect prior to opening the course once the construction is completed	Physically use in the high ropes course

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32	Astonia schoar s	30	10	480	M	FG	This tree as s typ ca n th s env ronment has hyper extended on overba nce crown potent a y target ng the proposed nfrastructure	15 to 40	Crown we ght reduct on These m t gat on works were comp eted on the 28/4/2022 and th s tree requ res no further work at th s stage re nspect pr or to open ng the course once the construct on s comp eted	Phys ca use n the h gh ropes course
33 Reduced to a hard stand	Dysoxum pett grew anum um	35	14	800	M	PF	There s a prev ous fa ure and decay s present Th s tree has been comp ete y reduced to a hard stand due to the decay found n the ma n un on at the nspect on on the 28/4/2022	5 to 15	Mon tor, re nspect n 12 months, potent a reduct on	Phys ca use n the h gh ropes course
34 Removed 28/4/2022	Astonia schoar s	40	9	1600	S	FG	Th s tree has had a s gn f cant eader fa ure and the rema n ng sect on s off ba nce and f the rema n ng sect on fa ed t wou d mpact the h gh ropes nfrastructure	5 to 15	Aer a nspect on and depend ng on n these f nd ngs potent a y crown we ght reduct on Th s tree has been comp ete y removed on the 28/4/2022	Phys ca use n the h gh ropes course
35	Dysoxum pett grew anum um	25	10	540	M	FG	There s an unba nced phototroph c growth present wh ch aga n s s typ ca n these ght compet t ve s tuat ons, genera hea th typ ca for the spec es	15 to 40	Crown reduct on to ass st n ba anc ng the bas to a d protect ng the proposed nfrastructure e Re nspects n 12 months These m t gat on works were comp eted on the 28/4/2022 and th s tree requ res no further work	Phys ca use n the h gh ropes course

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									at th s stage re spect pr or to open ng the course once the construct on s comp eted	
36	Dysoxymum pettrewianum	30	10	0	M	F	This tree has totally taken over the host tree in a strangler type fashion, it does have a	15 to 40	This tree requires no work at this stage re spect pr or to open ng the course once the construct on s comp eted	Physically use in the high ropes course

							significant lean but will just need to be monitored			
37	Toona australis	30	10	700	M	FG	This tree has a gap present in trunk, and this is a minor structural concern the tree presents reasonable response growth to this concern There are no significant areas of concern at this inspection	15 to 40	This tree requires no work at this stage re spect pr or to open ng the course once the construct on s comp eted	Physically use in the high ropes course
38	Dysoxymum pettrewianum	15	11	0	M	F	This tree has a base towards the proposed infrastructure on sloping ground	15 to 40	Reduction in pruning proactively for the cable This mitigation work was completed on the 29/4/2022 and this tree requires no further work at this stage re spect pr or to open ng the	Physically use in the high ropes course

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									course once the construction is completed	
39	Dysoxylum pettrewianum	30	18	0	S	F	This tree from a ground based inspection is difficult to definitively assess and will need an advance inspection method and potentially on the findings of this inspection will potentially require a crown reduction	5 to 10	Aer inspection and potential crown reduction. The mitigation works were completed on the 29/4/22 and this tree requires no further work at this stage reinspection prior to opening the course once the construction is completed	Physical use in the high ropes course
40	Syzygium monospernum	30	18	600	M	G	This tree targets the proposed cable and has a significant lean on sloping ground typical to this site, there is hyper extended leaders	15 To 40	Leader reduction to assist in balancing the lean to lessen the load on the base system, reinspection 12 months after these mitigation works. The mitigation works were completed on the 29/4/2022 and this tree requires no further work at this stage reinspection prior to opening the course once the construction is completed	Physical use in the high ropes course

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Tree 41 Bracing Tree	Syzygium monospernum	25	2	320	SM/M	G	This tree is proposed to be used as a brace tree where there will be share load on a low portion of the trunk and health structure presents typical for the species in the environment	40	This tree requires no work at this stage reinspect prior to opening the course once the construction is completed	Physically use in the high ropes course as a bracing tree
Tree 42 Bracing Tree	Dysoxylum pettrewianum	20	3	320	SM/M	FG	This tree is proposed to be used as a brace tree where there will be share load on a low portion of the trunk and health structure presents typical for the species in the environment	40	This tree requires no work at this stage reinspect prior to opening the course once the construction is completed	Physically use in the high ropes course as a bracing tree
Tree 43 Bracing Tree	Astonia schoaria	35	5	650	M	FG	This tree is proposed to be used as a brace tree where there will be share load on a low portion of the trunk and health structure presents typical for the species in the environment	40	This tree requires no work at this stage reinspect prior to opening the course once the construction is completed	Physically use in the high ropes course as a bracing tree
Tree 44 Bracing Tree	Dysoxylum pettrewianum	35	6	750	M	FG	This tree is proposed to be used as a brace tree where there will be share load on a low portion of the trunk and health structure presents typical for the species in the environment	40	This tree requires no work at this stage reinspect prior to opening the course once the construction is completed	Physically use in the high ropes course as a bracing tree

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Tree 45 Bracing Tree	Astonia schoaras	30	2	400	SM/M	FG	This tree is proposed to be used as a brace tree where there will be share load on a low portion of the trunk and health structure presents typicality for the species in the environment	15 to 40	This tree requires no work at this stage reinspect prior to opening the course once the construction is completed	Physically use in the high ropes course as a bracing tree
Tree 46 Bracing Tree	Tristanopsis aurana	40	15	950	M	FG	This tree is proposed to be used as a brace tree where there will be share load on a low portion of the trunk and health structure presents typicality for the species in the environment This is a previous limb failure point in the trunk to monitor	15 to 40	This tree requires no work at this stage reinspect prior to opening the course once the construction is completed	Physically use in the high ropes course as a bracing tree
Tree 47 Bracing Tree	Dysoxylum pettrewianum	20	5	420	SM/M	FG	This tree is proposed to be used as a brace tree where there will be share load on a low portion of the trunk and health structure presents typicality for the species in the environment	15 to 40	This tree requires no work at this stage reinspect prior to opening the course once the construction is completed	Physically use in the high ropes course as a bracing tree
Tree 48 Bracing Tree	Dysoxylum pettrewianum	35	5	750	M	FG	This tree is proposed to be used as a brace tree where there will be share load on a low portion of the trunk and health structure presents typicality for the species in the environment	15 to 40	This tree requires no work at this stage reinspect prior to opening the course once the construction is completed	Physically use in the high ropes course as a bracing tree

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Tree 49 Bracing Tree	Dysoxylum pettrewianum	25	8	860	M	FG	This tree is proposed to be used as a brace tree where there will be share load on a low portion of the trunk and health structure presents typicality for the species in the environment	15 to 40	This tree requires no work at this stage reinspect prior to opening the course once the construction is completed	Physically use in the high ropes course as a bracing tree
Tree 50 Bracing Tree	Dysoxylum pettrewianum	35	3	950	M	G	This tree is proposed to be used as a brace tree where there will be share load on a low portion of the trunk and health structure presents typicality for the species in the environment	15 to 40	This tree requires no work at this stage reinspect prior to opening the course once the construction is completed	Physically use in the high ropes course as a bracing tree

Photos

Tree 1



Tree 2

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Tree 3



Tree 4



Tree 5

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Tree 6



Tree 7



Tree 8

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Tree 9



Tree 10



Tree 11

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Tree 12



Tree 13



Tree 14

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Tree 15



Tree 16



Tree 17

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Tree 18



Tree 19



Tree 20 (We ght Reduced 27/4/2022)

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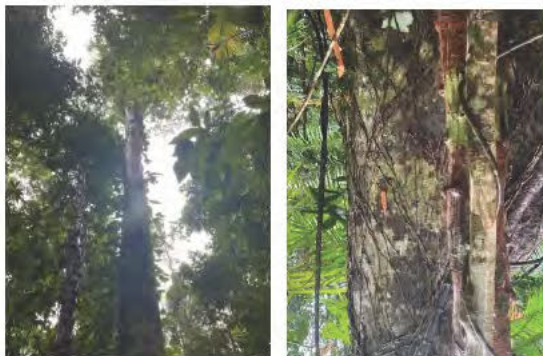
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Tree 21 (We ght Reduced 27/4/2022)



Tree 22



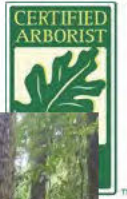
Tree 23

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Tree 24



Tree 25



Tree 26

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Tree 27



Tree 28



Tree 29

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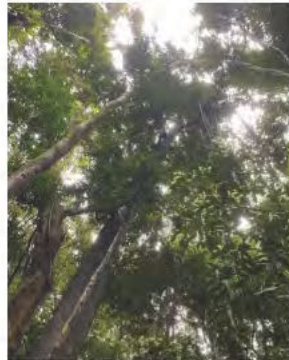
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Tree 30



Tree 31



Tree 32

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Tree 33 (Reduced to hard stand og post nspect on 27/4/2022)



Tree 34 (Tree removed comp ete y post aer a nspect on 27/4/2022)



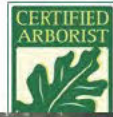
Tree 35 (Crown we ght reduced post aer a nspect on 27/4/2022)

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Tree 36



Tree 37



Tree 38 (Tree inspected and weight reduced on pruning completed 28/4/2022)

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Bracing Trees

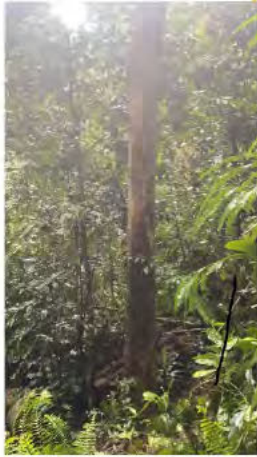
Tree 41

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Tree 42



Tree 43



Tree 44

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Managing Trees in The Urban Environment



Tree 45



Tree 46



Tree 47

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Managing Trees in The Urban Environment



Tree 48



Tree 49



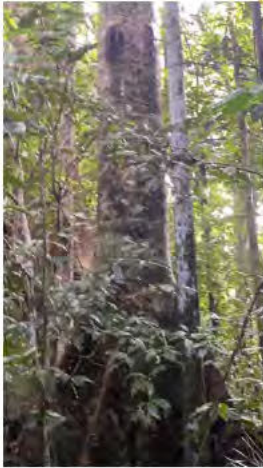
Tree 50

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Add t ona Brac ng Trees

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Managing Trees in The Urban Environment



AC
ment Specialist



Tree 3A is Branching Tree 3



Tree 4A and 4B are Branching Tree 4

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AC
ment Specialist



Tree 15A and 15B are bracing Tree 15



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Tree 18A and 18B are bracing Tree 18



Tree 19A is Bracing Tree 19



Tree 20A is Bracing Tree 20



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Managing Trees in The Urban Environment



AC
Arborist Specialist



Tree 24A s Brac ng Tree 24



Tree 25A and 25B are brac ng Tree 25

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Managing Trees in The Urban Environment



AC
nt Specialist



Tree 26A and 26B are bracing Tree 26

Conclusion Statement

This inspection and mitigation work completed on the 28th and 29th of April 2022 prior to construction of the high ropes course has now mitigated all previously identified risk concerns. Prior to opening the course, a final inspection will be required once the course infrastructure is installed, and all loads are applied.

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Managing Trees in The Urban Environment



Risk Management on Inspections and Response Works

Date 28/4/2022

Tree 35

Inspection completed by Cert 3 AQF C member, and the main concern identified as being the area of concern has not gone into the remaining leader and that it will need reducing due to its location to infrastructure to a hard frame. Once these works were completed the remaining trunk had movement into the root plate and have identified that the only way to reduce the risk to an acceptable level is to allow the log down and leave it in situ as habitat. Removal act on 28/4/22

Tree 33

Inspection completed by Cert 3 AQF Arborist, and our inspection found major rot cavity into the remaining bifurcated leaders that are approximately 20m at the junction and the load at that lever point considering the attachment concerns, the high risk rating needs to be reduced especially with the major target and the occupancy rate of people and structures

The only sound solution is complete removal

Removal act oned 28/4/22

Tree 20

Inspection completed by Cert 3 AQF Arborist, and the inspection identified no areas of concern and proactive reduction pruning for the cables for the High Ropes Course

Tree 21

Weigh reduction prune completed 28/4/22

Tree 28

This tree has been reduced to a hard structure due the high percentage of rot present not only in the base but there were significant areas of decay in the crown, these works were completed on the 28/4/22

Tree 32

This tree has been reduced to a hard structure due the high percentage of rot present not only in the base but there were significant areas of decay in the crown, these works were completed on the 28/4/22

Tree 33

This tree has been reduced to a hard structure due to the decay present in the main trunk where the previous failure was

Tree 34

This tree was very unstable in ground and was not reducing the risk to an acceptable level by just reducing to a hard stand so the only way to eliminate risk was complete removal works completed 28/4/2022

Tree 35

This tree was inspected, and a crown weigh reduction was completed on the 28/4/2022

Tree 38

This tree was inspected, and a crown weigh reduction was completed on the 29/4/2022

Tree 39

This tree was inspected, and a crown weigh reduction was completed on the 29/4/2022

Tree 40

This tree was inspected, and a crown weigh reduction was completed on the 29/4/2022

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Managing Trees in The Urban Environment



Add t ona Conc us on Statement 28/6/2022

We have now added n a extra brac ng trees to th s report that were nc uded dur ng the bu d phase were by the bu d team at Trees Adventure were needed and as the arbor cu tura experts we have no concerns due the spec es type and the ow attachment on the tree. A so bear n m nd th s tree s add ng d ss pat ng oad does not take the fu oad we ght.

Arbor cu tura y we are sat sf ed that a r sks dent f ed n the n t a Arbor st Report have been sat sfactor y reduced to a manageab e eve and that a subsequent r sks between the t me of the n t a arbor st repo t and to th s date arbor cu tura y have been dent f ed and m t gated accord ng y.

A trees dent f ed n th s report are a f t for use, a so p ease note that the nspect on t me frames and m t gat on responses and the da y ons te prestart nspect ons ensure that we are proact ve to the r sk management of these trees

K nd Regards

Kurt Brown D P Arb Tafe East Coast TRAQ Ce t SA

Austra an Tree Contractors & Arbor cu tura Consu tants Pty LTD



Treetops Adventure

EXPERIENCE ADVENTURE RESPECT SAFETY

OPERATION MANUAL

Version 1.1

Created July 2022

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Version and Amendments.

The Operation Manual should be reviewed at least once a year or unless earlier review is determined necessary. Reviews are conducted by the Operations team. Changes are tracked to easily identify different versions and amendments to the Operation Manual. This ensures different versions can be identified.

Major Revisions

Large scale changes would include changes such as integration of appendixes where appropriate, changes to core policies, updated procedures integral to the operation of the park or formatting issues throughout the manual.

These major revisions will be distinguished by ascending whole numbers.

(e.g. Version 1.0, Version 2.0, Version 3.0)

Minor Revisions

Small changes to the document would include changes such as spelling or grammar corrections, minor updates to parts of policies, minor updates to procedures and updated references (standards).

These minor revisions will be distinguished by ascending decimal increments.

(e.g. Version 1.1, Version 1.2, version 1.3)

Version	Author	Date	Changes
1.0	Budha Montgomery Sophie Mulligan	May 2021	Complete review of Operational procedure and Manual.
1.1	Budha Montgomery Sophie Mulligan	July 2022	Minor amendment to section 4 "Safety" with addition for site inspection requirements. Addition of coloured logo and Values to cover page. Amendments to Values, Vision, and Mission to align with Exp. Co.

1. Our Company.

1.2 Purpose, Vision, and Values.

Purpose: "Helping you escape the ordinary."

Vision: "To be Australia's and New Zealand's most recognised and respected adventure business."

Values: Experience, Adventure, Respect, Safety.

2. Our Team.

2.1 Organisational Charts.



2.2 Positions and Structure.

Positions and roles are defined in the TreeTops Adventure Job Descriptions. The reporting structure and positions as per the organisational chart are listed below.

1. Directors – CEO and CFO.
2. Support Team Level 1 – Includes Director of Operations, Marketing Manager, Equipment and Sales manager, And the Construction and Sales Manager. Reports Directly to CEO and CFO.
3. Support Team Level 2 – Includes Regional NSW Operations Manager, Marketing Coordinator, and Construction and Maintenance Officer. Reports Directly to Support Team Level 1.
4. Park Managers – Reports directly to Support Team Level 2, or level 1 when required.

5. Assistant Managers – Reports directly to park manager.
6. Casual Manager – Reports directly to park manager.
7. Casual Team Member – Reports directly to relevant park manager.

2.3 Award and Pay Structure.

2.3.1 Policy.

TreeTops Adventure is an Equal Opportunity Employer (EOE) and is committed to promote diversity and inclusion in its employment practices. TreeTops Adventure is committed to provide a fair and reasonable wage without distinction of gender, religious beliefs, cultural background, ethnicity, sexual orientation, or socio-economic background.

2.3.2 Award.

TreeTops Adventure casual team members are employed in accordance with the Amusement, Events and Recreation Award 2010.

According to the award, any team member engaged to work on Sundays shall be paid 1.5 times the normal hourly rate attached to the position occupied. Any days worked on Public holidays shall be paid 2.5 the normal hourly rate attached to the position occupied.

Pay cycle is fortnightly with pay period from Monday – Sunday. Wages are checked and processed on a Monday for the previous fortnight.

2.4 KPI's and Incentives.

Park managers are expected meet and/or exceed Operational KPI's (Key Performance Indicators). The KPI's are set by the Operations Manager and CEO. KPI's are reviewed by the Park Manager and Operations Manager on a fortnightly and monthly basis. Incentive bonuses may be paid based on KPI achievements at the discretion of the Operations Manager.

TreeTops Adventure allows Park Managers to organise events twice yearly. Once at the end of financial year and once during the end of the calendar year (Usually December). Both events have a set per person budget as set by the Operations Manager and CEO.

The Park Manager may facilitate optional social events facilitating team member bonding throughout the year. The cost of these events is not covered by TreeTops Adventures.

2.5 Recruitment Procedures.

TreeTops Adventure employs persons who are deemed competent to complete the duties of the job description for the role applied for at a consistent and efficient level. We aim to maintain high levels of open communication between all employee levels to keep staff up informed and well trained.

TreeTops Adventure adopts a “word of mouth” and social media approach to position advertisement. This can result single applicants via word of mouth, or multiple applicants if advertised on social media.

All new employees must have a valid 1st Aid Certificate and a current Working with Children Check (WWCC) in accordance with relevant state law. WWCC requirements by state can be found in Appendix 7.1 “Working with Children Requirements”.

Park Managers must verify all applicants Working with Children Check (Via Operations Manager) and 1st Aid Certificate prior to confirming an interview time with the applicant. Interviews are to be scheduled at a convenient time for park operations and conducted efficiently. Applicants will undergo a short interview with the Manager and complete a climbing assessment (climbing all courses at the park) as part of the selection process.

Once successful applicants have been advised a position is offered, and Employment Pack including all required employment paperwork (Contract, Tax declaration etc) is to be emailed to the applicant.

Working with Children Check and 1st Aid information must be recorded on the Team Member training matrix including expiry dates. No Team Member may work if either has expired until a renewal is obtained.

Park Managers can autonomously conduct the recruitment process for casual team members only. The Operations Manager will conduct the recruitment process for any permanent position.

2.6 Training Structure and Procedures.

All TreeTops Adventure training procedures are in the Training Manual.

At the commencement of employment with TreeTops Adventure, each Team Member will have an Individual Personnel File (IPF) created. The IPF will contain any documentation relevant to the individual including work contract, training and assessments, and performance logs. An individual training logbook will also be created and stored within the IPF, enabling Management to monitor training progress.

New employees will also be listed on the Training Matrix. The matrix is a snapshot of all training and reassessment dates for all team members, enabling management to quickly ascertain training levels for any individual.

The IPF, Logbook and training matrix must be updated by the Manager any time a team member has been trained, assessed, or reassessed.

TreeTops Adventure training is split into 3 distinct phases:

1. Induction.
2. Intro.
3. Skills Updates and Reassessments.

Contents for each phase is listed below. Full information is found in the Training Manual.

Induction	<p>1st Shift for all new team members. Usually conducted on a weekend with multiple new employees.</p> <p>Induction Content:</p> <ul style="list-style-type: none"> ▪ TreeTops adventure Company structure ▪ Company Purpose, Vision and Mission ▪ Site tour ▪ Employment Paperwork and contract completed. ▪ IPF, Logbook and Matrix created. ▪ Team Member requirements.
------------------	---

	<ul style="list-style-type: none"> ▪ General Operation ▪ Team Member Uniform Policy (uniform issued). ▪ Site specific roster ▪ Waiver form, and Terms and conditions. ▪ Intro contents can be started if time permits.
Intro	<p>Intro training period last for a period of 3 months, or until all training is completed, whichever is sooner.</p> <ul style="list-style-type: none"> ▪ Daily PPE Inspection ▪ Daily Course Inspection ▪ Personal Protective Equipment ▪ Training course ▪ Adult/Junior and Children lessons ▪ Office ▪ Customer service ▪ Home Tree management ▪ Rescues ▪ Accident/Incident Procedure ▪ Evacuation Procedure ▪ Maintenance
Skills Updates and Reassessments	<p>Skills Update and Reassessments are conducted every 6 months Minimum. Park manager may organise a training day to cover skills update on all team members efficiently. Additional Reassessments can occur at discretion of the park manager if time permits.</p> <ul style="list-style-type: none"> ▪ Skills Update – check on general skills and update any procedural changes. ▪ Adult/Junior and Child lesson reassessment. ▪ Rescue reassessment.

Training will be broken up during the beginning of employment to allow the employee to become efficient in each main area of the Park. However, for a new park, the staff will need to become fully trained, but they must be extremely competent prior to the Park Manager signing off their training.

Employees are trained to European standards EN 15567-1-2015 and EN 15567-2-2015 and AS 2316.2.1-2016 and AS 2316.2.2-2016.

Training days are conducted to introduce all staff to a new piece of equipment, a new challenge type, or an industry development relevant to daily park procedure. Training days are also run regularly at a minimum of every 6 months, either as general skill development days or for specific skill development e.g., safety and rescue training.

There may be requirements for additional training that can be provided to TreeTops Adventure employees, these will be assessed on the validity and effectiveness against currently operating procedures and be provided to staff if they increase overall safety and effectiveness at operating an adventure park.

3. General Policy.

3.1 Terms and Conditions.

Terms and Conditions for all TreeTops Adventure sites are in Appendix 7.2.

3.2 Risk Acknowledgement Form (waiver).

All TreeTops Adventure locations have a site-specific Waiver form. Waiver forms for each site:

Coffs Harbour NSW: Appendix 7.3

Newcastle NSW: Appendix 7.4

Central Coast NSW: Appendix 7.5

Western Sydney NSW: Appendix 7.6

Grose River NSW: Appendix 7.7

Nowra NSW: Appendix 7.8

Glen Harrow VIC: Appendix 7.9

Yeodene VIC: Appendix 7.10

Lane Poole WA: Appendix 7.11

Yanchep WA: Appendix 7.12

3.3 Privacy.

This privacy policy sets out how TreeTops Adventure uses and protects any information released to TreeTops Adventure when using the website. TreeTops Adventure is committed to ensuring that privacy is protected. Should we ask anyone to provide certain information by which they can be identified when using the website, it will only be used in accordance with this privacy statement. TreeTops Adventure may change this policy from time to time by updating this page.

This latest version of the policy is effective from 24th August 2018.

What we collect:

- Name
- Contact information including email address.
- Demographic information such as postcode
- Other information relevant to customer surveys and/or offers.

What we do with the information we gather:

We require this information to understand customer needs and provide a better service, as well as for the reasons listed below.

Internal record keeping

We may periodically send promotional emails about new products, special offers or other information.

Security

We are committed to ensuring that information is secure. To prevent unauthorised access or disclosure, we have implemented suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to other websites of interest. However, once used we do not have any control over any external website. Therefore, we cannot be responsible for the protection and privacy of any information, which is provided whilst visiting such sites and this privacy statement does not govern such sites. Exercising caution and checking the privacy statement applicable to the external website is advised.

Controlling personal information

Customers may choose to restrict the collection or use of personal information in the following ways:

- Whenever asked to fill in a form on the website, click to indicate that you do not want the information to be used by anybody for direct marketing purposes.
- If previously agreed to us using personal information for direct marketing purposes, customers may change their mind at any time by writing to or emailing us at marketing@treetopsadventure.com.au

We will not sell, distribute, or lease your personal information to third parties.

Details of personal information, which we hold about you under the Data Protection Act 1998, may be requested at any time. A small administrative fee will be payable. To obtain a copy of the information held on customers may write to marketing@treetopsadventure.com.au

If customers believe that any information we are holding is incorrect or incomplete, they may write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Complaints

Complaints may be lodged with us about any breach of our Privacy Policy and our privacy obligations by contacting us at marketing@treetopsadventure.com.au

3.4 Special Needs.

TreeTops Adventure aims to welcome all participants above the age of 3 years onto our courses. However, whilst our courses are designed to be accessible to as many members of the community as possible, they do offer a degree of physical and mental challenge. For some individuals with special needs this may mean that additional equipment and/or levels of supervision will be required for safe participation. For others, the risks of injury may still be too great despite taking additional measures, preventing their use of the course.

What does the course require?

Physical ability

TreeTops Adventure courses are physically challenging high wire adventure courses that require a degree of physical fitness and co-ordination. All participants need to be able to climb several rope ladders, be capable of attaching carabineers to the safety system, cross obstacles and run into landing zones at the bottom of flying foxes all without physical assistance.

Mental maturity

All customers are given training in the use of safety equipment and systems prior to participation. It is vital that all customers can competently understand this training and apply it throughout the course when not under direct supervision from TreeTops Adventure team members. If the safety instructions and advice are not followed a customer can be at risk of serious injury or death. Safety training lasts approximately 30 minutes. If a participant is unable to remain attentive for at least that period and then apply what the contents of the safety brief whilst undertaking the activity, then a TreeTops Adventure course is unsuitable for the participant.

Risk Assessment

The ratios for supervision set out in our booking terms and conditions are a minimum and may not be sufficient for participants with either physical or mental special needs. The TreeTops Adventure team are not medically qualified and so are not able to assess the capacity of participants with special needs to undertake a course.

It remains the responsibility of the parent/carer to undertake such an assessment prior to use of the course. Visiting the course prior to booking participants with a disability is advised, to undertake a risk assessment. Parents/carers should engage in consultation with the participant's doctor prior to booking.

Whilst TreeTops Adventure cannot determine a definitive list of all the conditions that might adversely affect a person's ability to undertake a course safely, the following examples may be used in an assessment:

Psychiatric conditions

Due to the possible adverse effects of medication and the risk of unpredictable behaviour, the following conditions preclude participation on a treetop adventure course:

- Any acute psychosis
- Chronic schizophrenia
- Hypomania/Mania
- Severe anxiety/severe depression
- Learning/behavioural disorders

Due to the safety risks of vulnerable customers, TreeTops Adventure requires increased supervision ratios to two responsible adults to one vulnerable participant for the following disorders:

- Severe Learning disorders.
- All severe developmental disorders including Asperger's Syndrome, autism, severe communication disorders, attention deficit and hyperactivity disorder; and all severe behaviour disorders, including personality disorders, non-epileptic seizure disorder and post head injury disorder.

Physical disability

The physical ability required to undertake a tree top adventure course has been set out above. However, the following examples are potential solutions used in previous circumstances:

- Blind participants - a minimum of 2 fully sighted participants to 1 blind/partially sighted participant is required. One fully sighted participant should complete the course on either side of the partially sighted participant. A communication system (vocal) or a brake line is required at the end of the zip line.
- 1 missing upper limb where available we can aid using verbal instructions and equipment to complete the course.
- 1 missing lower limb we can provide a full body harness.

Participants with prosthetic limbs could take part on tree top obstacle course following the below recommendations:

- Possibly remove prosthetic limb or ensure it is securely attached (potential danger of disconnection and impacting someone below). Both approaches are suitable depending on the nature of the limb and attachment.
- Climbing nets (and in particular the Tarzan Net) are very difficult due to dynamic movement. TreeTops Adventure team members can aid on difficult activities such as this.

Additional considerations:

- Regular breaks should be encouraged, especially prior to difficult challenges/courses.
- Where possible mitigate speed or landing on flying foxes using correct braking methods taught in training.
- Inform the Duty Manager on arrival. If a high amputation, full body harness may be required.
- Participation on a quieter day should be encouraged to maximise potential enjoyment for participants with a disability.

Conclusion

If the risk assessment concludes that additional equipment and/or supervision and/or time will be required for the course to be undertaken, the site manager will determine whether these additional needs can be accommodated.

We would not expect the customer to incur any extra cost for any additional equipment we request to wear or use. We will try to provide as much assistance as we can to help those with special needs to undertake our courses. However, the primary responsibility of our team is to ensure a high level of safety for all participants on a course, where this conflicts with individual needs, course safety will be given priority.

3.5 Refunds.

3.5.1 Cancellations.

TreeTops Adventure is suitable for most weather types and operates in the rain.

Cancellations made 10 or more days in advance of the scheduled booking date, will receive a full refund or free reschedule, including group booking deposits.

Cancellations made between 2-10 days from the scheduled booking date will be entitled to a 50% refund or incur a 20% reschedule fee to change the date.

Cancellations made within 0-2 days of the booking, or no shows will forfeit the whole the booking, with no refunds or rescheduling available.

If TreeTops Adventure cancels prior to the start of a session for any reason, the customer will be informed immediately. They will be entitled to ask for a full refund or to book a new date.

In the event participants have already started the session and TreeTops Adventure is forced to close the park, they will be entitled to a free reschedule if less than halfway through the session.

3.5.2 Vouchers.

Vouchers are valid for 3 years from the date of purchase.

Vouchers not transferable or redeemable for cash in part or whole.

TreeTops Adventure reserves the right to refuse a Gift Voucher once it has expired.

Vouchers act as a form of payment and not a confirmation of a booking. Recipients are required to make an online booking through the TreeTops Adventure website, here they will be prompted to enter their unique Gift Voucher number during the payment section of the booking process.

The standard booking cancellation policy (4.5.1) will apply after the Gift Voucher has been redeemed.

TreeTops Adventure only accepts TreeTops Adventure vouchers and Gift Vouchers by authorised Gift Voucher partners.

A voucher may be issued at the Managers discretion in lieu of a refund or reschedule. In this event all voucher terms will still apply.

3.6 Weather.

TreeTops Adventure sites are equipped with an onsite weather station to monitor weather conditions within the park. This information will be used in conjunction with information from the Australian Bureau of Meteorology (BOM) to assess weather conditions.

TreeTops Adventure will be required to stop any activity in the case of:

- Code Red days (Extremely hot and windy) as determined by the local fire authority.
- Windspeeds of more than 60km/h and gusts of 80km/h.
- Lightening/Thunderstorms within 15km of the respective park.
- Hail in immediate vicinity of park.

In the event Wind, lightening/thunderstorms, and hail activities may resume as soon as management is able to assess the weather a safe to operate. Every other weather type is safe for operation.

3.7 Late Arrival.

TreeTops Adventure restricts the number of people on the courses at a given time for multiple reasons including safety and customer experience. As a result, we need to maintain strict start and finish times.

Participants should arrive at least 30 minutes before the booked start time, preferably with waivers pre-filled. If participants arrive late, they will lose their priority place in the queue and risk significantly reducing

their session time.

For example, a group, which has booked for the 9:00am session and arrives after 9:00am, they would be shifted into the 9:30am session but will still have to finish their session at the initial booked time at 11:00am.

3.8 Hours of Operation.

Hours of Operation Outside Public and School Holidays		
Day	Opening Time	Closing Time
Monday	10:00am*	5:00pm
Tuesday	10:00am*	5:00pm
Wednesday	10:00am*	5:00pm
Thursday	10:00am*	5:00pm
Friday	10:00am*	5:00pm
Saturday	9:00am	5:00pm
Sunday	9:00am	5:00pm

Hours of Operation During Public and School Holidays		
Day	Opening Time	Closing Time
Monday	9:00am	5:00pm
Tuesday	9:00am	5:00pm
Wednesday	9:00am	5:00pm
Thursday	9:00am	5:00pm
Friday	9:00am	5:00pm
Saturday	9:00am	5:00pm
Sunday	9:00am	5:00pm

*Site specific opening/closing days may vary.

*School groups can start at 9am Monday to Friday outside school holiday and public holidays.

3.9 General Terms.

- a. All participants must have a signed waiver and weigh less than 120kg to participate. Participants under 18 must have an adult sign on their behalf. The waiver form will be emailed with the booking confirmation email.
- b. TreeTops Adventure is an Activity up to heights of 25m in the forest. Some risks include but are not limited to branch falls. Not all risks can be predicted and by participating you understand and accept there are inherent risks involved.
- c. Sessions run for 2.5 hours including harnessing and briefing time. Arrive at least 15 minutes prior to your booking. See 'Climbing Terms' Part A for details.
- d. All pockets must be emptied prior to harnessing including:
 - Phone
 - Keys
 - Wallet
 - Medication as approved by Management is an exception.
- e. Limited size lockers are provided for small personal items. TreeTops Adventure will not take responsibility for any damage or loss of personal items or clothing as a result of attending the park.

- f. Participants are required to be dressed appropriately to participate:
 - Wear appropriate enclosed fitted footwear such as shoes appropriate for physical activity.
 - Long hair tied back and in a low bun.
 - Waists covered.
 - Remove or cover piercings.
 - Remove jewellery, such as watches, and rings and large hoop styled or dangling earrings.
- g. TreeTops Adventure allows the use of cameras on the course provided they are attached safely with a wrist strap or lanyard and are approved by instructors. This includes GoPro's and other action cameras. They must be safely attached to the participant using appropriate mounts and approved by a TreeTops Adventure instructor.
 - Recommended mounts include the elastic helmet mount strap, chest mount harness and wrist strap. Helmets with the adhesive mount are available for use but participants must provide the matching attachment to click into place.
- h. TreeTops Adventure reserves the right to refuse admission to the Activity, or to remove an individual from the site should management deem it necessary to do so. This may include, but is not limited to:
 - Non-compliance with safety rules and safety system.
 - Disrespectful or inappropriate behaviour.
 - Appearing to be under the influence of drugs or alcohol.
- i. No refunds or rescheduling will be payable by TreeTops Adventure should any participant not be permitted to participate.
- j. All participants must ensure they have met the correct supervision ratio prior to arrival. TreeTops Adventure recommends adult supervisors who maintain a reasonable level of health due to the physical nature of the activity. See 'Course Restrictions' section below for age group details.
- k. Smoking is not permitted; Smoking may occur in the designated area only.
- l. No running in the park.
- m. No screaming whilst onsite in respect our wildlife and neighbours by keeping noise to a minimum.
- n. TreeTops Adventure maintains a pet free environment. The location of our parks is home to both native and wild animal and plant species. For their protection, a limited interaction with domestic species in any form is in place.
- o. No equipment is to be taken past the reception. All equipment is to be removed prior to using the bathroom and must be fitted by an instructor prior to continuing the Activity.
- p. No drinking from cans due to risk from bees and wasps.
- q. Keep to designated paths to prevent root compaction around our trees.
- r. Pregnant women are not permitted to participate.
- s. Maximum weight limit of 120kg.
- t. TreeTops Adventure recommends people with pre-existing injuries or heart conditions do not participate. If participants have medical concerns, please speak to the park staff directly for clarification of safety.

3.10 Climbing Terms.

- a. Arrival is 15 minutes prior to the booked session to allow for check in, bathroom use and harnessing. Please take into consideration varying travel time to our site, parking and the walk between the office and carpark per location.

- b. Late arrivals: TreeTops Adventure maintains strict session times. Participants who are late will be trained in the next available session but will be required to still conclude at their original session time. It is at the manager's discretion to allow any late persons to receive their full session. No refunds or rescheduling is available for late arrivals.
- c. All participants must be fitted into the safety equipment supplied by TreeTops Adventure. Only the safety equipment supplied by TreeTops Adventure may be permitted on the Activity.
- d. Participants can only be fitted and checked by a TreeTops Adventure instructor prior to attempting the Activity. All safety equipment must be returned to the reception area at conclusion of the session.
- e. All participants must undergo training prior to commencement of the Activity, including participants who have previously participated, to ensure the safety of all individuals.
- f. Participants must act according to the provided training. If you are unsure at any time, please remain calm and seek assistance from a TreeTops Adventure instructor.
- g. The safety equipment must only be used as instructed, including the flying fox pulley.
- h. Respect all equipment. Equipment must not be left on the ground or dragged through the dirt to help protect the safety equipment for future use.
- i. All participants must attach themselves to the Ground Level cable at the Home Tree prior to attempting the Activity.
- j. Obey instructors at all times. Instructors are there to keep you safe and will assist you to have a safe and enjoyable session.
- k. Maximum of 1 person per obstacle challenge.
- l. Maximum of 3 people per platform between each obstacle challenge.
- m. TreeTops Adventure understands that each participant will move through the Activity at their own pace and encourage overtaking at the platforms for all participants to be able to do so. Participants are encouraged to manage overtaking between themselves on the Activity.
- n. Only 3-7yrs have access to the Yellow Course. There is no adult access to the Yellow Course.
- o. Red must be completed prior to attempting the Black.
- p. Black must be completed prior to attempting the Extreme Black.

3.11 Course Restrictions.

- a. After training, participants have approx. 2 hours to complete as many courses as they can fit in during their session based on individual capabilities and on-course traffic. On average 2 – 3 courses will be completed in this time on the higher courses. On the Yellow Course, on average participants complete the course 8 or more times.
- b. Participants can choose their starting course, based on their age, ability, weather, and other course restrictions.
- c. Requirements for 3 – 7 years:
 - Have access to the Yellow courses only.
 - This age group must always have an adult supervising from the ground.
 - The supervising adult must be of 18yrs or over.
 - TreeTops Adventure recommends a separate non-paying adult to supervise, allowing participating adult supervisors for older children to maximise their session.
 - Entry is free for spectators and ground supervisors.
 - There is no adult access to the Yellow course. Assistance for this age group can be offered from the ground, with Instructors able to access the course to assist when necessary.

- d. Requirements for 8 – 12 years:
- 1 participating adult is required up to 4 participants between these ages.
 - The supervising adult must be of 18yrs or over.
 - 8 – 9 years have access to the Green and Blue Courses.
 - 0 – 12 years have access to the Green, Blue and Red Courses.
 - Groups who have children in both these age groups are recommended to have an additional adult participating. This is to allow for 10 - 12-year old's (who have enough time) the opportunity to participate in a higher course with an adult, while another adult can continue with the younger age group on the lower courses.
 - Participating adults are required to pay in full for their ticket.
- e. Requirements for 13-17 years:
- This age group has access to Green, Blue, Red, Black, and Extreme Black.
 - Red must be completed prior to attempting the Black or at the instructor's discretion.
 - TreeTops Adventure recommends having a non-paying adult supervisor onsite whilst they participate.
 - This age group does not qualify as an adult supervisor for younger ages.
- f. Requirements for 18+ years:
- Has access to Green, Blue, Red, Black, and Extreme Black.
 - Red must be completed prior to attempting the Black at the instructor's discretion.
 - Black must be completed prior to attempting the Extreme Black at the instructor's discretion.
- g. Courses are graded according to difficulty, with strict accompanying age and height restrictions for participants under 18 years. Some of the courses may require a level of ability above that of the participant. Only Instructors at TreeTops Adventure have the discretion to allow or restrict access to any participant should they wish to attempt a course, irrespective of their age or height, but based on the participant's individual capabilities.
- h. The following combination are the average courses completed during a session:
- Green and Blue.
 - Green, Blue and Red.
 - Blue and Red.
 - Blue, Red, Black.
 - Red, Black.
- i. If you have concerns on your personal ability to complete a course, please seek recommendations from the Instructors. TreeTops Adventure generally recommends:
- Yellow Courses: 3 to 7 years.
 - Green Courses: For participants not yet confident with heights, or Who have not climbed at TreeTops Adventure previously
 - Blue Courses: For participants who have some confidence with heights, or A reasonable level of fitness.
 - Red Courses: For participants who are very confident with heights or maintain a higher level of fitness including upper body strength.
 - Black Course: Only for participants who are of the correct age and have completed the Red Course demonstrating the appropriate strength required for the black.
 - The Extreme Black Course: Only for participants who are of the correct age, and completed the Black Course demonstrating the appropriate strength required for the Extreme Black.

4. Safety.

4.1 General.

The safety of all visitors in the park (Team Members, participants, ground-based supervising adults and spectators, external contractors) must always remain the priority of all Team Members.

Team Members are required to communicate freely and efficiently with the Managers at their park and Support Team especially regarding safety. If Team Members have any questions, concerns or feedback about their training, participants, safety, other Team Members, or any other items they are required to voice these to the Manager. *If you see something, say something.* The Company cannot act to address questions, concerns, or feedback unless they are made aware of them.

If Team Members have any concerns about the procedures or operation of the park, they are to make their managers aware of this, but still must abide by all policies and procedures while the manager reviews and addresses their concerns.

There are 3 key areas where safety is managed at Treetops Adventure sites:

1. General site/grounds.
2. Courses.
3. Personal Protective Equipment (PPE).

Ensuring safety and mitigating risk in these areas is achieved by:

1. Hazard identification. This is performed by all treetops Adventure team members.
2. Assessing the Risk (Risk Assessment). This is performed by Park Managers and Operations Managers.
3. Implementing changes. This is performed by Park Managers and Operations Managers.

Hazard identification is the responsibility of all Treetops Adventure employees. Hazards should be identified during daily inspections, during daily operations, and during incident reviews. All hazards must be reported to the Manager on Duty immediately

Hazard: A hazard is a source or a situation with the potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these.

Risk: A risk is the chance of something happening that will have a negative effect.

4.2 Training Requirements.

All operational tasks at Treetops Adventure must be performed by an appropriately trained team member. The training and assessment date must be recorded in the team members IPF, logbook and matrix before they can complete the task.

If a 1st Aid Certificate, Working with Children Check, or reassessment date lapse, the employee cannot work until renewal/reassessment has occurred.

4.3 Site Safety and Inspection.

A daily inspection of the park grounds is conducted each morning prior to opening. This is a thorough visual inspection of all areas including office/buildings, decks, customer seating areas, pathways, and carpark.

Team Members must OBSERVE and consider ANYTHING that could be considered a hazard or risk of harm. Any issues are reported to the Manager on Duty immediately and will be logged in the Donesafe Hazard reporting software and reported to Operations in situations where urgent action is required.

The inspection should include all areas including office/buildings, decks, customer seating areas, pathways, and carpark and should focus on:

- Visual inspection to check for any damage or risk due to weather (storm/winds etc).
- Visual inspection to check for any evidence of unauthorised access. This may include litter, damage to buildings/grounds, tampering with course access points.
- Check for general site cleanliness.
- Look up to check for any dangerous tree limbs or hanging utility lines above buildings, pathways, carparks, or high pedestrian traffic areas.
- Check condition of pathways for any trip and/or slip hazards.
- Check for any visiting dangerous fauna.
- Excessive debris from flora.
- Slippery/wet surfaces.
- Potholes or ditches.
- Protruding objects from hallways/walkways or high traffic areas.
- Damaged or broken signage.
- Chemical and/or material spills.
- Anything that can be considered a hazard or pose potential risk.

4.4 Course Inspections.

Every component of the park including structural and environmental shall be visually inspected through three separate and progressively detailed inspections: daily, quarterly, and annually. All issues will be given rating between 1-5 this rating is determined on how serious the issue is and how quickly it must be addressed. An accompanying detailed note can be attached if required. Overall course condition based on the individual component assessment will be reported as per the numeric code below.

A Daily inspection will be conducted prior opening the park. Inspection will occur visually, and every element assessed will be reported individually within the Park Up Keep.

All daily inspection issues will be assigned to the Manager On Duty (MOD), who will then assess the issue and act appropriately. Issues between 1-3 can be addressed within the park following the expected timeframe as mentioned.

If the issue is more serious the Park manager will reassign the issue as follows:

- If the issue is rated 4, this needs to be assigned to the Construction Assistant and a follow up phone call must happen asap.

- If the issue is rated 5, this needs to be assigned to the Construction Manager and a follow up phone call must happen asap.

Daily:

Critical Line

The inspection consists of a visual check of all the visible point of the critical line. The inspector will be particularly vigilant on rusty points, cable termination parts and anchor points.

Those controls are to be reported on PUK.

The anchor points can be a sling (wrapped around the trunk of an appropriately assessed tree), Swagged cable with a double wrap around the tree trunk. Every part of the lifeline including, links, carabineers, swagging sleeves, slings, wire rope grips shall be inspected and reported.

Any part of the lifeline that will be considered as 5 shall be closed and deviation created until further works, improvements and/or replacement have been performed by a trained and approved TreeTops Adventure personnel. Any course work will first be approved by the TreeTops Adventure Construction Manager

Challenges and Platforms

The inspection consists in a visual check of all the visible points of the challenge and platform. The inspector will be particularly vigilant on loose, worn, broken or cracked activity components such as timber planks/ropes/cables/metal sections.

These inspections are to be reported on PUK.

The anchor points can be a sling (wrapped around the trunk of an appropriately assessed tree), Swagged cable with a double wrap around the tree trunk. Every part of the lifeline including, links, carabineers, swagging sleeves, slings, wire rope grips, rated d-shackles shall be inspected and reported.

Platforms can be attached to the tree in a 'classic' configuration, this relies on compression from timber beams/logs to hold onto the tree. These platforms use many components such as screws, bolts, steel rods, cypress beams, pine logs, pine decking. 'Strapped' platforms utilise individual frames strapped onto the trunk of the tree with ratchet straps, the ratchet straps proving the compression force to hold the frames to the tree, but also allow slight stretch to allow for tree growth. These platforms use many components such as screws, bolts, cypress beams, pine logs, pine decking and ratchet straps. Platforms will be inspected and reported.

Trees

The inspection consists in a visual check of all the visible parts of the tree. The inspector will be particularly vigilant on threatening branches that have the risk of falling. The roots system will be visually checked as well. These inspections are to be reported on PUK.

Any part of the tree that will be considered as 5 shall be closed and deviation created until further works, improvement and/or replacement.

Quarterly:

Critical Line

A more thorough and detailed inspection will occur every quarter (3-month intervals). The quarterly inspection consists in a visual and tactile check of all the visible and hidden parts of the lifeline (this might

require the entire course to be closed for the day). The staff will be particularly vigilant on rusty points, cable termination parts and anchor points on both visible and hidden parts of the lifeline.

The inspection will be reported on PUK and reviewed by the construction team. Construction team will assign urgency and repair tasks.

The anchor points can be a sling (wrapped around the trunk of an appropriately assessed tree), Swagged cable with a double wrap around the tree trunk. Every part of the lifeline including, links, carabiners, swagging sleeves, slings, wire rope grips shall be inspected and reported.

Any part of the lifeline that will be considered as 5 shall be closed and deviation created until further works, improvements and/or replacement have been performed by a trained and approved TreeTops Adventure personnel. Any course work will first be approved by the TreeTops Adventure Construction Manager

Challenges and Platforms

A more thorough and detailed inspection will occur every quarter (3-month intervals). The quarterly inspection consists in a visual and tactile check of all the visible and hidden parts of the challenges and platforms.

The inspection consists in a visual and tactile check of all the visible and hidden parts of the challenges. The inspector will be particularly vigilant on loose, worn, broken or cracked activity components such as timber planks/ropes/cables/metal sections.

The inspection will be reported on PUK and reviewed by the construction team. Construction team will assign urgency and repair tasks.

Any part of the challenge that will be considered as 5 shall be closed and deviation created until further works, improvement and/or replacement.

Trees

A more thorough and detailed inspection will occur every quarter (3-month intervals).

The inspection consists in a detailed visual check of all the visible and higher parts of the tree. The inspector will be particularly vigilant on threatening branches that have the risk of falling. The roots system will be visually checked as well.

The inspection will be reported on PUK and reviewed by the construction team. Construction team will assign urgency and repair tasks.

Any part of the tree that will be considered as 5 shall be closed and deviation created until further works, improvement and/or replacement.

Yearly

Critical Line

This inspection is performed yearly by the Construction Manager or an approved company personnel on behalf of the construction manager. The inspection is an in depth visual, tactile, and structural assessment of the entire lifeline.

An annual course inspection report will be provided by the Construction Manager or approved inspection company. This report will be recorded in the Course inspection folder once received.

Internal park staff cannot complete this inspection.

Every year a random selection of critical lines will undergo a load test by an approved structural engineer. The structural engineer and construction manager will assess the lifelines and deliver a compliance certificate/report which will be valid for the following year.

Challenges and Platforms

This inspection is performed yearly by the Construction Manager or an approved company personnel on behalf of the construction manager. The inspection is an in depth visual, tactile and structural assessment of all parts of the challenges and platforms.

An annual course inspection report will be provided by the Construction Manager or approved inspection company. This report will be recorded in the Course inspection folder once received.

Internal Park staff cannot complete this inspection.

Trees

This inspection shall be conducted once a year by a level 5 arborist.

The inspection consists in a visual check of all the visible and higher parts of the tree. The expert conducting the inspection will assess the tree and determined whether the tree has been stressed by the course and is capable of keep being part of the tree top obstacle course.

An experience Level 5 arborist must do this control. All tree works assessed by the arborist will be undertaking to maintain a high-level health within the trees and a safe environment for employees and customers. A Tree report will be provided after the inspection and recorded in a park database.

4.5 Personal Protective Equipment (PPE) Inspection.

Personal Protective Equipment (PPE) refers to protective helmets, goggles, or other garment designed to protect the wearer's body or clothing from injury by blunt impacts, electrical hazards, heat, chemicals, infection, for job-related occupational safety and health purposes, and in sports, martial arts, combat, etc. The terms "protective gear" and "protective clothing" are in many cases interchangeable; "protective clothing" is applied to traditional categories of clothing, and "gear" is a more general term and preferably means uniquely protective categories, such as pads, guards, shields, masks, etc.

In a tree top obstacle course facility PPE includes: Harnesses, Helmets, Gloves, Carabineers, Lanyards and Pulleys.

Inspection

Every of all park PPE shall be visually inspected through three separate and progressively detailed inspections: daily, quarterly, and annually.

At the beginning of each day the PPE to be used for the day will be inspected by an approved TreeTops Adventure team member to ensure there are no damaged and over used parts that may compromised the safety of the users.

- Harnesses – Central anchor point, buckles, sling and pulley and webbing will be checked.
- SSB Lanyards/Clic Its/Coudou – Anchor ring, bolts, cowtails, carabiners, operation and attached sling will be checked. Every 3-4 weeks (depending on usage) Lubrication oil to be applied into the base of mechanic and front gate (as directed by the Equipment Manager)

- Helmets – General shell condition, chin strap and adjuster will be checked.
- Pulley – not out of shape, running well and attached to harness.
- Staff harnesses and equipment – Lanyards, carabiners, harness, belay device (if attached and approved for use), helmet.
- Access ropes (if applicable) – to be inspected each day during course inspection for rope condition, cuts, burns, deterioration, UV damage, ununiform shape, anchor point.
- Rescue ropes/Device – Packed into bag properly, not tangled, all components accounted for, device not cracked, broken or missing pieces, rope running correct way.
- Fallstop devices (ladder access) – to be pulled down and show consistent resistance, sharp pulls should lock device quickly without slippage. Cable in good condition.
- Auto Descenders (Base Jump) – check rope tension, stiffness, adjust if needed. Check Gold lockers and carabiners.
- TRUBLUE/ QUICKjump – Inspect per manufactures specifications, refer to manual if needed.

Each PPE set will be scanned using PUK scanner as checked. Inspection will occur visually and tactilely where appropriate. The inspection will be reported in PUK.

Any part of any PPE that has wear/damage that would deem equipment to be NOT safe for operation shall be taken out of service until further improvement and/or replacement. PPE that has wear/damage deeming it to be MAJOR wear to seek advice from park manager and equipment manager for further action.

Every quarter prior to the school holidays, PPE will be inspected and recorded separately in a thorough and detailed manner.

- Harnesses – Central anchor point, buckles, straps (webbing) and padding will be checked, the sling attached to the pulley will also be assessed as part of the harness.
- Helmets – Adjustment straps the shell and interior foam will be checked.
- Pulleys – wheels Inc. bearings, body of the pulley.
- SSB Lanyards – Anchor ring, bolts, cowtails, carabiners, operation and attached sling will be checked. Lubrication oil to be applied into the base of mechanic and front gate (as directed by the Equipment Manager)
- Staff harnesses and equipment – Lanyards, carabiners, harness, belay device (if attached and approved for use), helmet.
- Access ropes (if applicable) – to be inspected in detail for rope condition, cuts, burns, deterioration, UV damage, ununiform shape, anchor point.
- Rescue ropes/Device – Packed into bag properly, not tangled, all components accounted for, device not cracked, broken or missing pieces, rope running correct way. Check usage with weigh to ensure rope is not slipping, can hoist and function as it should.
- Fallstop devices (ladder access) – detailed inspection of cable, to be pulled down and show consistent resistance, sharp pulls should lock device quickly without slippage.
- Auto Descenders (Base Jump) – check rope tension, stiffness, adjust if needed. Check Gold lockers and carabiners. Change rope if needed.
- TRUBLUE/ QUICKjump – Inspect per manufactures specifications, refer to manual if needed.

The inspection will be reported on PUK and reviewed by the Equipment Manager. Equipment Manager will assign urgency and repair tasks.

Any part of any PPE that has wear/damage that would deem equipment to be NOT safe for operation shall be taken out of service until further improvement and/or replacement. PPE that has wear/damage

deeming it to be MAJOR wear to seek advice from park manager and equipment manager for further action.

A yearly inspection functions as a Quarterly check except for certain pieces of equipment that require an annual inspection from an authorised service centre/manufacturer/personnel.

Items that fall into this category:

- Bornack Fallstop devices.
- Rebel Fallstop devices.
- Bornack Rescue devices.
- Bornack Auto Belay devices, Headrush TRUBLUE and QUICKjump devices.

The inspections will be recorded and logged into PUK.

The service of these devices will also have a certificate or report from an authorised service centre/personnel that will be added into the PPE folder for records.

These devices cannot be serviced by any unauthorised personnel or company not authorised by the manufacturer

5. Risk Assessment and WHS.

5.1 Risk Assessment.

Due to the nature of TreeTops Adventure activities, there are inherent risks monitored and mitigated by the company via an ongoing Risk Assessment process and Risk Assessment Register. The Risk Assessment Register is available upon request to customers of TreeTops Adventure (School groups in particular).

Safety is of paramount importance for TreeTops Adventure as failure to appropriately manage and mitigate risk could result in irreversible injuries or death. We employ the use of the best available safety equipment and maintain our equipment regularly and thoroughly to ensure the highest level of safety. We regularly assess risks within our parks and take the appropriate actions to either remove or mitigate to risk to an acceptable level.

The risk register is maintained to ensure as new risks evolve, they can be appropriately recorded. The Park Manager at each site will review this register both annually and after an incident has occurred with the Operations Manager. Refer to Appendix 8.13. For updated Risk Assessment Register.

It is the responsibility of the instructors and managers to regularly implement the correct course of action to reduce the likelihood and impact of any risk occurring again.

Clear signage and sufficient number of staff members should be in place to ensure customers stay on the authorised paths to avoid site specific risks, and root compaction. Signage should also provide indication to the nearest facility (toilets, ticket office, Home tree and carpark).

A central starting point called the “home tree” will allow staff to be able to ensure that age restrictions are complied with and that the customer has enough time left to finish the course he wishes to undertake. The home tree offers a central viewpoint to maximise view of the challenges and therefore increase reactivity when emergency situations occur. For sites without a home tree regular patrols of course access is undertaken by staff.

5.2 Risk assessment Matrix.

The risks within the register will be assessed on their chance of likelihood and level of consequence, this will provide a clear grading for the matrix that will assess each risk before and after implementation of control measures. It is colour coded for easier identification of the level of each risk.

- **'Likelihood'** is a qualitative measure of probability to express the strength of our belief that the risk will happen.
 - o This will be ranked as follows:
 - Rare (1)
 - Unlikely (2)
 - Possible (3)
 - Likely (4)
 - Almost Certain (5)
- **'Consequence'** is a qualitative measure of negative impact to either our staff or customers that are on site within the bounds of TreeTops Adventure.
 - o This will be ranked as follows:
 - Insignificant (1)
 - Minor (2)
 - Moderate (3)
 - Major (4)
 - Extreme (5)
- **'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.
 - o *'Likelihood' x 'consequence' = 'graded risk level'*
 - o This will be ranked as follows:
 - Low – 1 to 3 (Green)
 - Medium – 4 to 9 (Yellow)
 - High – 10 to 15 (Orange)
 - Extreme – 16 to 25 (Red)

GRADING Low – 1 to 3 Medium – 4 to 9 High – 10 to 15 Extreme – 16 to 25		CONSEQUENCES				
		Insignificant (1) No Injuries	Minor (2) First Aid Treatment	Moderate (3) Medical Treatment	Major (4) Hospitalable	Extreme (5) Potential Death
LIKELIHOOD	Almost Certain (5) Often Occurs	Medium (5)	High (10)	High (15)	Extreme (20)	Extreme (25)
	Likely (4) Could easily happen	Medium (4)	Medium (8)	High (12)	Extreme (16)	Extreme (20)
	Possible (3) Could happen	Low (3)	Medium (6)	Medium (9)	High (12)	High (15)
	Unlikely (2) Probably won't happen	Low (2)	Medium (4)	Medium (6)	Medium (8)	High (10)
	Rare (1) Very rarely occurs	Low (1)	Low (2)	Low (3)	Medium (4)	Medium (5)

5.3 WHS.

TreeTops Adventure is committed to providing and maintaining safe and healthy workplaces for employees and safe facilities for park visitors.

The safety, health and welfare of people and the environment is the benchmark in all aspects of our business with the aim of preventing injury to workers, visitors, and the environment from the design and construction phase through to the ongoing operational phase of the unique outdoor activities we develop, operate, and maintain.

TreeTops Adventure including all Ropes Courses, TreeHut, Crazy Rider, and NetWorld offer a unique and safe way to experience the treetops and nature by offering outdoor recreational activities which provides all participants with the opportunity for an active lifestyle, personal challenges, family and team bonding opportunities, increased health, exercise, and fitness.

The participant's enjoyment is derived in part from the inherent risk of participation and the feeling of achievement when completing an activity. The risks are controlled by the use of safety equipment and personal protective equipment; thorough training & assessment for Team Members and Participants; strict compliance to standards, specific safety rules, safety systems and safety controls by all Team Members and Participants who venture to TreeTops Adventure sites.

This is achieved by Management implementing stringent controls for:

- Design, construction, installation, maintenance, inspections, and operations of all Sites TreeTops Adventure builds on and manages.

- Training and assessment of all TreeTops Adventure Team Members and Construction and Training Crew.
- Training, assessment, and monitoring of Participants.
- Safe use, fitting and inspections of Personal Protective Equipment.
- Regular inspections and maintenance of courses.
- Bush regeneration and eco-friendly practices.
- Signage on site applicable to Participants and Spectators.
- Terms and conditions to inform Participants of the risk and requirements of safe participation.
- All Participants are required to be covered by a signed Liability Release & Assumption of Risks form (Waiver) prior to participation.
- Independent Inspections of courses, trees, and the environment.

Personal Protective Equipment (Harnesses, Connectors, Lanyards, Helmets, etc.) and Course components (Steel Wire, Ropes, Belay Pulleys, Rodeostop, etc.,) are inspected by a trained competent person on a regular basis; are maintained as per relevant standards and/or manufacturer's Instructions, and are purchased to meet Australian, American or European standards relevant to the equipment used and its application. Equipment Logs are maintained of all PPE and Safety equipment used.

Emergency procedures for staff

All team members are to follow incident and emergency procedures as per Ops and Training manuals.

First Aid

All Treetops Adventure staff are required to have a First Aid certificate prior to commencement of employment.

Team Members are to record any injury to either customers or themselves (employees) in the Incident report register in Park Up Keep (PUK).

Working in Hot/Cold conditions

Appropriate uniform items are provided to all team members for use whilst working on site. Water is available onsite for team member use when/if required.

Sun safety

Appropriate uniform items are provided to all team members for use whilst working on site. This includes caps and long sleeve shirts. All sites have adequate undercover shaded areas for operational areas that are heavily used by team members. Park Managers rotate roles for team members throughout the day to reduce the time team members spend within non shaded areas, reducing sun exposure. All team members are encouraged to keep a supply of drinking water with them (drink bottle) and use other sun safe products (Sunscreen)

Violence and aggression towards Staff

Staff are rostered to ensure that no team member is alone when dealing with customers. In the event of any hostility towards team members from members of the public the police are notified if the customer does not cease behaviour after being advised by management that violence and aggression towards the team is not tolerated.

If violence and aggression risks team member safety whilst waiting for police arrival, team members are advised:

- Move to another safe area
- Request assistance from other customers/team members/bystanders

- Encourage aggressor to remain calm and advise police are on the way

Aggressive and violent customers are treated as an incident and reported as per the usual incident reporting procedure and logged into Park Up Keep (PUK).

Hazard reporting

The reporting of hazards is completed in accordance with Treetops Adventure inspection procedures. This includes daily inspections and daily risk assessment of site, or any risk noted by a team member. All instances are reported to the Manager on Duty and recorded in Park Up Keep (PUK).

Use of tools in the workplace

All team members are to have the use of any tools correctly demonstrated prior to use. Tools must be used as per manufacturers manual. Tools are only used whilst other team members are onsite to assist in the event of emergency. Tools requiring certification (chainsaws etc) are not to be used by any persons without appropriate qualification.

Staff incapacitated whilst on course

Team members engage in use of 2-way radios to maintain communication in the event of an emergency. Managers are consistently aware of team members locations and tasks being completed and check in with team regularly to ensure there are no issues.

In the event of a team member unable to complete the course for any reason, another team member will assist as per rescue procedures.

Consultation

The TreeTops Adventure Work Health and Safety Management System has been developed in compliance with the Work Health & Safety Act, 2011 and Model Work Health & Safety Regulation, 2017. Consultation and communication within the organisation are encouraged to all personnel to assist in developing and improving our safe systems of work. Continuous improvement in developing our living Work, Health and Safety Management System and compliance to Legislative requirements is of high priority within the Company.

TreeTops Adventure is committed to establishing measurable objectives and targets to ensure continued improvement aimed at elimination of work and activity related injury and illness.

All WHS procedures are reviewed and updated annually, or as required. Any amendments to policy or procedure are advised directly to the Managers and trained by Ops Manager. Managers in turn train park team members and all training records are updated accordingly.

6. Emergency Management Plan.

1. If the incident concerns the safety and wellbeing of customers and customers are still at risk inform customers what to do, perform course evacuation if required. Ensure all participants are kept safe.

2. If the incident involves major injuries to either customers or staff, notify the Manager on duty of the nature of the accident/incident immediately.

- a. If not first aid trained, call someone who is to do treatment.
- b. Park Manager to notify 000, and provide all relevant information
 - i. Your name
 - ii. Your location
 - iii. Your emergency
- c. If park evacuation also needed, manage injured at-risk customers/staff first then attend to customers who are not in high risk areas.

3. Lock the gate to home tree and treat the injured customer at the location of the incident, inform the manager on duty of other Instructor of your location. If second instructor is available, Home Tree can be reopened as long as there are no ongoing unacceptable risks to other customers.

- d. Manager on duty to relay exact location to authorities, when possible secure the visitor centre and delay guests to future sessions.

4. Ensure to notify park manager of first-aid performed.

Manager on duty to relay information about treatment to authorities.

5. Advise Operations Manager of the situation as soon as possible and practicable. The Operations Manager will require the following information:

- The nature of the incident (what happened? On course/ground etc)
- The nature and extent of any injuries
- What Team Members were involved
- What customers were involved
- Were emergency services contacted? Are they still present, if not how long were they there and what was the result of their attendance?
- Was there any damage to course or equipment?
- Did the incident result on any cease of operation, if yes how long?
- Has the incident report been completed in PUK
- What (if known) was the cause of the incident (how did it happen)

Operations Manager will in turn notify relevant parties as required (Local Police, State Safe Work body, etc) and as soon as appropriate (No longer than 24 hours later).

SafeWork NSW	13 10 50
WorkSafe Victoria	1800 136 089
WorkSafe Western Australia	1300 307 877
WorkSafe Tasmania	03 6166 4600
WorkSafe Queensland	1300 362 128

6. Complete the incident report form in detail, making sure all relevant fields are completed.

At the end of the day, manager on duty will send completed incident report with customer waiver form to the Operations Manager and restock all used equipment in the first-aid kit.

Each TreeTops Adventure Site has a site-specific Emergency Management Plan.

6.1 Bushfire Management Plan.

Site Context

TreeTops Adventure offers a treetop obstacle course for participants aged from 3 years onwards in locations across Australia. Participants are harnessed and linked with a lanyard and carabineer to lifeline that runs alongside an obstacle course in the treetops. The obstacle course tests their skills and participants undertake challenges through the trees at heights up to 25 meters high. Participants walk on platforms that surround tree trunks in between challenges. Platforms are linked by steel wire, and obstacles are comprised of materials such as rope, wood, and steel wire. TreeTops Adventure is open seven days a week, including public holidays.

Background

This report has been generated to comply with conditions of Planning Permit. It is expected that this report would be reviewed annually, and information added as relevant. It is noted that AS 4360 has been superseded by AS 31000 and it is this standard that we will utilise as a guide.

Current Procedures

The Management of the tree obstacle course have a comprehensive Operations Manual that has been endorsed as part of the planning permit. Contained within it is a list of guidelines for staff and a map showing points of exit and gathering points, this map has been updated and a copy will be on display within the ticket office.

The Manager for the day must monitor the weather through the relevant fire authority, Bureau of Meteorology, and the onsite weather station.

Recommendation by RFS

RFS have requested that the owners/managers of the course attend several RFS workshops. Assessment of fire and other emergencies within the site and external threats impinging on the site and risk assessments to mitigate identified risks.

Fire on site may be divided into two categories:

Category 1. Fire started internally either intentionally or unintentionally:

Possible sources of internal fires include sparks from machinery (e.g. brush cutters or carts) cigarette butts igniting on the ground, intentional and illegal setting of a fire within the grounds, storage of flammable materials causing an accidental fire event, lighting strike.

Category 2. Fire started by external forces including direct flame or ember attack:
Possible source would be a wildfire within the surrounding area or a fire on an adjacent private lot that spreads into the subject site.

Category 1: This category has been divided into 5 parts:

- Machinery
- Cigarettes
- Fire bugs
- Storage of Flammable materials
- Act of nature/lightning strikes

Machinery.

Communication and consultation

Management and staff need to be aware of the possibility of sparks from machinery igniting dry fuels. Prior to the declared fire period and/or during extremely hot weather events and prolonged periods without rain it is important to remind staff of the approaching fire danger period and to discuss possible threats. Machinery includes generators, landscaping equipment including but not restricted to brush cutters and chain saws, four-wheel all-terrain vehicles, electrical equipment, and any equipment capable of producing a spark.

Similarly, contractors and others who are engaged to assist with site management and or repair must be given a site induction in which an explanation regarding the possibility of fires starting from machinery must be clearly outlined.

Establishing the Context

During the summer period elevated fuels and dry bark, leaves and twigs can be readily combustible and may ignite from sparks from machinery.

Risk assessment

Prior to starting the works assess the ground conditions, inspect the site, and look to see if there are large clumps of dry, combustible materials.

Risk Treatment

During really hot periods do not operate machinery, assess and remove large amount of ground fuels where considered necessary.

Monitoring and Review

Ongoing training and reminders from management, ensuring all staff and sub-contractors are properly inducted onto the site and are aware of the site conditions.

Cigarettes.

Communication and consultation

Management, staff, and the general public need to understand that the site is wholly smoke free including inside cars in the car park. It may be relevant to include a notice on the website and with an approval/receipt issued. Signage should be located throughout the site especially in the car park, pathway, and office area of the Tree Obstacle Course.

Establishing the Context

Cigarettes dropped on the ground or thrown from a moving vehicle whilst entering and exiting the site can cause a fire event, cigarettes can smoulder for a length of time before an actual fire starts.

Risk assessment

Fires starting on site from a cigarette being dropped on the ground or from a vehicle are problematic as they are likely to occur along the main path into or out of the course and could block egress from both the obstacle course and the carpark.

Risk Treatment

The course must have fully operational fire extinguishers on site to deal with spot fires. The fire extinguishers must be regularly checked to ensure they are in working order and all staff must know how to operate them.

Monitoring and Review

Ongoing monitoring and review provide the operator with the relevant information regarding the success of the smoke free zone. If it proves to be a constant problem, then the approach may need to be reviewed and amended.

Fire Bugs.

Whilst out of management and staff control everyone engaged on site needs to be aware that fire bugs tend to operate in heavily treed areas, especially on declared fire ban days and their intention is to cause damage to property and harm to the community. As such staff need to be aware of suspicious behaviour by individuals within the site including the car park, pathways and obstacle course.

Communication and consultation

Observation of the site by staff and advice to management if someone is seen loitering in the area and is not going to participate on the course. Ensure that all flammable materials are kept away from the Tree Obstacle Course and that all equipment and vehicles are secured for the night.

Additionally, spot fires from fire bugs may start on adjacent sites therefore it is important that there is communication between the tree obstacle course and the CFA through local media.

Establishing the Context

Fire bugs are prevalent all year but particularly during the declared fire period, they often target a particular area and may set several fires in each vicinity.

Risk assessment

Observations by staff and being aware of who is and who is not a participant or accompanying participants on the tree obstacle course.

Risk Treatment

Constant vigilance, report suspicious behaviour immediately to local police, Monitoring and Review - Ongoing monitoring and review, discussions at staff meetings.

Storage of flammable materials.

A separate storage facility needs to be provided for the storage of flammable materials.

Communication and consultation

Management and staff need to understand why flammable materials may not be stored within the Tree Obstacle course; staff training should explain the possible dangers from combustible materials including:

- Blocking egress from the site.
- Illegal use by people wanting to start a fire.
- Chance of explosion.

Establishing the Context

The objective is to ensure that flammable materials are not brought down to the site and that refuelling of vehicles and machinery is carried out away from the Tree Obstacle Course. Whilst it would be considered easier to carry a fuel can down to the course it is not appropriate due to the potential for spillage, the fuel

receptacle may be forgotten and left down at the course and it could be used by persons deliberately wanting to cause damage.

Risk assessment

Flammable materials brought onto the Tree Obstacle course are a risk because they can easily be spilt, they also provide a fuel source if a fire started within the tree obstacle course area and they can provide fuel for an arsonist to use.

Risk Treatment

Refuelling and storage of equipment and small vehicles must be done away from the Obstacle Course in an area that does not block the pathway and driveway into the site and in a properly maintained and controlled environment.

Monitoring and Review

Ongoing management and reminders during staff meetings.

Act of nature/Lightening strike.

Communication and consultation

Discussion regarding fires should occur regularly at staff meetings but should be specifically targeted prior to the start of the declared bush fire season. Knowing how fires start and understanding how quickly they can spread is relevant. All staff need to understand how quickly fire can start on a site and what changes may occur on site such as thick dense smoke and limited visibility.

Establishing the Context

Lightening may cause a fire to start either on the site, on adjacent properties or in the adjacent national park. Fires can establish quickly and spread quite rapidly. If a fire starts on site, it is important to:

- Ensure all staff have the required safety equipment and that the local CFA are contacted.
- Organise the immediate evacuation of the site including the setting out of beacons along the path and ensuring the exit is clearly designated.
- Put out spot fires where they are close to the course.
- Ensure all patrons and staff are accounted for.

Risk assessment

Fire is a risk to people and property.

Risk Treatment

Safety equipment that is regularly tested must be provided for all staff.

Monitoring and Review

Prior to the start of the fire season ensure all staff are involved in a fire drill, all equipment must be checked and replaced where necessary, protective clothing must be provided for all personnel, batteries for torches must be charged.

Category 2:

External Fire threat: Wildfire.

Communication and consultation

Management and staff need to understand the real threat posed by wildfire to the site and the need to make decisions regarding the obstacle course especially during the declared bush fire period. Prior to the start of the bushfire season Management and staff need to have regular briefings and ensure each staff member thoroughly understands their responsibilities should the course have to be evacuated. All managers should attend at least one fire authority session and ensure information is passed through to other staff and information is available in the ticket office.

Protective clothing and safety gear will need to be readily available and regularly checked to ensure all equipment is in working order, protective clothing is available for each staff member, torches and directional lanterns are in working order with batteries charged and that evacuation maps are prepared.

Three possible scenarios are considered however this is by no means an exhaustive list and can be expanded:

- **Scenario 1:** Management open the site for the day during the declared fire danger period. There would need to be regular monitoring of the RFS and other emergency services websites and regular visual site assessments would need to occur.
- **Scenario 2:** After advice gleaned through the monitoring of the RFS, other emergency services websites, the radio or a visual site assessments Management decide to close the course during the day due to a possible fire threat to the site. Staff would initiate evacuation procedures, manage a calm and organised evacuation, ensure the requisite safety equipment was working and ensure participants were advised what route to take out of the course onto a major highway.
- **Scenario 3:** A sudden fire event threatens the site, the site is under ember attack and spot fires are starting, the course needs to be evacuated quickly and effectively with all patrons and staff accounted for.

Scenario 1.

Establishing the Context

Advise patrons upon arrival that if the course is to be evacuated, they will hear an alarm, once the alarm sounds staff will instruct them to leave the course and gather in a designated location, advise patrons that help will be available to those patrons who are on the course. Provide evacuation maps to the patrons.

Risk Assessment

Fires may start within the local area or there may be a larger fire not directly affecting the site but with the potential to do so. Patrons may panic during an evacuation.

Risk Treatment

Monitor the RFS website regularly Monitor the radio regularly.
Make timely decisions.

Monitoring and Review

Prior to the start of the fire season ensure all staff are involved in a fire drill, all equipment must be checked and replaced where necessary, protective clothing must be provided for all personnel, batteries for torches must be charged.

Scenario 2.

Establishing the Context

Initiate evacuation using an alarm, ensure all patrons gather in the designated area, assist patrons who need help getting down from obstacles, ensure staff have requisite safety equipment including battery operated torches, firefighting equipment and safety wear. Have a list of all patrons and staff to check them off, advise patrons of best way to exit the site and where to proceed to once upon highway outside of site.

Risk Assessment

Fires may start within the local area or there may be a larger fire not directly affecting the site but with the potential to do so. Patrons may panic during an evacuation.

Risk Treatment

Monitor the RFS website regularly monitor the radio regularly.
Make timely decisions.

Monitoring and Review

Prior to the start of the fire season ensure all staff are involved in a fire drill, all equipment must be checked and replaced where necessary, protective clothing must be provided for all personnel, batteries for torches must be charged.

Scenario 3.

Establishing the Context

Initiate evacuation using an alarm, ensure all patrons gather in the designated area, assist patrons who need help getting down from obstacles, ensure all staff have requisite safety equipment including battery operated torches, firefighting equipment and safety wear. Have a list of all patrons and staff to check them off, advise patrons of best way to exit the site and where to proceed to once upon highway outside of site. Put out spot fires and exit the site as quickly as possible, ensure all staff are accounted for.

Risk assessment

Where possible check that the exit routes are available and not blocked. Patrons may panic during an evacuation, so ensure staff are prepared beforehand.

Risk Treatment

Monitor the RFS website regularly Monitor the radio regularly.
Make timely decisions.

Monitoring and Review

Prior to the start of the fire season ensure all staff are involved in a fire drill, all equipment must be checked and replaced where necessary, protective clothing must be provided for all personnel, batteries for torches must be charged.

Fire in an adjacent property/surrounding area.

Communication and consultation

Management and staff need to understand the real threat posed by fire to the site and the need to make decisions regarding the obstacle course. Management and staff need to discuss fires during regular staff meetings and ensure each staff member knows their responsibilities should the course have to be evacuated.

Protective clothing and safety gear will need to be readily available and regularly checked to ensure all equipment is in working order, protective clothing is available for each staff member, batteries are charged.

Practice Evacuations need to be carried out and all staff members must attend before fire season.

Initiate immediate evacuation using an alarm, ensure all patrons gather in the designated area, assist patrons who need help getting down from obstacles, ensure staff have requisite safety equipment including torches, firefighting equipment and safety wear. Have a list of all patrons and staff to check them off, advise patrons of best way to exit the site and where to proceed to once upon highway outside of site. Put out spot fires and exit the site as quickly as possible, ensure all staff are accounted for.

Establishing the Context

In this scenario a property that shares a boundary with the park is on fire and the fire department have been called. Depending on the location and severity of the fire a decision is made to evacuate the course. As fire can spread quickly the course would need to be evacuated and all patrons gathered in a designated area, manager to liaise with fire department and if the fire is rapidly contained and the fire department agrees then the patrons may resume the course. If the fire department instructs that the park must be cleared immediately initiate evacuation procedures.

Risk Assessment

Contact the local RFS for advice on whether the course and site should be evacuated. Possible risks include thick smoke, ember attack, direct flame attack.

Risk Treatment

Advise RFS if any risk occurs on site including ember attack or direct flame.

- Thick Smoke: ensure all staff have correct breathing apparatus, monitor patrons for signs of smoke inhalation, put out lanterns and direct patrons to carpark.
- Ember attack: Utilise the fire extinguisher to put out any spot fires that may occur through embers igniting on site.
- Direct Flame Attack: Evacuate all staff.

Monitoring and Review

An emergency and evacuation plan are to be developed. The contents of the plan need to be discussed with all staff and personnel associated with the obstacle course, each day a list of responsibilities needs to be clearly defined for all staff members as follows:

- **Internal**
Daily inspection of grounds: checking radio stations and websites, ensuring safety equipment is close to hand and working, regular check of temperatures and wind speed, ensure all equipment is put away immediately after use, ensure fuel containers are put away immediately after refuelling (this must be done away from the obstacle course), ensure protective equipment and batteries are regularly checked.
- **External**
Assessment sheet as per daily check sheet
- **Other** – Protective clothing and Equipment list
 - Overalls
 - Battery operated torch's
 - Walkie talkies
 - Lights/lamps
 - Checklist
 - Evacuation Points
 - Fire extinguishers

The emergency and evacuation plan need to be prominently inside the building all year round and outside the building during the declared fire season.

Testing

It is recommended that the Emergency and Evacuation Plan is physically tested prior to the declared bushfire period. It is recommended that this physical test consist of a mock evacuation conducted on the site as part of the ongoing staff training and that all staff must attend.

Review and monitoring

Consistent monitoring and review must be undertaken, this document should be regularly critiqued and reviewed and where necessary the appropriate changes must be incorporated into same.

6.2 Evacuation management Plan.

The Context

TreeTops Adventure offers a tree-top obstacle course for participants aged from 4 years onwards. Participants are harnessed and linked with a lanyard and carabiner to lifeline that runs alongside an obstacle course in the treetops. The obstacle course tests their skills and participants undertake challenges through the trees at heights up to 25 meters high. Participants walk on platforms that surround tree trunks in between challenges. Platforms are linked by steel wire, and obstacles are comprised of materials such as rope, wood, and steel wire.

TreeTops Adventure is open seven days a week, including public holidays.

Address of premises

Refer to site specific Emergency Management Plan (EMP).

Buildings and Structures

TreeTops Adventure operates from a ticket office onsite – This building includes, viewing platform, small café, harnessing zone, training zone, office, equipment room and a workshop.

The TreeTops Adventure courses comprise of up to 10 adventure obstacle courses. Each course is comprised of a series of platforms built around tree trunks and linked with steel wire rope, which is tensioned between the trees. Maintenance and construction obstacle course are completed under the requirements of European Standard EN 15567-1-2015 and Australia Standard AS 2316.2.1-2016.

Participants are harnessed and linked to the steel wire rope with carabineers. TreeTops Adventure built all course structures.

POTENTIAL DANGERS

- Extreme weather conditions that compromise integrity of trees.
 - High winds (More than 60km/h).
 - Temperatures in excess of 45 degrees.
 - High Winds combined with extreme temperature.
- Storms/lightning.
- Bush fire.
- Localised fire (including fire started by smokers).
- Tree falls (arborists checking every year).
- Branch falls.
- Equipment failure.
- Flood.
- Natural disaster such as earthquake.
- Threat from wildlife, e.g. snake or wasps.
- Miscellaneous threats/dangers (bomb threat or other low probability danger).
- Chemicals on site.
- Machinery
- Falls – staff and participants
- General injuries participants/staff
- Workplace accident

Mitigating Potential Dangers.

Extreme weather conditions (heat and wind):

Some weather conditions pose significant concern for TreeTops Adventure given the activity is dependent on the safety of trees.

TreeTops Adventure will use BOM weather forecast daily and conduct daily weather checks with the help of a weather station installed at a relevant position and linked wirelessly to the laptop of the manager or weather station display.

TreeTops Adventure will be open during moderate and sometimes heavy rain. Staff will use discretion in relation to rain regarding closures.

High levels of humidity do not affect tree resistance or safety.

Appropriate pruning has also been undertaken to cut back dangerous limbs of eucalypts and other local trees that overhang the courses.

The park can remain open but under high vigilance from the staff regarding the risk of fires and will follow the tree management plan or the arborist recommendations.

The park will be closed at temperatures more than 45 degrees Celsius.

There are certain exceptions that can be made regarding customers bookings and the operation of the park. This can be specific to each park determined by their facilities and locations.

In case of light or average wind (under 60km per hour within the park), the park will remain open. The trees which are part of the course are all able to resist this wind strength. In case of heavy winds more than 60km/h the course will be evacuated until it is deemed safe to operate the park.

Storms/Lightening:

In case of heavy rain, storms, and lightning (within 15km), both the park and the courses will be evacuated. The park can reopen on the same day after lightning and heavy rain pass over, 30 minutes after the last lightning strike.

The course and park will be evacuated at the first sight of lightning if there are storm clouds overhead.

Staff will monitor Bureau of Meteorology reports and radar at the beginning of each day, in addition to reports from the on-site weather station and storm watch software at the start of each day and at midday.

Patrons will be asked to wait in cars during electrical storms.

Bushfire:

On days where catastrophic warnings/code red warnings are issued for any park region, TreeTops Adventure will close and notify customers by telephone the day before when possible.

TreeTops Adventure will close at temperatures more than 45 degrees Celsius.

On days rated with a high to extreme chance of fire, staff will monitor reports from the Bureau of Meteorology and local fire authority at the start of each day and get and seek regular updates throughout the day. Park Managers shall have constant access to the relevant local fire authority's website that is a live stream of all incidents in the area. Managers can also access information through mobile apps to gain the same information if power or internet access goes down.

If smoke is seen in distance staff must check relevant local fire authority in the area for the incident report. Once assessed the Park manager will make the best decision to maintain the safety of TreeTops Adventure customers.

There will be a public whiteboard to convey information to park goers to emphasise days of total fire ban. A total fire ban will permanently be in place for participants/spectators of TreeTops Adventure.

Course restrictions will apply on days of extreme fire danger.

If a fire alarm from the local station can be heard the park manager will immediately check their relevant fire authority website for incidents. Depending on whether the incident is local and the nature of the incident, the park may be evacuated.

Staff will assess the location, severity of the risk and consider any warnings provided by emergency services to make an informed decision.

If the threat is localised to TreeTops Adventure staff will notify emergency services if appropriate. If the threat is general, such as bush fire, staff will start emergency evacuation procedures of the park.

Emergency Evacuation points

Evacuation points:

- First point: Starting point of course at base of main trees.
- Second point: Ticket office.
- Third point: Carpark
- Fourth point: local road listed with park EMP.
- Places of last resort: Local township listed with park EMP.

Localised Fire:

Staff at Trees Adventure will closely monitor temperature, humidity, and wind strength throughout the day.

If a fire alarm from the local station can be heard the park manager will immediately check their relevant fire authority website for incidents. Depending on whether the incident is local and the nature of the incident, the park may be evacuated.

If smoke is seen in distance staff must check relevant local fire authority in the area for the incident report. Once assessed the Park manager will make the best decision to maintain the safety of TreeTops Adventure customers.

Signs will be placed on the walking track to TreeTops Adventure and around the areas where people will walk near the start of the climbs warning people not to smoke.

Fire extinguishers and fire blankets will be on hand.

Tree Falls:

Dead trees have been removed as per guidelines in the management plan and at the request of the arborist. Dead branches that posed danger were also removed. Tree stumps have been kept for soil stability.

A deck has been placed around the main tree to reduce of the foot traffic. This deck is to prevent root compaction and maintain the integrity of the root system. Paths have been established around the obstacle course. Spectators will be asked to stick to the paths to prevent root compaction.

There are limits of 25 metres in height on construction in the trees.

An arborist will return to the site annually to check the integrity of the trees.

Trees are to be clearly numbered so staff are able to clearly identify the right tree with any new information/danger that may arise.

Trees will be inspected at the start of each day by staff, who are looking for any signs of wounding to trees and roots.

In the instance of a tree fall that threatens the course or safety of the participants, participants will be evacuated. In the instance of a tree fall onto the course and inability to reach participants, emergency services will be called on 000.

Staff will direct participants not in danger to keep calm, to get off the course where possible, and group together at the start point.

Staff will direct participants who are in danger or unreachable on the course to stay calm. Emergency services will be called, and, in the meantime, qualified staff will do everything in their power to keep the situation as safe as possible. Staff will ensure their own safety and stay as close to participants as is safe to do so, maintaining verbal contact.

Barrier mesh or tape will be used to cordon off dangerous areas.

Branch Falls:

Dead trees and dead branches that posed danger were also removed. Branches that overhung the course and were deemed dangerous by an arborist were removed. Pruning of trees took place under the direction of an arborist.

An arborist will return to the site annually to check the integrity of the trees.

Trees are to be clearly numbered so staff are able to clearly identify the right tree with any new information/danger that may arise.

The course is to be checked at the start of each day by staff, with checks to include branch falls that have occurred or threaten to occur. Staff are to check for any signs of tree wounding.

In the instance of a branch fall that threatens the course or safety of the participants staff will close the starting point of all the climbs, preventing new people from starting.

Participants will be directed by megaphone by staff members. Participants will be evacuated off the course in the instance of a tree fall onto the course and inability to reach participants, emergency services will be called on 000.

Staff will direct participants not in danger to keep calm, to get off the course where possible, and group together at the start point.

Staff will direct participants who are in danger or unreachable on the course to stay calm. Emergency services will be called, and, in the meantime, qualified staff will do everything in their power to keep the situation as safe as possible. Staff will ensure their own safety and stay as close to participants as is safe to do so, maintaining verbal contact.

Barrier mesh/tape will be used to cordon off dangerous areas.

Equipment Failure:

The TreeTops Adventure course has been built to a mix of European and Australian standards. European standards were used in lieu where Australian standards did not exist to cover this type of development or were outdated.

The European standard employed is EN 15567-1-2015 and the Australian standard is AS 2316.2.1.-2016. The high ropes park was designed to this standard. All provided equipment is designed and made to meet or exceed their relevant standards, this will depend on the type of equipment and its model. If equipment does not meet the standards TreeTops Adventure will not use or endorse the pieces of equipment.

The course has been certified by an Australian structural engineer, with a random selection of critical lines physically tested to a certain load as determined by the engineer.

The trees that support the high ropes park are assessed and certified by an Australian arborist.

Load bearing of platforms is 350kg.

Load bearing of wires is 12KN.

All participants will undergo training before starting the course and will be instructed to listen to staff.

TreeTops Adventure believes the risk of equipment failure is very low, however, the company is still prepared for this eventuality.

Participants will be directed to stay calm and to stay where they are. Staff will close the starting point of the climb. Staff will instruct participants who can safely finish their course to do so. Others may be directed to head back to the start. Participants will be reminded to use the same safety techniques they were trained to use and have been employing throughout.

Staff will direct participants deemed unsafe due to equipment failure into the best and safest possible location or alternatively asked to remain where they are.

Staff will conduct rescues accordingly. Only staff members trained in rescue will be able to conduct rescue.

Floods:

The park will be closed in the instance of localised flooding and at the discretion of the manager in the instance of flood warnings in their respective regions. Harnesses and other safety equipment can be compromised with water exposure. Staff must ensure all safety and electrical equipment is in the best possible location if there is time to do so.

TreeTops Adventure has sites that exist in an area that can be prone to flash flooding during heavy rainfalls, management will monitor and act quickly in the event the water level rises and causes threat to the park.

In the event of an evacuation due to flooding management will direct and assist patrons to the safest possible route to evacuate.

If emergency personnel are present, their recommendations and instruction will be followed.

Earthquakes/Other Natural Disasters:

TreeTops Adventure will consult arborist and engineers before opening the course following natural disasters.

Wildlife (e.g., snakes and wasps):

TreeTops Adventure conducts an outdoor activity and as such there is always a small but present danger from wildlife. In the instance that a snake is seen near the course TreeTops Adventure management will use its discretion to close off parts of the park using barrier mesh or other suitable methods.

Warnings will be placed near the ticket office about the presence of bees and wasps for anyone who suffers allergies. People will be asked not to leave the path, mitigating the chance of spectators standing on a wasp nest.

All staff have Provide First Aid or equivalent accreditation in the instance of snake bite or wasp/bee sting.

TreeTops Adventure will stock Aero guard free of charge to anyone who wants to remain onsite but is allergic to wasp/beestings.

Staff will be qualified to deal with other small-scale issues such as insect bites/stings. A fully stocked first aid kit will be on site.

Keep any piles of wood away from areas where people will gather as snakes may be attracted to these. Wood from felled trees will generally be mulched.

Miscellaneous or small probability dangers (e.g., bomb threat):

TreeTops Adventure management will implement evacuation plan at the discretion of the manager. The manager will decide on best evacuation point to use. People may be kept at the starting point if deemed safer or an exit other than the car park exit may be used. Manager/staff will notify emergency services and take appropriate guidance.

Falls:

In the instance of a fall TreeTops Adventure staff will provide first aid, immobilise the patient and call an ambulance. One staff member will walk to the carpark and instruct the paramedics to walk down the rest of the way. Patients will have to be walked out as access is too narrow for vehicles with stretchers.

General Injuries:

The pine used in platform construction on the course is playground treated laser pine and has a roughened surface which reduces the slip factor. Reduction and monitoring slipperiness of surfaces incl roads/tracks and platforms.

Staff Procedures for Evacuation

All staff are trained with Provide First Aid or equivalent accreditation. There will always be at least one member of staff trained in rescue.

Staff to Customer Ratio: There will be two staff members for the first 49 participants and an additional staff member for every 50 participants after that.

All staff will be trained in general duties in evacuating large groups of people. Participant numbers are restricted throughout the day in sessions to 15 every 30mins. There will be one member of staff supervising for up to 20 people.

Staff will be trained extensively. They will be walked around the property and shown all exits and tracks. Management will ensure they can identify correct paths.

Staff will be given a radio at the beginning of their shift - all staff members will have one on their person and will be trained to appropriately use.

They will be trained to locate and use emergency equipment, including megaphones, sirens, and fire extinguishers as well as how to manage crowds, while remaining calm.

They will be trained to take groups to the various evacuation points.

At least one staff member trained in rescue will always be always on site whilst there are participants on the course. In the instance that a large-scale disaster occurs, or multiple people are at risk, the second staff member will be instructed by the supervising staff member to call emergency services. In the event of an emergency staff will collect booking sheets to check how many participants are booked to be on the course.

Staff will assess the direction of the severity of the risk and consider any warnings provided by emergency services.

If the threat is localized to TreeTops Adventure, staff will notify emergency services if appropriate. If the threat is general, such as bush fire, staff will start emergency evacuation procedures of the park.

Staff will be instructed to always ensure their own safety, to be of best assistance to participants.

Any warnings from emergency services must be clearly conveyed to staff. Staff should be encouraged to think of problems that may crop up through the day and how to handle them.

Rescues

Eligible Staff

Only eligible and trained Level 2 Senior Instructor can perform rescue at height. While a rescue is occurring, the starting point must be closed if no other staff can manage the home tree. If necessary, two instructors must work together to coordinate the rescue. One instructor shall go and help the participant while another instructor, on the ground supporting the participant once on the ground and manage patrons/participants at ground level. The manager on duty will call the ambulance (if required). The manager on duty will be informed about all rescues prior to taking place.

Rescue Procedure:

As rescue procedures require much detail and are continually updated to reflect the latest safety techniques, equipment, and relevant standards, please refer to the relevant Training Manual. The Training manual covers all tasks and procedures for all employment levels with TreeTops Adventure.

The Training Manual is broken down into 3 levels each increasing with responsibility,

- Level 1 – Junior Instructor
- Level 2 – Senior Instructor
- Level 3 – Managers (Park/ Assistant/ Casual)

Staff are required to be proficient at all levels before their employment status. For example, A Senior Instructor will need to know and be able to perform all tasks a Junior Instructor is expected to perform. With each increasing level, more responsibility and tasks are given.

Evacuation

Trees Adventure estimates there will be a range of 2-150 people on the TreeTops Adventure site at one time, including staff.

Participants at height will be currently attached.

If there is a problem ranging from an injured individual through to small from large-scale evacuation of the park, staff will assess the situation, communicate by radio and decide on the best course of action. Staff will assess the situation, consider if there is an immediate danger to self or others, whether anyone is hurt and what are the priorities? These priorities need to be communicated to other staff members via radio.

The staff member at the starting point will close the starting point, preventing other participants from starting courses.

The manager on duty will sound the sirens, indicating participants to stop where they are if possible or get them to stop at the nearest platform. The siren will indicate silence is needed. Staff will calmly inform participants of what is required of them and ask them to remain stationary or to finish the course as soon as possible. It will be reinforced they need to continue to use the same safety techniques.

If an evacuation is underway, staff at the ticket office will lock the office and collect the emergency info (booking list for the day, staff contact sheet). Staff from the ticket office will assist in the evacuation of children. Children will be instructed to finish the course or go back to the start of the course. Other children midway through the course will be assisted down by staff.

The manager will oversee the large-scale evacuation, using a megaphone and fluoro vest and direct people. Eligible rescuers will ascend and traverse the courses to lower people from the course. Spectators will be instructed to go to the office to collect car keys and their group. Ideally, once participants are down from the trees and the whole the group has been evacuated to the carpark or evacuation points after this, the manager of the day will do the final walk around the site. If it is a bush fire threat, then they must wear the mask while completing the walk.

Harnesses can be left at the office if time allows, otherwise to be removed from customers once at the safer evacuation point.

Possible Rescue Techniques:

- Ground Patrons – make their way to the office to receive direction from staff there.
- Guide participants to make their way to a central platform for Lower Down rescues to be completed.
- Those close to the end of the course, allow them to finish.
- Those near the start, get them to come back if possible.
- Use flying fox pulley where it is quicker (and still safe) than completing the obstacles.

Staff will not leave the starting point area until all courses have been visually checked to ensure no participants remain on the course. Staff will also use the megaphone to announce an evacuation in case any spectators have wandered away from the designated areas.

Staff will also check onsite facilities (e.g. toilets, café) for people before moving to next evacuation point.

Once safely in designated evacuation points, staff will liaise with guests and use the booking system to ascertain if everyone is accounted for.

Exit Points:

Extensive list of each site's evacuation points are listed within the park EMP.

Appendix 7.1 Working with Children Requirements.

Working with children requirements differ slightly by state. TreeTops Adventure maintains compliance in accordance with each state's working with children law.

All states require employer verification of the check, and accurate record keeping of staff check numbers. These records are maintained in the Team member Training Matrix.

State	Check Name	Governing body
New South Wales	Working with Children Check (WWCC)	NSW office of the children's guardian.
Victoria	Working with Children Check (WWC)	Working with Children Check Victoria.
Canberra	Working with Vulnerable Persons (WWVP)	Access Canberra.
Tasmania	Working with Vulnerable Persons	Tasmanian Government.
South Australia	Working with Children Check	Gov. of South Australia dept. of Human Services.
Western Australia	Working with Children Check	Gov. of Western Australia
Northern Territory	Working with Children Clearance/Ochre Card.	Northern Territory Police.
Queensland	Blue Card	Queensland Government.

New South Wales:

Employees must apply for the WWCC prior to their first shift. Applications link and process for employees: <https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>.

Employers must be registered to verify potential team members WWCC. Verification link: <https://wwccheck.cyp.nsw.gov.au/Employers/Login?ReturnUrl=%2fEmployers%2fSearch>

Victoria:

Employees must apply for the WWC prior to their first shift. Applications link and process for employees: <https://www.workingwithchildren.vic.gov.au/individuals/applicants/how-to-apply>

Employers must verify potential employee WWC via the below Verification link: https://online.justice.vic.gov.au/wwccu/checkstatus.doj#_ga=2.54117088.916429655.1620788669-1666600502.1620788669

Canberra:

Employees must apply for the WWVP prior to their first shift. Applications link and process for employees: <https://www.accesscanberra.act.gov.au/s/article/working-with-vulnerable-people-wwvp-registration-tab-how-to-apply>

Email new employee WWVP registration number, full name, and date of birth to: wwvp@act.gov.au and request the registration be verified. Allow 2 weeks for a reply.

Tasmania:

Employees must apply for the Working With Vulnerable People check prior to their first shift. Applications link and process for employees: <https://cbos.tas.gov.au/topics/licensing-and-registration/registrations/work-with-vulnerable-people/applications/apply>

Employers must verify potential employee Working with Vulnerable Persons via the below Verification link: <https://cbos.tas.gov.au/topics/licensing-and-registration/registrations/work-with-vulnerable-people/check-the-status-of-application-or-registration>

South Australia:

Employees must apply for the Working With Vulnerable People check prior to their first shift.

Applications link and process for employees: <https://screening.sa.gov.au/types-of-check/working-with-children-check>.

Employers must verify potential employee Working with Vulnerable Persons via the below Verification link: <https://www.dcsiscreening.sa.gov.au/>.

Western Australia:

Employees must apply via Post Office. Process information:

<https://workingwithchildren.wa.gov.au/applicants-card-holders/applying-for-a-wwc-check/how-to-apply>.

Employers must verify potential employee Working with Children Check via the below Verification link:

<https://workingwithchildren.wa.gov.au/card-validation>.

Northern Territory:

Employees must apply for the Working with Children Check prior to their first shift. Applications link and process for employees: <https://nt.gov.au/emergency/community-safety/apply-for-a-working-with-children-clearance>.

Employers must verify potential employee Working with Children clearance via the below Verification link: <https://forms.pfes.nt.gov.au/safent/CheckValidity.aspx?IsValidityCheck=true>.

Queensland:

Employees must apply for the Blue Card prior to their first shift. Applications link and process for employees: <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card-services>

Employers must verify potential employee Blue Card via the below Verification link:

<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card/organisations/valid>.

Appendix 7.2 Terms and Conditions.

TreeTops Adventure operates and maintains tree based high ropes obstacle courses (Adventure Park), Roller coaster ziplines (Crazy Rider), and suspended Net parks (NetWorld) nationally. 'TreeTops Adventure' will be used throughout this document.

- a. These Booking Terms and Conditions apply to the booking of the TreeTops Adventure high ropes course (the 'Activities') and any ancillary products at the location set out in TreeTops Adventure's booking confirmation.
- b. These Booking Terms and Conditions contain important information concerning participation by you and members of your party and, accordingly, you acknowledge and agree that you shall ensure that all members of your party are aware of and accept these Booking Terms and Conditions.
- c. No variation to these Booking Terms and Conditions shall be binding unless agreed in writing by TreeTops Adventure.
- d. Any typographical clerical or other error or omission in any booking confirmation or other documentation issued by TreeTops Adventure (including any electronic documentation) shall be subject to correction without any liability on the part of TreeTops Adventure.
- e. TreeTops Adventure reserves the right to make changes to the Activities whether to conform with any applicable safety or other statutory requirements or otherwise.

Booking Confirmation

- a. No booking shall be deemed to have been accepted unless accepted in writing by TreeTops Adventure (which shall include TreeTops Adventure email confirmation of booking).
- b. These Booking Terms and Conditions incorporate TreeTops Adventure's Privacy Policy, and Risk Acknowledgement and Disclaimer. You and each member of your party will be required to sign the Risk Acknowledgement and waiver form before being allowed to undertake the Activities.
- c. You must advise TreeTops Adventure as soon as possible of any mistake in TreeTops Adventure's booking confirmation. TreeTops Adventure shall use its reasonable endeavours to ensure that you and your party's participation commence at the time booked and it shall be the responsibility of each participant to ensure that they arrive in sufficient time. Late arrivals may not be permitted to undertake the Activities and no refunds or compensation will be payable in such circumstances.

Safety

- a. The Activities comprise a challenging high ropes course and participation is not without risk as a fall could be fatal. All participants will receive detailed safety training from an instructor.
- b. TreeTops Adventure reserves the right to refuse admittance to the Activities or to remove a participant from the Activities should it deem it necessary to do so. This includes a participant who does not comply with the safety rules and advice and the safety system or who is deemed to be under the influence of alcohol or drugs.
- c. After the safety briefing, participants will not be directly supervised by an instructor. A participating adult must accompany under 13-year old's. One adult is required to supervise up to 4 kids aged 8-12, Kids aged 4-7 can be supervised from the ground only.
- d. Participating adults must sign a Risk Acknowledgement and Waiver form stating that he or she will accept responsibility for the safety of him or herself and for supervision of children in his or her care.

- e. To be allowed on the black course and extreme courses: All participants must be reasonably fit and healthy, a minimum of 140cm and be at least 13 years old and must weigh less than 130kg. The red course must have been completed before. To be allowed on the extreme course you need to be at least 150cm tall, 16 years old and weigh less than 130kg the black must have been completed before.
- f. To be allowed on the red courses: All participants must be reasonably fit and healthy, a minimum of 120cm, and be at least 10 years old and must weigh less than 130kg.
- g. To be allowed on the blue courses: All participants must be reasonably fit and healthy, a minimum of 120cm, and be at least 8 years old and must weigh less than 130kg.
- h. To be allowed on the green courses: All participants must be reasonably fit and healthy, a minimum of 100cm and be at least 8 years old and must weigh less than 130kg.
- i. Staff discretion is accepted in circumstances regarding course access.
- j. To be allowed on the Yellow courses: All participants must be reasonably fit and healthy, a minimum of 100cm and be at least 3 years old and must weigh less than 130kg.
- k. Please note this further information on weight and size restrictions. At TreeTops Adventure we offer a range of harnesses that should fit as many participants as possible. If for any reason a staff member judges that the harness options that we offer does not fit your body and would put your safety in jeopardy, the access might be refused.
- l. All participants are required to wear a safety harness provided by TreeTops Adventure and fitted by an instructor. Larger or smaller framed participants may be required to wear a full body harness for safety reasons.
- m. The Activities are physically demanding and require a degree of agility, strength, and stamina. If participants are in any doubt as to whether they should attempt the activities, they are advised to walk the course before booking. If participants have medical concerns, they are advised to consult their doctor in advance. Participants will be required to certify that they do not suffer from any medical condition, which would make it more likely that they would be involved in any incident, which could result in injury to themselves or others.
- n. Due to the physical nature of the Activities TreeTops Adventure will refuse participation of pregnant women regardless of stage of pregnancy Due to the potential risks to them and to their unborn child, entry will be refused (see Risk Acknowledgement and Waiver form).
- o. All participants are required to always act responsibly and courteously and to respect other participants. TreeTops Adventure shall be entitled to prevent any person from undertaking or completing the Activities in the event it deems the behaviour of any participant unsuitable.
- p. Participants must be dressed appropriately (see clause 5) and TreeTops Adventure reserves the right to refuse admittance to the Activities to any participant who is not appropriately dressed.
- q. The Activities will remain open in most weather conditions (but not in circumstances of heavy fog, lightning, hail, and extreme wind conditions).
- r. No refunds or compensation will be payable by TreeTops Adventure in the event that any participant is not permitted to, or decides not to, undertake, or complete the Activities for the reasons set out in this clause. In the circumstance of pregnancy, a voucher will be offered valid for 3 years.

Noise

- a. Every participant and spectator of TreeTops Adventure shall respect and agree beforehand to limit the noise by avoiding excessive noise levels within the park borders. Participants might be asked to leave the park if the staff assess a participant being excessively noisy and not respecting the noise reduction policy.

Clothing

- a. It shall be the responsibility of all participants to ensure that they are dressed appropriately, and TreeTops Adventure advises participants to wear clothing appropriate for the weather conditions and which they do not mind getting damaged. In particular the following restrictions shall apply:
- b. Participants may not undertake the Activities in open-toed or slip off. Shoes should be fully enclosed from ankle down with rigid soles.
- c. Long hair must be tied back and in a low bun.
- d. Waists must be covered, and piercings removed or taped over for comfort.
- e. TreeTops Adventure will not be responsible for any damage to or loss of clothing or other personal items of persons resulting from participation in the Activities.

Cancellations

- a. You shall be entitled to cancel your booking subject to TreeTops Adventure receiving your request for cancellation at least 48 hours before the booked start time. Any requests for cancellation must be made via email or calling the park manager. You shall be entitled to a full refund in the event of cancellation under this clause and the refund policy detailed in section 3.5.
- b. TreeTops Adventure shall be entitled to cancel your booking at any time. In the event that TreeTops Adventure decides to cancel your booking it shall use its reasonable endeavours to notify you as soon as possible. You shall be entitled to a full refund in the event of cancellation under this clause, but no other compensation shall be payable.
- c. In the event that it proves necessary to close any Activities for reasons beyond the control of TreeTops Adventure and in circumstances where your party has completed more than $\frac{3}{4}$ of the 2 hours experience time, you shall not be entitled to any refund (in part or in whole).

Price and Payment

Subject to any terms agreed in writing between TreeTops Adventure and you, our charges shall be calculated at our current rates and payment in full shall be due 7 days prior to the booking time. The charges include the cost of purchasing the Activities. Payment may be made by debit or credit card either online or by contacting the respective park you wish to book.

Refunds and Amendments

- a. Payments made by debit or credit card will be refunded to the same card or, if the card has subsequently expired, another nominated card. Payments made by Gift Voucher will be refunded by the issuing of a replacement Gift Voucher to the same value.
- b. Where multiple forms of payment are used, TreeTops Adventure reserves the right to refund any monies due on a refund or amendment by credit or voucher.

Liabilities

- a. Except as otherwise provided in these Booking Terms and Conditions TreeTops Adventure shall not be responsible for the loss, or damage, of or to any property or to any person arising from the booking of or participation in the Activities.
- b. Parking facilities are available onsite, and any vehicles are left at the owners' risk, as well as subject to any conditions and the payment of any fees as may be required by the provider of such facilities at the site location.

- c. Except as otherwise provided in these Booking Terms and Conditions any liability of TreeTops Adventure shall be limited to the refund of any charges paid to TreeTops Adventure.
- d. Nothing contained in these Booking Terms and Conditions is intended to nor shall limit the liability of TreeTops Adventure in respect of death or personal injury caused by the negligence of TreeTops Adventure or of its employees, agents, or contractors.

Miscellaneous

- a. If any of these terms are determined to be illegal, invalid, or otherwise unenforceable it shall be severed and deleted from these terms and the remaining terms shall survive, remain in full force and continue to be binding and enforceable.
- b. Nothing above shall confer on any third party any benefit or the right to enforce any of these Booking Terms and Conditions.
- c. These Booking Terms and Conditions shall be governed by and interpreted in accordance with the Australian Law and TreeTops Adventure, and you submit to the exclusive jurisdiction of the courts of Australia.

Staff Qualification

Staff have been trained and received the following duties:

- Provide information in how to operate safety equipment and conduct themselves in an appropriate and safe manner on the treetop obstacle course.
- Safely fit participant with safety equipment and understand basic safety checks of the obstacle course.
- Assess Participants to determine whether a participant is competent to autonomously complete a course.
- Monitoring participants to ensure they are respecting the safety and good behaviour rules.
- Rescue participants – in numerous scenarios
- Understand basic first aid. Formal qualification of Provide First Aid is mandatory for all staff TreeTops Adventure will cover cost of 1st Aid Training for Full time Managers and Assistant Managers.
- All staff comply with relevant State Law pertaining to working with children. Details for each state can be found in Appendix 8.1.

Appendix 7.3 Coffs Harbour Waiver.

TREETOPS USE ONLY				
Booking Name:	Time:	#A:	#J/Y:	#C:
				Participating Adult Yes <input type="checkbox"/> No <input type="checkbox"/>



waiver

WARNING: This activity is a dangerous recreational activity as defined in the Civil Liability Act. Please read carefully and sign the following.

TreeTop Adventures offers the possibility to take part in the activities of **TREETOPS COFFS HARBOUR** where the enjoyment is derived in part from the inherent risk of participation. The company provides relevant safety/protective equipment and procedural instruction considered necessary for safe participation in such activities. The park is fully covered by public liability insurance. However, when established safety procedures are not followed, the risk associated in participating in such activities is increased.

Important: The equipment provided must be used according to the instructions given. Your signature on this form is required for you (meaning you and any children who are participating under your responsibility and whose name(s) have been written below) to participate in the activities offered at TreeTops.

I _____ of _____
 (Name of Participant or Parent/Carer if participant is under (Address

 (Postcode

Name of participant under 18 years old	Age	Name of participant under 18 years old	Age

I hereby acknowledge that I have been advised and thoroughly informed of the risks of the activities.

- Nothing in this form excludes, restricts or modifies any condition, warranty, right or remedy, implied or imposed by any Statute or Regulation that cannot lawfully be excluded, restricted or modified as contained within the Competition and Consumer Act 2010 (commonwealth), formerly the Trade Practices Act which may include Part V of the Trade Practices Act 1974 (commonwealth) and corresponding provisions of State or Territory legislation. All express or implied representations, conditions, warranties and provision, whether based in Statute, or otherwise relating to provision of products and services pursuant to all contemplated by this document that are not contained within these terms are excluded to the extent permitted by law.

I am required to wear approved safety equipment while participating in the activities.

- I am required to attend and follow a training presentation on safety rules before participating in the activities. I am responsible for the full application of the safety rules and for ensuring children/youth/juniors in my care follow the safety rules and are behaving appropriately. I am aware that there are instructors available to answer any questions.

If I am supervising as per requirements set out in TreeTops Terms & Conditions, it is my responsibility to supervise at all times and to advise a TreeTops instructor immediately of any issue that arises.

- The Activities can be challenging and participation is not without risk. TreeTops does NOT permit pregnant women, people with pre-existing conditions (including history of dislocation), neck, back or heart problems to take part. If participants have medical concerns they are advised to consult their doctor prior to making a booking. I certify that I don't suffer from any medical condition that can be aggravated by participation in such activities as per TreeTops Terms and Conditions.

I understand that the activities involve certain inherent risks and exposure to the natural elements.

The company will rely on his declaration and is not responsible for my decision to participate in the activities. I have entered and remain on these premises and I am participating in his activity at my own risk. Any item I carry with/on me is my responsibility, including my glasses.

- By the principals, servants and/or agents of TreeTop Adventures Holdings Pty Ltd and TreeTop Adventure Park Coffs Harbour Pty Ltd of the risks associated with the activities and to the extent permitted by law, I hereby release and hold harmless Ecoline Pty Ltd, TreeTop Adventures Holdings Pty Ltd, TreeTop Adventure Park Coffs Harbour Pty Ltd, Forestry Corporation of NSW, its principals, servants and/or agents from any suit, demand or claim whether present, future or contingent arising as a consequence of and not limited to death, injury or disablement received by myself/my children during the participation in the said activities.

I allow TreeTops to use any video footage and photographs taken during my experience and consent to the use of the participant's name, likeness, voice and biographical material in connection with TreeTops and publicity or promotion of TreeTops, including without limitation, in connection with TreeTops Internet site. The ownership and copyrights to the video and photographs including the participant's appearance taken by the Company will remain with the Company. Verbal consent will always be requested prior to images being captured by the Company.

I further state that I am of lawful age and legally competent to sign this waiver, or that I am legally competent to sign this document as a parent/guardian. I understand that the terms herein are contractual and not a mere recital and that I have signed this document of my own free act.



Signature: _____

Date of signing _____ / _____ / _____ Date of participation if different: _____ / _____ / _____

This waiver form is signed by the adult named above on their own behalf and on behalf of any child under their care listed above or on other waiver forms.

Appendix 7.4 Newcastle waiver.

TREETOPS USE ONLY					
Booking Name:	Time:	#A:	#JY:	#C:	Participating Adult Yes <input type="checkbox"/> No <input type="checkbox"/>

waiver

WARNING: This activity is a dangerous recreational activity as defined in the Civil Liability Act. Please read carefully and sign the following.

ECOLINE offers the possibility to take part in the activities of TREETOP ADVENTURE PARK where the enjoyment is derived in part from the inherent risk of participation. The company provides relevant safety/protective equipment and procedural instruction considered necessary for safe participation in such activities. The park is fully covered by public liability insurance. However, when established safety procedures are not followed, the risk associated with participating in such activities is increased.

Important: The equipment provided must be used according to the instructions given. Your signature on this form is required for you (meaning you and any children who are participating under your responsibility and whose name(s) have been written below) to participate in the activities offered at TreeTops.

_____ of _____
(Name of Participant or Parent/Carer if participant is under 18 years old) (Address)

(Postcode)

Name of participant under 18 years old	Age	Name of participant under 18 years old	Age

I hereby acknowledge that I have been advised and thoroughly informed of the risks of the activities.

- Nothing in this form excludes, restricts or modifies any condition, warranty, right or remedy, implied or imposed by any Statute or Regulation that cannot lawfully be excluded, restricted or modified as contained within the Competition and Consumer Act 2010 (commonwealth), formerly the Trade Practices Act which may include Part V of the Trade Practices Act 1974 (commonwealth) and corresponding provisions of State or Territory legislation. All express or implied representations, conditions, warranties and provisions, whether based in Statute, or otherwise relating to provision of products and services pursuant to all contemplated by this document that are not contained within these terms are excluded to the extent permitted by law.
- I am required to wear approved safety equipment while participating in the activities.
- I am required to attend and follow a training presentation on safety rules before participating in the activities.
- I am responsible for the full application of the safety rules and for ensuring children/youth/juniors in my care follow the safety rules and are behaving appropriately.
- I am aware that there are instructors available to answer any questions that I have as to the proper use of the equipment.
- The Activities can be challenging and participation is not without risk. TreeTops does NOT permit pregnant women, people with pre-existing conditions (including history of dislocation), neck, back or heart problems to take part. If participants have medical concerns they are advised to consult their doctor prior to making a booking. I certify that I don't suffer from any medical condition that can be aggravated by participation in such activities as per TreeTops Terms and Conditions.
- I understand that the activities involve certain inherent risks and exposure to the natural elements.
- The company will rely on this declaration and is not responsible for my decision to participate in the activities. I have entered and remain on the premises of TreeTops and I am participating in this activity at my own risk.
- By the principals, servants and/or agents of Ecoline Pty Ltd and TreeTop Adventure Park Newcastle Pty Ltd of the risks associated with the activities and to the extent permitted by law, I hereby release and hold harmless Ecoline Pty Ltd, TreeTop Adventure Park Newcastle Pty Ltd, the Office of Environment and Heritage, its principals, servants and/or agents from any suit, demand or claim whether present, future or contingent arising as a consequence of and not limited to death, injury or disablement received by myself/my children during the participation in the said activities.
- I allow TreeTops to use any video footage and photographs taken during my experience and consent to the use of the participant's name, likeness, voice and biographical material in connection with TreeTops and publicity or promotion of TreeTops, including without limitation, in connection with TreeTops Internet site. The ownership and copyrights to the video and photographs including the participant's appearance taken by the Company will remain with the Company. Verbal consent will always be requested prior to images being captured by the Company.

I further state that I am of lawful age and legally competent to sign this waiver, or that I am legally competent to sign this document as a parent/guardian. I understand that the terms herein are contractual and not a mere recital and that I have signed this document of my own free act.

Signature: _____

Date of signing: ____/____/____ Date of participation if different: ____/____/____

This waiver form is signed by the adult named above on their own behalf and on behalf of any child under their care listed above or on other waiver forms.

TTNC007WAI

Appendix 7.5 Central Coast Waiver.

TREETOPS USE ONLY					
Booking Name:	Time:	#A:	#J/Y:	#C:	Participating Adult Yes <input type="checkbox"/> No <input type="checkbox"/>



waiver

WARNING: This activity is a dangerous recreational activity as defined in the Civil Liability Act. Please read carefully and sign the following.

TreeTop Adventures offers the possibility to take part in the activities of **TREETOPS CENTRAL COAST** where the enjoyment is derived in part from the inherent risk of participation. The company provides relevant safety/protective equipment and procedural instruction considered necessary for safe participation in such activities. The park is fully covered by public liability insurance. However, when established safety procedures are not followed, the risk associated in participating in such activities is increased.

Important: The equipment provided must be used according to the instructions given. Your signature on this form is required for you (meaning you and any children who are participating under your responsibility and whose name(s) have been written below) to participate in the activities offered at TreeTops.

I _____ of _____
(Name of Participant or Parent/Carer if participant is under (Address

(Postcod

Name of participant under 18 years old	Age	Name of participant under 18 years old	Age

I hereby acknowledge that I have been advised and thoroughly informed of the risks of the activities.

- Nothing in this form excludes, restricts or modifies any condition, warranty, right or remedy, implied or imposed by any Statute or Regulation that cannot lawfully be excluded, restricted or modified as contained within the Competition and Consumer Act 2010 (commonwealth), formerly the Trade Practices Act which may include Part V of the Trade Practices Act 1974 (commonwealth) and corresponding provisions of State or Territory legislation. All express or implied representations, conditions, warranties and provisions, whether based in Statute, or otherwise relating to provision of products and services pursuant to all contemplated by this document that are not contained within these terms are excluded to the extent permitted by law.

I am required to wear approved safety equipment while participating in the activities.

- I am required to attend and follow a training presentation on safety rules before participating in the activities. I am responsible for the full application of the safety rules and for ensuring children/youth/juniors in my care follow the safety rules and are behaving appropriately. I am aware that there are instructors available to answer any questions.

If I am supervising as per requirements set out in TreeTops Terms & Conditions, it is my responsibility to supervise at all times and to advise a TreeTops instructor immediately of any issue that arises.

- The Activities can be challenging and participation is not without risk. TreeTops does NOT permit pregnant women, people with pre-existing conditions (including history of dislocation), neck, back or heart problems to take part. If participants have medical concerns they are advised to consult their doctor prior to making a booking. I certify that I don't suffer from any medical condition that can be aggravated by participation in such activities as per TreeTops Terms and Conditions.

I understand that the activities involve certain inherent risks and exposure to the natural elements.

The company will rely on this declaration and is not responsible for my decision to participate in the activities. I have entered and remain on these premises and I am participating in this activity at my own risk. Any item I carry with/on me is my responsibility, including my glasses.

- By the principals, servants and/or agents of TreeTop Adventures Holdings Pty Ltd and TreeTop Adventure Park Central Coast Pty Ltd of the risks associated with the activities and to the extent permitted by law, I hereby release and hold harmless Ecoline Pty Ltd, TreeTop Adventures Holdings Pty Ltd, TreeTop Adventure Park Central Coast Pty Ltd, Forestry Corporation of NSW, its principals, servants and/or agents from any suit, demand or claim whether present, future or contingent arising as a consequence of and not limited to death, injury or disablement received by myself/my children during the participation in the said activities.

I allow TreeTops to use any video footage and photographs taken during my experience and consent to the use of the participant's name, likeness, voice and biographical material in connection with TreeTops and publicity or promotion of TreeTops, including without limitation, in connection with TreeTops Internet site. The ownership and copyrights to the video and photographs including the participant's appearance taken by the Company will remain with the Company. Verbal consent will always be requested prior to images being captured by the Company.

I further state that I am of lawful age and legally competent to sign this waiver, or that I am legally competent to sign this document as a parent/guardian. I understand that the terms herein are contractual and not a mere recital and that I have signed this document of my own free act.


Signature: _____

Date of signing: ____/____/____ Date of participation if different: ____/____/____

This waiver form is signed by the adult named above on their own behalf and on behalf of any child under their care listed above or on other waiver forms.

Appendix 7.6 Western Sydney Waiver.

TREETOPS USE ONLY					
Booking Name:	Time:	#A:	#J/Y:	#C:	Participating Adult Yes <input type="checkbox"/> No <input type="checkbox"/>



waiver

WARNING: This activity is a dangerous recreational activity as defined in the Civil Liability Act. Please read carefully and sign the following.

TreeTop Adventures offers the possibility to take part in the activities of **TREETOPS WESTERN SYDNEY** where the enjoyment is derived in part from the inherent risk of participation. The company provides relevant safety/protective equipment and procedural instruction considered necessary for safe participation in such activities. The park is fully covered by public liability insurance. However, when established safety procedures are not followed, the risk associated in participating in such activities is increased.

Important: The equipment provided must be used according to the instructions given. Your signature on this form is required for you (meaning you and any children who are participating under your responsibility and whose name(s) have been written below) to participate in the activities offered at TreeTops.

I _____ of _____
(Name of Participant or Parent/Carer if participant is under 18 years old) (Address)

(Postcode)

Name of participant under 18 years old	Age	Name of participant under 18 years old	Age

I hereby acknowledge that I have been advised and thoroughly informed of the risks of the activities.

- Nothing in this form excludes, restricts or modifies any condition, warranty, right or remedy, implied or imposed by any Statute or Regulation that cannot lawfully be excluded, restricted or modified as contained within the Competition and Consumer Act 2010 (commonwealth), formerly the Trade Practices Act which may include Part V of the Trade Practices Act 1974 (commonwealth) and corresponding provisions of State or Territory legislation. All express or implied representations, conditions, warranties and provision, whether based in Statute, or otherwise relating to provision of products and services pursuant to all contemplated by this document that are not contained within these terms are excluded to the extent permitted by law.
- I am required to wear approved safety equipment while participating in the activities.
- I am required to attend and follow a training presentation on safety rules before participating in the activities. I am responsible for the full application of the safety rules and for ensuring children/youth/juniors in my care follow the safety rules and are behaving appropriately. I am aware that there are instructors available to answer any questions.
- If I am supervising as per requirements set out in TreeTops Terms & Conditions, it is my responsibility to supervise at all times and to advise a TreeTops instructor immediately of any issue that arises.
- The Activities can be challenging and participation is not without risk. TreeTops does NOT permit pregnant women, people with pre-existing conditions (including history of dislocation), neck, back or heart problems to take part. If participants have medical concerns they are advised to consult their doctor prior to making a booking. I certify that I don't suffer from any medical condition that can be aggravated by participation in such activities as per TreeTops Terms and Conditions.
- I understand that the activities involve certain inherent risks and exposure to the natural elements.
- The company will rely on this declaration and is not responsible for my decision to participate in the activities. I have entered and remain on these premises and I am participating in this activity at my own risk. Any item I carry with/on me is my responsibility, including my glasses.
- By the principals, servants and/or agents of TreeTop Adventures Holdings Pty Ltd and TreeTop Adventure Park Sydney Pty Ltd of the risks associated with the activities and to the extent permitted by law, I hereby release and hold harmless Ecoline Pty Ltd, TreeTop Adventures Holdings Pty Ltd, TreeTop Adventure Park Sydney Pty Ltd, Western Sydney Parklands Trust, its principals, servants and/or agents from a suit, demand or claim whether present, future or contingent arising as a consequence of and not limited to death, injury or disablement received by myself/my children during the participation in the said activities.
- I allow TreeTops to use any video footage and photographs taken during my experience and consent to the use of the participant's name, likeness, voice and biographical material in connection with TreeTops and publicity or promotion of TreeTops, including without limitation, in connection with TreeTops Internet site. The ownership and copyrights to the video and photographs including the participant's appearance taken by the Company will remain with the Company. Verbal consent will always be requested prior to images being captured by the Company.

I further state that I am of lawful age and legally competent to sign this waiver, or that I am legally competent to sign this document as a parent/guardian. I understand that the terms herein are contractual and not a mere recital and that I have signed this document of my own free act.

Signature: _____

Date of signing _____ / _____ / _____ Date of participation if different _____ / _____ / _____

This waiver form is signed by the adult named above on their own behalf and on behalf of any child under their care listed above or on other waiver forms.

TTWSP009/WAIVER

Appendix 7.7 Grose River Waiver.

PARTICIPANT DECLARATION

Trees Yarramundi Pty Ltd ABN 42 620 193 400 (TA)

In consideration of, and as a condition of my participation in the TA Tree Top Obstacle Course in Grose River Park (Course), I acknowledge and agree as follows (for participants under 18yo, a parent/guardian must also acknowledge and agree):

Rules of participation

- I will follow any rules, directions and/or instructions set by or from TA (or its agents) in connection with the Course (rules). If I fail to comply with these rules I will not be permitted to participate or to continue to participate in the Course. Full Participation Rules are available at www.treesadventure.com.au/terms-of-use/

Risk Warning

- The Course is inherently dangerous and involves risks, including but not limited to undertaking an activity at a height of up to 15m in trees in a forest environment and to branch falls. Accidents can happen. I understand not all risks can be predicted. I may face harm by participating in the Course which may result in personal injury, death or property damage.

Waiver

- I agree and undertake any such risk voluntarily and at my own risk. I acknowledge that the assumption of risk and warning above constitutes a 'risk warning' in accordance with relevant legislation. As a supplier of recreational services TA may ask me to agree that the statutory guarantees under the Australian Consumer Law in Schedule 2 to the Competition and Consumer Act 2010 (Cth) (ACL) do not apply to me (or a person for whom or on whose behalf I am acquiring the services or activities). Full ACL is available at treesadventure.com.au/legislation
- By agreeing to these terms and conditions, I agree that those statutory guarantees do not apply to me. I understand that this means my rights (or the rights of a person on whose behalf I am acquiring the services) to sue TA in relation to the recreational services that I undertake because the services or recreational activities provided were not in accordance with those guarantees are excluded, restricted or modified as set out below.

Release and indemnity

- Save that the below releases and indemnities shall not apply to the extent that the loss, damage or injury that is the subject of the Claim is caused or contributed to by the gross negligence of TA, I:
 - release and will release TA from all Claims that I may have or may have had but for this release arising from or in connection with my participation in the Course; and
 - release and indemnify TA against any Claim which may be made by me or on my behalf for or in respect of or arising out of my death which is caused by the negligence or breach of contract by the TA or in any other manner whatsoever; and
 - indemnify and will keep indemnified TA to the extent permitted by law in respect of any Claim by any person:
 - arising as a result of or in connection with my participation in the Course;
 - against TA in respect of any injury, loss or damage arising out of or in connection with my failure to comply with TA's rules and directions.

Claim means and includes any action, suit, proceeding, claim, demand, damage, penalty, cost or expense however arising including but not limited to negligence, (but not gross negligence) by any person expressly entitled to make a claim under any applicable insurance policy.

Disclosure of Medical Conditions and Fitness to Participate

- I warrant that prior to participating in the Course I am and must continue to be medically, mentally and physically fit and able to undertake and participate in the Course. I acknowledge that TA relies on information provided by me and that all such information is accurate and complete.

Right to Use Image

- I acknowledge and agree that photographs, videos and electronic images may be taken and owned by TA and that TA may use the photograph for promotional purposes. Verbal consent will be requested prior to images being captured by TA.

Privacy

- I have provided personal information to TA. This information is collected and may be used in accordance with TA's Privacy Policy (available at www.treesadventure.com.au).

PARTICIPANTS OVER 18 YEARS OR PARENT/LEGAL GUARDIAN DETAILS:

I have read, understood, acknowledge and agree to the above terms including the risk warning, exclusion of implied terms, release and indemnity.

Full Name: _____ Date of Birth _____ Age: _____
 Address _____
 Phone: _____ Emergency Contact Name and Phone: _____
 Email: _____ Medical Conditions: _____

PARTICIPANTS UNDER 18 YEARS:

I, _____, the parent or guardian of the participant, authorise and consent to their participation in the Course. I expressly agree to be responsible for the participant's behaviour and agree to accept in my capacity as parent or guardian, the terms set out in this declaration, including the risk warning, exclusion of implied terms and provision by me of a release and indemnity in the terms set out above.

Full Name	Date of Birth	Age	Medical Conditions

I warrant that all information provided is true and correct. I acknowledge this application and declaration cannot be amended. If I do amend it my application will be null and void and cannot be accepted by TA. I have read, understood, acknowledge and agree to the above terms including the risk warning, exclusion of implied terms, release and indemnity.

Signature: _____ Date: _____

WARNING UNDER THE FAIR TRADING ACT 1987 No 68 (NSW ACT)

Under the NSW Act, several statutory guarantees apply to the supply of certain goods and services. These services mean that the supplier named on this form [Trees Adventure] is required to ensure that the recreational services it supplies to you:

- are rendered with due care and skill; and
- are reasonably fit for any purpose which you, either expressly or by implication, make known to the supplier; and
- might reasonably be expected to achieve any result you have made known to the supplier.

Under NSW Act, the supplier is entitled to ask you to agree that these statutory guarantees do not apply to you. If you sign this form, you will be agreeing that your rights to sue the supplier under NSW Act if you are killed or injured because the services provided were not in accordance with these guarantees, are excluded, restricted or modified in the way set out in this form.

Note: The change to your rights, as set out in this form, does not apply if your death or injury is due to gross negligence on the supplier's part. "Gross negligence" is defined in the Fair Trading (Recreational Services) Regulations 2012.

BK# _____

Appendix 7.8 Nowra Waiver.

PARTICIPANT DECLARATION

Trees Nowra Pty Ltd ABN 97 620 192 949 (TN)

In consideration of, and as a condition of my participation in the TN Tree Top Obstacle Course in Nowra Park (Course), I acknowledge and agree as follows (for participants under 18yo, a parent/guardian must also acknowledge and agree):

Rules of participation

- I will follow any rules, directions and/or instructions set by or from TN (or its agents) in connection with the Course (rules). If I fail to comply with these rules I will not be permitted to participate or to continue to participate in the Course. Full Participation Rules are available at www.treesadventure.com.au/terms-of-use/

Risk Warning

- The Course is inherently dangerous and involves risks, including but not limited to undertaking an activity at a height of up to 35m in trees in a forest environment and to branch falls. Accidents can happen. I understand not all risks can be predicted. I may face harm by participating in the Course which may result in personal injury, death or property damage.

Waiver

- I agree and undertake any such risk voluntarily and at my own risk. I acknowledge that the assumption of risk and warning above constitutes a 'risk warning' in accordance with relevant legislation. As a supplier of recreational services TN may ask me to agree that the statutory guarantees under the Australian Consumer Law in Schedule 2 to the Competition and Consumer Act 2010 (Cth) (ACL) do not apply to me (or a person for whom or on whose behalf I am acquiring the services or activities). Full ACL is available at treesadventure.com.au/legislation
- By agreeing to these terms and conditions, I agree that those statutory guarantees do not apply to me. I understand that this means my rights (or the rights of a person on whose behalf I am acquiring the services) to sue TN in relation to the recreational services that I undertake because the services or recreational activities provided were not in accordance with those guarantees are excluded, restricted or modified as set out below.

Release and indemnity

- Save that the below releases and indemnities shall not apply to the extent that the loss, damage or injury that is the subject of the Claim is caused or contributed to by the gross negligence of TN, I:
 - release and will release TN from all Claims that I may have or may have had but for this release arising from or in connection with my participation in the Course; and
 - release and indemnify TN against any Claim which may be made by me or on my behalf for or in respect of or arising out of my death whether caused by the negligence or breach of contract by the TN or in any other manner whatsoever; and
 - indemnify and will keep indemnified TN to the extent permitted by law in respect of any Claim by any person:
 - arising as a result of or in connection with my participation in the Course;
 - against TN in respect of an injury, loss or damage arising out of or in connection with my failure to comply with TN's rules and directions.

Claim means and includes any action, suit, proceeding, claim, demand, damage, penalty, cost or expense however arising including but not limited to negligence, (but not gross negligence) by any person expressly entitled to make a claim under any applicable insurance policy.

Disclosure of Medical Conditions and Fitness to Participate

- I warrant that prior to participating in the Course I am and must continue to be medically, mentally and physically fit and able to undertake and participate in the Course. I acknowledge that TN relies on information provided by me and that all such information is accurate and complete.

Right to Use Image

- I acknowledge and agree that photographs, videos and electronic images may be taken and owned by TN and that TN may use the photographs for promotional purposes. Verbal consent will always be requested prior to images being captured by TN.

Privacy

- I have provided personal information to TN. This information is collected and may be used in accordance with TN's Privacy Policy (available at www.treesadventure.com.au).

PARTICIPANTS OVER 18 YEARS OR PARENT/LEGAL GUARDIAN DETAILS:

I have read, understood, acknowledge and agree to the above terms including the risk warning, exclusion of implied terms, release and indemnity.

Full Name: _____ Date of Birth _____ Age: _____
 Address _____
 Phone: _____ Emergency Contact Name and Phone: _____
 Email: _____ Medical Conditions: _____

PARTICIPANTS UNDER 18 YEARS:

I, _____, the parent or guardian of the participant, authorise and consent to their participation in the Course. I expressly agree to be responsible for the participant's behaviour and agree to accept in my capacity as parent or guardian, the terms set out in this declaration, including the risk warning, exclusion of implied terms and provision by me of a release and indemnity in the terms set out above.

Full Name	Date of Birth	Age	Medical Conditions

I warrant that all information provided is true and correct. I acknowledge this application and declaration cannot be amended. If I do amend it my application will be null and void and cannot be accepted by TA. I have read, understood, acknowledge and agree to the above terms including the risk warning, exclusion of implied terms, release and indemnity.

Signature: _____ Date: _____

WARNING UNDER THE AUSTRALIAN CONSUMER LAW AND FAIR TRADING ACT 2012 (VIC ACT)

Under the Vic Act, several statutory guarantees apply to the supply of certain goods and services. These services mean that the supplier named on this form [Trees Nowra] is required to ensure that the recreational services it supplies to you:

- are rendered with due care and skill; and
- are reasonably fit for any purpose which you, either expressly or by implication, make known to the supplier; and
- might reasonably be expected to achieve any result you have made known to the supplier.

Under section 22 of the Vic Act, the supplier is entitled to ask you to agree that these statutory guarantees do not apply to you. If you sign this form, you will be agreeing that your rights to sue the supplier under the Vic Act if you are killed or injured because the services provided were not in accordance with these guarantees, are excluded, restricted or modified in the way set out in this form. Note: The change to your rights, as set out in this form, does not apply if your death or injury is due to gross negligence on the supplier's part. "Gross negligence", in relation to an act or omission, means doing the act or omission to do an act with reckless disregard, with or without consciousness, for the consequences of the act or omission. See regulation 5 of the Australian Consumer Law and Fair Trading Regulations 2012 and section 22(3)(b) of the Vic Act.

BK# _____

Appendix 7.9 Glen Harrow Waiver.

PARTICIPANT DECLARATION

Trees Adventure Pty Ltd ABN 65 126 940 449 (TA)

In consideration of, and as a condition of my participation in the TA Tree Top Obstacle Course in Glen Harrow Park (Course), I acknowledge and agree as follows (for participants under 18yo, a parent/guardian must also acknowledge and agree):

Rules of participation

- I will follow any rules, directions and/or instructions set by or from TA (or its agents) in connection with the Course (rules). If I fail to comply with these rules I will not be permitted to participate or to continue to participate in the Course. Full Participation Rules are available at www.treesadventure.com.au/terms-of-use/

Risk Warning

- The Course is inherently dangerous and involves risks, including but not limited to undertaking an activity at a height of up to 15m in trees in a forest environment and to branch falls. Accidents can happen. I understand not all risks can be predicted. I may face harm by participating in the Course which may result in personal injury, death or property damage.

Waiver

- I agree and undertake any such risk voluntarily and at my own risk. I acknowledge that the assumption of risk and warning above constitutes a 'risk warning' in accordance with relevant legislation. As a supplier of recreational services TA may ask me to agree that the statutory guarantees under the Australian Consumer Law in Schedule 2 to the Competition and Consumer Act 2010 (Cth) (ACL) do not apply to me (or a person for whom or on whose behalf I am acquiring the services or activities). Full ACL is available at treesadventure.com.au/legislation
- By agreeing to these terms and conditions, I agree that those statutory guarantees do not apply to me. I understand that this means my rights (or the rights of a person on whose behalf I am acquiring the services) to sue TA in relation to the recreational services that I undertake because the services or recreational activities provided were not in accordance with those guarantees are excluded, restricted or modified as set out below.

Release and indemnity

- Save that the below releases and indemnities shall not apply to the extent that the loss, damage or injury that is the subject of the Claim is caused or contributed to by the gross negligence of TA, I:
 - release and will release TA from all Claims that I may have or may have had but for this release arising from or in connection with my participation in the Course; and
 - release and indemnify TA against any Claim which may be made by me or on my behalf for or in respect of or arising out of my death while caused by the negligence or breach of contract by the TA or in any other manner whatsoever; and
 - indemnify and will keep indemnified TA to the extent permitted by law in respect of any Claim by any person:
 - arising as a result of or in connection with my participation in the Course;
 - against TA in respect of any injury, loss or damage arising out of or in connection with my failure to comply with TA's rules and directions.

Claim means and includes any action, suit, proceeding, claim, demand, damage, penalty, cost or expense however arising including but not limited to negligence, (but not gross negligence) by any person expressly entitled to make a claim under any applicable insurance policy.

Disclosure of Medical Conditions and Fitness to Participate

- I warrant that prior to participating in the Course I am and must continue to be medically, mentally and physically fit and able to undertake and participate in the Course. I acknowledge that TA relies on information provided by me and that all such information is accurate and complete.

Right to Use Image

- I acknowledge and agree that photographs, videos and electronic images may be taken and owned by TA and that TA may use the photographs for promotional purposes.

Privacy

- I have provided personal information to TA. This information is collected and may be used in accordance with TA's Privacy Policy (available at www.treesadventure.com.au).

PARTICIPANTS OVER 18 YEARS OR PARENT/LEGAL GUARDIAN DETAILS:

I have read, understood, acknowledge and agree to the above terms including the risk warning, exclusion of implied terms, release and indemnity.

Full Name: _____ Date of Birth _____ Age: _____
 Address _____
 Phone: _____ Emergency Contact Name and Phone: _____
 Email: _____ Medical Conditions: _____

PARTICIPANTS UNDER 18 YEARS:

I, _____, the parent or guardian of the participant, authorise and consent to their participation in the Course. I expressly agree to be responsible for the participant's behaviour and agree to accept in my capacity as parent or guardian, the terms set out in this declaration, including the risk warning, exclusion of implied terms and provision by me of a release and indemnity in the terms set out above.

Full Name	Date of Birth	Age	Medical Conditions

I warrant that all information provided is true and correct. I acknowledge this application and declaration cannot be amended. If I do amend it my application will be null and void and cannot be accepted by TA. I have read, understood, acknowledge and agree to the above terms including the risk warning, exclusion of implied terms, release and indemnity.

Signature: _____ Date: _____

WARNING UNDER THE AUSTRALIAN CONSUMER LAW AND FAIR TRADING ACT 2012 (VIC ACT)

Under the Vic Act, several statutory guarantees apply to the supply of certain goods and services. These services mean that the supplier named on this form [Trees Adventure] is required to ensure that the recreational services it supplies to you:

- are rendered with due care and skill; and
- are reasonably fit for any purpose which you, either expressly or by implication, make known to the supplier; and
- might reasonably be expected to achieve any result you have made known to the supplier.

Under section 22 of the Vic Act, the supplier is entitled to ask you to agree that these statutory guarantees do not apply to you. If you sign this form, you will be agreeing that your rights to sue the supplier under the Vic Act if you are killed or injured because the services provided were not in accordance with these guarantees, are excluded, restricted or modified in the way set out in this form. Note: The change to your rights, as set out in this form, does not apply if your death or injury is due to gross negligence on the supplier's part. "Gross negligence", in relation to an act or omission, means doing the act or omitting to do an act with reckless disregard, with or without consciousness, for the consequences of the act or omission. See regulation 5 of the Australian Consumer Law and Fair Trading Regulations 2012 and section 22(3)(b) of the Vic Act.

BK# _____

Appendix 7.10 Yeodene Waiver.

PARTICIPANT DECLARATION

Trees Yeodene Pty Ltd ABN 26 616 430 589 (TA)

In consideration of, and as a condition of my participation in the TA Tree Top Obstacle Course in Yeodene Park (Course), I acknowledge and agree as follows (for participants under 18yo, a parent/guardian must also acknowledge and agree):

Rules of participation

- I will follow any rules, directions and/or instructions set by or from TA (or its agents) in connection with the Course (rules). If I fail to comply with these rules I will not be permitted to participate or to continue to participate in the Course. Full Participation Rules are available at www.treesadventure.com.au/terms-of-use/

Risk Warning

- The Course is inherently dangerous and involves risks, including but not limited to undertaking an activity at a height of up to 15m in trees in a forest environment and to branch falls. Accidents can happen. I understand not all risks can be predicted. I may face harm by participating in the Course which may result in personal injury, death or property damage.

Waiver

- I agree and undertake any such risk voluntarily and at my own risk. I acknowledge that the assumption of risk and warning above constitutes a 'risk warning' in accordance with relevant legislation. As a supplier of recreational services TA may ask me to agree that the statutory guarantees under the Australian Consumer Law in Schedule 2 to the Competition and Consumer Act 2010 (Cth) (ACL) do not apply to me (or a person for whom or on whose behalf I am acquiring the services or activities). Full ACL is available at treesadventure.com.au/legislation
- By agreeing to these terms and conditions, I agree that those statutory guarantees do not apply to me. I understand that this means my rights (or the rights of a person on whose behalf I am acquiring the services) to sue TA in relation to the recreational services that I undertake because the services or recreational activities provided were not in accordance with those guarantees are excluded, restricted or modified as set out below.

Release and indemnity

- Save that the below releases and indemnities shall not apply to the extent that the loss, damage or injury that is the subject of the Claim is caused or contributed to by the gross negligence of TA, I:
 - release and will release TA from all Claims that I may have or may have had but for this release arising from or in connection with my participation in the Course; and
 - release and indemnify TA against any Claim which may be made by me or on my behalf for or in respect of or arising out of my death when caused by the negligence or breach of contract by the TA or in any other manner whatsoever; and
 - indemnify and will keep indemnified TA to the extent permitted by law in respect of any Claim by any person:
 - arising as a result of or in connection with my participation in the Course;
 - against TA in respect of any injury, loss or damage arising out of or in connection with my failure to comply with TA's rules and directions.

Claim means and includes any action, suit, proceeding, claim, demand, damage, penalty, cost or expense however arising including but not limited to negligence, (but not gross negligence) by any person expressly entitled to make a claim under any applicable insurance policy.

Disclosure of Medical Conditions and Fitness to Participate

- I warrant that prior to participating in the Course I am and must continue to be medically, mentally and physically fit and able to undertake and participate in the Course. I acknowledge that TA relies on information provided by me and that all such information is accurate and complete.

Right to Use Image

- I acknowledge and agree that photographs, videos and electronic images may be taken and owned by TA and that TA may use the photograph for promotional purposes. Verbal consent will always be requested prior to images being captured by TA.

Privacy

- I have provided personal information to TA. This information is collected and may be used in accordance with TA's Privacy Policy (available at www.treesadventure.com.au).

PARTICIPANTS OVER 18 YEARS OR PARENT/LEGAL GUARDIAN DETAILS:

I have read, understood, acknowledge and agree to the above terms including the risk warning, exclusion of implied terms, release and indemnity.

Full Name: _____ Date of Birth _____ Age: _____
 Address _____
 Phone: _____ Emergency Contact Name and Phone: _____
 Email: _____ Medical Conditions: _____

PARTICIPANTS UNDER 18 YEARS:

I, _____ the parent or guardian of the participant, authorise and consent to their participation in the Course. I expressly agree to be responsible for the participant's behaviour and agree to accept in my capacity as parent or guardian, the terms set out in this declaration, including the risk warning, exclusion of implied terms and provision by me of a release and indemnity in the terms set out above.

Full Name	Date of Birth	Age	Medical Conditions

I warrant that all information provided is true and correct. I acknowledge this application and declaration cannot be amended. If I do amend it my application will be null and void and cannot be accepted by TA. I have read, understood, acknowledge and agree to the above terms including the risk warning, exclusion of implied terms, release and indemnity.

Signature: _____ Date: _____

WARNING UNDER THE AUSTRALIAN CONSUMER LAW AND FAIR TRADING ACT 2012 (VIC ACT)

Under the Vic Act, several statutory guarantees apply to the supply of certain goods and services. These services mean that the supplier named on this form [Trees Adventure] is required to ensure that the recreational services it supplies to you:

- are rendered with due care and skill; and
- are reasonably fit for any purpose which you, either expressly or by implication, make known to the supplier; and
- might reasonably be expected to achieve any result you have made known to the supplier.

Under section 22 of the Vic Act, the supplier is entitled to ask you to agree that these statutory guarantees do not apply to you. If you sign this form, you will be agreeing that your rights to sue the supplier under the Vic Act if you are killed or injured because the services provided were not in accordance with these guarantees, are excluded, restricted or modified in the way set out in this form. Note: The change to your rights, as set out in this form, does not apply if your death or injury is due to gross negligence on the supplier's part. "Gross negligence", in relation to an act or omission, means doing the act or omission to do an act with reckless disregard, with or without consciousness, for the consequences of the act or omission. See regulation 5 of the Australian Consumer Law and Fair Trading Regulations 2012 and section 22(3)(b) of the Vic Act.

BK# _____

Appendix 7.11 Lane Poole Waiver.

PARTICIPANT DECLARATION

Canopy Adventure Pty Ltd ABN 87 605 558 656 - Trees Adventure Lane Poole Park (CA)

In consideration of, and as a condition of my participation in the CA Tree Top Obstacle Course in Lane Poole Park (Course), I acknowledge and agree as follows (for participants under 18yo, a parent/guardian must also acknowledge and agree):

Rules of participation

- I will follow any rules, directions and/or instructions set by or from CA (or its agents) in connection with the Course (rules). If I fail to comply with these rules I will not be permitted to participate or to continue to participate in the Course. Full Participation Rules are available at www.treesadventure.com.au/terms-of-use/

Risk Warning

- The Course is inherently dangerous and involves risks, including but not limited to undertaking an activity at a height of up to 15m in trees in a forest environment and to branch falls. Accidents can happen. I understand not all risks can be predicted. I may face harm by participating in the Course which may result in personal injury, death or property damage.

Waiver

- I agree and undertake any such risk voluntarily and at my own risk. I acknowledge that the assumption of risk and warning above constitutes a 'risk warning' in accordance with relevant legislation. As a supplier of recreational services CA may ask me to agree that the statutory guarantees under the Australian Consumer Law in Schedule 2 to the Competition and Consumer Act 2010 (Cth) (ACL) do not apply to me (or a person for whom or on whose behalf I am acquiring the services or activities). Full ACL is available at treesadventure.com.au/legislation
- By agreeing to these terms and conditions, I agree that those statutory guarantees do not apply to me. I understand that this means my rights (or the rights of a person on whose behalf I am acquiring the services) to sue CA in relation to the recreational services that I undertake because the services or recreational activities provided were not in accordance with those guarantees are excluded, restricted or modified as set out below.

Release and indemnity

- Save that the below releases and indemnities shall not apply to the extent that the loss, damage or injury that is the subject of the Claim is caused or contributed to by the gross negligence of CA, I:
 - release and will release CA from all Claims that I may have or may have had but for this release arising from or in connection with my participation in the Course; and
 - release and indemnify CA against any Claim which may be made by me or on my behalf for or in respect of or arising out of my death when caused by the negligence or breach of contract by the CA or in any other manner whatsoever; and
 - indemnify and will keep indemnified CA to the extent permitted by law in respect of any Claim by any person:
 - arising as a result of or in connection with my participation in the Course;
 - against TA in respect of any injury, loss or damage arising out of or in connection with my failure to comply with CA's rules and directions.

Claim means and includes any action, suit, proceeding, claim, demand, damage, penalty, cost or expense however arising including but not limited to negligence, (but not gross negligence) by any person expressly entitled to make a claim under any applicable insurance policy.

Disclosure of Medical Conditions and Fitness to Participate

- I warrant that prior to participating in the Course I am and must continue to be medically, mentally and physically fit and able to undertake and participate in the Course. I acknowledge that CA relies on information provided by me and that all such information is accurate and complete. I acknowledge and consent to photographs, videos and electronic images being taken of me during my participation in the Course.

Right to Use Image

- I acknowledge and agree that photographs, videos and electronic images may be taken and owned by CA and that CA may use the photograph for promotional purposes. Verbal consent will always be requested prior to images being captured by CA.

Privacy

- I have provided personal information to CA. This information is collected and may be used in accordance with CA's Privacy Policy (available at www.treesadventure.com.au).

PARTICIPANTS OVER 18 YEARS OR PARENT/LEGAL GUARDIAN DETAILS:

I have read, understood, acknowledge and agree to the above terms including the risk warning, exclusion of implied terms, release and indemnity.

Full Name: _____ Date of Birth _____ Age: _____
 Address _____
 Phone: _____ Emergency Contact Name and Phone: _____
 Email: _____ Medical Conditions: _____

PARTICIPANTS UNDER 18 YEARS:

I, _____, the parent or guardian of the participant, authorise and consent to their participation in the Course. I expressly agree to be responsible for the participant's behaviour and agree to accept in my capacity as parent or guardian, the terms set out in this declaration, including the risk warning, exclusion of implied terms and provision by me of a release and indemnity in the terms set out above.

Full Name	Date of Birth	Age	Medical Conditions

I warrant that all information provided is true and correct. I acknowledge this application and declaration cannot be amended. If I do amend it my application will be null and void and cannot be accepted by CA. I have read, understood, acknowledge and agree to the above terms including the risk warning, exclusion of implied terms, release and indemnity.

Signature: _____ Date: _____

RISK AND WARNING WAIVER

I acknowledge and agree that I undertake this activity voluntarily and at my own risk. I also acknowledge that this risk warning constitutes a 'risk warning' in accordance with relevant legislation, including the *Competition and Consumer Act 2010* (Cth) (CCA) and the *Civil Liabilities Act 2002* (WA) (CLA).

By signing this waiver I agree that my rights (or the rights of the person to whom or on whose behalf I am acquiring the services) to sue Canopy Adventure in relation to recreational services or recreational activities that I undertake because the services or activities were not in accordance with the relevant statutory guarantees under the CCA, are excluded, restricted or modified as set out below.

By signing this waiver, I agree that the liability of Canopy Adventure in relation to recreational services (as that term is defined in the CCA) and recreational activities (as defined in the CLA) for any:

- death;
- a physical or mental injury (including the aggravation, acceleration or recurrence of such an injury of the individual); or
- the contraction, aggravation or acceleration of a disease of an individual; or
- the coming into existence, the aggravation, acceleration or recurrence of any other condition, circumstance, occurrence, activity, form of behaviour, course of conduct or state of affairs in relation to an individual:
 - that is or may be harmful or disadvantageous to you or the community; or
 - that may result in harm or disadvantage to you or the community;

that may be suffered by you (or a person to whom or on whose behalf I am acquiring the services) resulting from the supply of recreational services or recreational activities is excluded.

BK# _____

Appendix 7.12 Yanchep Waiver.

PARTICIPANT DECLARATION

Canopy Adventure Yanchep Pty Ltd ABN 44 623 398 292 - Trees Adventure Yanchep National Park (CAY)

In consideration of, and as a condition of my participation in the CAY Tree Top Obstacle Course in Yanchep National Park (Course), I acknowledge and agree as follows (for participants under 18yo, a parent/guardian must also acknowledge and agree):

Rules of participation

- I will follow any rules, directions and/or instructions set by or from CAY (or its agents) in connection with the Course (rules). If I fail to comply with these rules I will not be permitted to participate or to continue to participate in the Course. Full Participation Rules are available at www.treesadventure.com.au/terms-of-use/

Risk Warning

- The Course is inherently dangerous and involves risks, including but not limited to undertaking an activity at a height of up to 15m in trees in a forest environment and to branch falls. Accidents can happen. I understand not all risks can be predicted. I may face harm by participating in the Course which may result in personal injury, death or property damage.

Waiver

- I agree and undertake any such risk voluntarily and at my own risk. I acknowledge that the assumption of risk and warning above constitutes a 'risk warning' in accordance with relevant legislation. As a supplier of recreational services CAY may ask me to agree that the statutory guarantees under the Australian Consumer Law in Schedule 2 to the Competition and Consumer Act 2010 (Cth) (ACL) do not apply to me (or a person for whom or on whose behalf I am acquiring the services or activities). Full ACL is available at treesadventure.com.au/legislation
- By agreeing to these terms and conditions, I agree that those statutory guarantees do not apply to me. I understand that this means my rights (or the rights of a person on whose behalf I am acquiring the services) to sue CAY in relation to the recreational services that I undertake because the services or recreational activities provided were not in accordance with those guarantees are excluded, restricted or modified as set out below.

Release and indemnity

- Save that the below releases and indemnities shall not apply to the extent that the loss, damage or injury that is the subject of the Claim is caused or contributed to by the gross negligence of CAY, I:
 - release and will release CAY from all Claims that I may have or may have had but for this release arising from or in connection with my participation in the Course; and
 - release and indemnify CAY against any Claim which may be made by me or on my behalf for or in respect of or arising out of my death whether caused by the negligence or breach of contract by the CAY or in any other manner whatsoever; and
 - indemnify and will keep indemnified CAY to the extent permitted by law in respect of any Claim by any person:
 - arising as a result of or in connection with my participation in the Course;
 - against CAY in respect of any injury, loss or damage arising out of or in connection with my failure to comply with CAY's rules and/or directions.

Claim means and includes any action, suit, proceeding, claim, demand, damage, penalty, cost or expense however arising including but not limited to negligence, (but not gross negligence) by any person expressly entitled to make a claim under any applicable insurance policy.

Disclosure of Medical Conditions and Fitness to Participate

- I warrant that prior to participating in the Course I am and must continue to be medically, mentally and physically fit and able to undertake and participate in the Course. I acknowledge that CAY relies on information provided by me and that all such information is accurate and complete

Right to Use Image

- I acknowledge and agree that photographs, videos and electronic images may be taken and owned by CAY and that CAY may use the photographs for promotional purposes. Verbal consent will always be requested prior to images being captured by CAY.

Privacy

- I have provided personal information to CAY. This information is collected and may be used in accordance with CAY's Privacy Policy (available at www.treesadventure.com.au).

PARTICIPANTS OVER 18 YEARS OR PARENT/LEGAL GUARDIAN DETAILS:

I have read, understood, acknowledge and agree to the above terms including the risk warning, exclusion of implied terms, release and indemnity.

Full Name: _____ Date of Birth _____ Age: _____
 Address _____
 Phone: _____ Emergency Contact Name and Phone: _____
 Email: _____ Medical Conditions: _____

PARTICIPANTS UNDER 18 YEARS:

I, _____, the parent or guardian of the participant, authorise and consent to their participation in the Course. I expressly agree to be responsible for the participant's behaviour and agree to accept in my capacity as parent or guardian, the terms set out in this declaration, including the risk warning, exclusion of implied terms and provision by me of a release and indemnity in the terms set out above.

Full Name	Date of Birth	Age	Medical Conditions

I warrant that all information provided is true and correct. I acknowledge this application and declaration cannot be amended. If I do amend it my application will be null and void and cannot be accepted by CAY. I have read, understood, acknowledge and agree to the above terms including the risk warning, exclusion of implied terms, release and indemnity.

Signature: _____ Date: _____

RISK AND WARNING WAIVER

I acknowledge and agree that I undertake this activity voluntarily and at my own risk. I also acknowledge that this risk warning constitutes a 'risk warning' in accordance with relevant legislation, including the *Competition and Consumer Act 2010* (Cth) (CCA) and the *Civil Liabilities Act 2002* (WA) (CLA).

By signing this waiver I agree that my rights (or the rights of the person to whom or on whose behalf I am acquiring the services) to sue Canopy Adventure Yanchep in relation to recreational services or recreational activities that I undertake because the services or activities were not in accordance with the relevant statutory guarantees under the CCA, are excluded, restricted or modified as set out below.

By signing this waiver, I agree that the liability of Canopy Adventure Yanchep in relation to recreational services (as that term is defined in the CCA) and recreational activities (as defined in the CLA) for any:

- death;
- a physical or mental injury (including the aggravation, acceleration or recurrence of such an injury of the individual); or
- the contraction, aggravation or acceleration of a disease of an individual; or
- the coming into existence, the aggravation, acceleration or recurrence of any other condition, circumstance, occurrence, activity, form of behaviour, course of conduct or state of affairs in relation to an individual:

a. that is or may be harmful or disadvantageous to you or the community; or
 b. that may result in harm or disadvantage to your or the community;
 that may be suffered by you (or a person to whom or on whose behalf I am acquiring the services) resulting from the supply of recreational services or recreational activities is excluded.

BK# _____

Appendix 7.13 Risk Register.

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**
 - o TreeTops Adventure - Glen Harrow Gardens, Belgrave 3160
 - o TreeTops Adventure – Yeodene Park, Yeodene 3249
- **New South Wales**
 - o TreeTops Adventure – Grose River Park, Yarramundi 2753
 - o TreeTops Adventure – Nowra Park, Nowra North 2541
 - o TreeTops Adventure – Coffs Harbour Park, Coffs Harbour 2450
 - o TreeTops Adventure – Newcastle Park, Minmi 2287
 - o TreeTops Adventure – Central Coast Park, Wyong Creek 2259
 - o TreeTops Adventure – Western Sydney Park, Abbotsbury 2176
- **Western Australia**
 - o TreeTops Adventure – Lane Poole Park, Dwellingup 6213
 - o TreeTops Adventure _Yanchep Park, Yanchep 6035
- **Tasmania**
 - o TreeTops Adventure – Hollybank Park, Underwood 7268

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.
 - o This will be ranked as follows:
 - Rare (1)
 - Unlikely (2)
 - Possible (3)
 - Likely (4)
 - Almost Certain (5)

- **'Consequence'** is a qualitative measure of negative impact to either our staff or customers that are on site within the bounds of TreeTops Adventure.
 - o This will be ranked as follows:
 - Insignificant (1)
 - Minor (2)
 - Moderate (3)
 - Major (4)
 - Extreme (5)
- **'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.
 - o *'Likelihood' x 'consequence' = 'graded risk level'*
 - o This will be ranked as follows:
 - Low – 1 to 3 (Green)
 - Medium – 4 to 9 (Yellow)
 - High – 10 to 15 (Orange)
 - Extreme – 16 to 25 (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.

TREETOPS ADVENTURE - RISK ASSESSMENT MATRIX

GRADING Low – 1 to 3 Medium – 4 to 9 High – 10 to 15 Extreme – 16 to 25		CONSEQUENCES				
		Insignificant (1) No Injuries	Minor (2) First Aid Treatment	Moderate (3) Medical Treatment	Major (4) Hospitalable	Extreme (5) Potential Death
LIKELIHOOD	Almost Certain (5) Often Occurs	Medium (5)	High (10)	High (15)	Extreme (20)	Extreme (25)
	Likely (4) Could easily happen	Medium (4)	Medium (8)	High (12)	Extreme (16)	Extreme (20)
	Possible (3) Could happen	Low (3)	Medium (6)	Medium (9)	High (12)	High (15)
	Unlikely (2) Probably won't happen	Low (2)	Medium (4)	Medium (6)	Medium (8)	High (10)
	Rare (1) Very rarely occurs	Low (1)	Low (2)	Low (3)	Medium (4)	Medium (5)

COURSE AND EQUIPMENT

Type of Risk	Likelihood	Consequence	Grade	Control Measure	Likelihood	Consequence	Grade
Incorrect fitment of harness resulting in harness falling off	4	5	Ext 20	Harnesses are fitting and check by trained staff members, Different sized harnesses provided to fit different body types.	1	4	Med 4

Gloves not fitting and getting trapped under pulley	4	3	High 12	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.	2	2	Med 4
Rope/cable burn	3	2	Med 6	Gloves worn and instruction on correct use of equipment given.	2	2	Med 4
Small cuts and abrasions	4	2	Med 8	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 Hometree and office, regularly restocked	1	2	Low 2
Jewellery getting caught causing injury (minor or major)	4	3	High 12	Climbers are informed to remove earrings other than studs, rings to be removed if protruding, gloves provided to cover other rings. Necklaces to be tucked in at all times or removed.	1	3	Low 3
Heat Exhaustion / Sun stroke / Dehydration	4	3	High 12	Participants are required to disclose medical history and are encouraged to bring fluids. Participants observed during activity. Water and first aid available. Sprinkler system installed (Grose River Park)	2	2	Med 4
Hand entrapment in pulley/carabiner	4	3	High 12	Participants instructed on proper hand placement. Gloves are provided and correct technique for self-rescue taught in training before attempting the courses.	2	3	Med 6
Hair entrapment in pulley/carabineer	4	4	Ext 16	Participants must wear helmet and have hair tied back in a low ponytail or braid (if possible), hairnets provided (on request).	2	3	Med 6
Bumps to the head	4	3	High 12	Participants must wear helmets at all times whilst on course.	1	3	Low 3
Bumps to shins from platforms or activities	3	2	Med 6	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).	2	2	Med 4
Slipping off cables	4	4	Ext 16	Participants harnessed, helmeted and provided gloved (by trained staff member) whilst participating.	3	2	Med 6
Falling off Ladders unattached at start of courses	4	4	Ext 16	Staff monitoring access points preventing unintentional/intentional access without being safe. Requirement to attach to waiting lines with interlocking system, meaning attachment to ladder safety device is mandatory.	1	2	Low 2

Foot caught in cargo net	4	3	High 12	Participants instructed in correct climbing techniques and informed to act according to training. Discouraged from using flying fox pulley near such obstacles.	3	2	Med 6
Using flying fox pulley on activity with slope causing injury	4	3	High 12	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.	2	3	Med 6
Use of pulley, connecting with face when removing from cable	3	3	Med 9	Training provided in correct method to use pulley, and remove it from cable, steps added on platforms that require them (kids and shorter climbers)	1	3	Low 3
Personal objects falling from height	5	2	High 10	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.	2	2	Med 4
Course elements falling from height	3	4	High 12	Daily course inspection to identify issues such as loose planks/nuts/activity ropes, fixed immediately to removed further risk	1	4	Med 4
Base jump ropes twisting causing injuries	4	2	Med 8	Ropes tethered apart at base, ropes kept taught through its operation	2	2	Med 4
Base jump system failure causing injuries	5	5	Ext 20	Device is physically inspected each day. Cover checked to be properly in place.	2	2	Med 4
End of course descent device – Other customers directly underneath line of decent.	4	2	Med 8	Tanbark/ Ropes/ Landing mats help signify landing zone, fenced off where required to prevent unintentional access, monitored by staff	1	2	Low 2
End of course descent device – Poor landing technique.	4	2	Med 8	Tanbark/ Landing mat (if required) at landing zone, all hazards removed from landing zone, inspected daily	1	2	Low 2
End of course descent device – Not connecting properly	4	5	Ext 20	Interlocking 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	1	2	Low 2

Kids course climbers accessing a course unattached	5	3	High 15	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 out of reach of kids. Staff assist with monitor correct access.	1	3	Low 3
Ziplining into another ziplining climber	4	3	High 12	Training provided, instructed to make sure landing is clear, one person at a time on an activity, staff monitoring course usage	2	3	Med 6
Fatigue to climber resulting in injury from falling	4	2	Med 8	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	2	2	Med 4
Equipment hitting knees/shins resulting in bruises	4	1	Med 4	Climbers instructed to place SSB lanyards over shoulder/head when not using them, kids with kids access equipment instructed to hold safety hook when moving, Pulleys on all climbers attached to harness with magnet or clip	1	1	Low 1
Staff member injury from bad rescue technique	4	3	High 12	Staff to receive training in correct rescue techniques, multiple methods provided to limit straining of staff to minimise injuries that could occur	1	2	Low 2
Climbers being exposed to a factor 2 fall whilst on course, resulting in significant injury	4	4	Ext 16	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.	1	3	Low 3
SSB system failing whilst on course – double locked	4	1	Med 4	Daily inspections of equipment both visual and tactile (operational test) (logged), Quarterly inspections (logged), SSB regularly serviced to maintain optimal operation	2	1	Low 2
SSB system failing whilst on course – double open	4	4	Ext 16	Daily inspections of equipment both visual and tactile (operational test) (logged), Quarterly 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	1	1	Low 1

Harness Failure whilst on course	4	5	Ext 20	Daily Inspection of equipment (logged), quarterly inspections of equipment (logged), equipment retired when damaged. If unsure inspectors to liaise with equipment manager to get 2 nd opinion	1	3	Low 3
Fall from height greater than 1.5m	5	5	Ext 25	Participants harnessed and connected to safety lines before being allowed to begin course. Interlocking safety system (prevents disconnection from safety line). Participants locked onto safety lines at all times, monitored by trained staff member.	1	3	Low 3
Fall from height less than 1.5m	4	4	Ext 16	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.	2	3	Med 6
Getting hit by car in carpark	2	3	Med 9	Speed signs installed to moderate speed. Where possible, remove pedestrian access from the pathways of vehicles	1	3	Low 3
Large branches falling onto climbers	3	5	High 15	Yearly arborist inspections. Qualified tree pruners address issues found	1	5	Low 5
Small branches or rock falling onto climbers	3	2	Med 6	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	2	2	Med 4

IMMEDIATE PARK GROUNDS

Type of Risk	Likelihood	Consequence	Grade	Control Measure	Likelihood	Consequence	Grade
Snake bites	2	4	Med 8	Areas more prone to snakes to have clear pathways to keep customers of untracked areas, first aid kit on site with staff first aid trained	1	3	Low 3
Bird attacks resulting in small cuts	1	2	Low 2	In known areas where birds scavenge for food, customers instructed about keep food covered, and are made aware of particular birds	1	2	Low 2

Other wildlife attacking customers	1	3	Low 3	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.	1	2	Low 2
Metal components knocking into body parts	3	3	Med 9	Participants instructed how to use gear, Helmets and gloves provided to minimise risk	2	2	Med 4
Going off pathways and Drowning in river	2	5	High 10	Younger participants are under the care of the parents/guardian whilst at TreeTops Adventure, pathways to keep customers away from the river/water. No activities near or on the water.	1	5	Med 5
Bites or stings	2	3	Med 6	First aid and 'aero-guard' available. No soft drink for sale on site, groups are encouraged not to bring canned drinks (wasp risk). An insect sting pain relief product and/or ice packs present for relief.	1	2	Low 2
Slips and falls around activity	4	3	High 12	Area cleaned and kept clear. Mulch regularly refilled. Inform patrons to walk and not run especially during poorer weather conditions. Pathways fenced to prevent access.	2	3	Med 6
Spectators coming into contact with climbers traversing/flying from on tree to another	4	2	Med 8	Areas with low activities fenced off to prevent access by spectators. Staff monitoring areas with low activities to keep area clear	1	2	Low 2
Slips and falls on pathways	3	2	Med 6	Tanbark on uneven pathways to fill holes and undulating ground, refilled when necessary	1	2	Low 2
Slips and falls on decked areas	3	3	Med 9	Rubber matting/ grip tape/ pressure cleaned to help prevent slips and falls	1	2	Low 2
Accidents with company vehicles	3	3	Med 9	Must hold drivers licence and other appropriate licence (if required), authorised staff members only	1	3	Low 3

EXTERNAL ENVIRONMENTAL RISKS

Type of Risk	Likelihood	Consequence	Grade	Control Measure	Likelihood	Consequence	Grade
Fire (Large, bushfire or housefire nearby)	1	5	Med 5	Staff to monitor BOM, access local fire authority live updates, evacuate early. Follow in place fire evacuation procedures and park evacuation procedures.	1	3	Low 3
Fire (Small, cigarette/ camping stove/ open flames)	2	4	Med 8	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)	1	3	Low 3
Flooding, blocking off pathways, erosion to paths and base of trees, causing instability	1	5	Med 5	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.	1	3	Low 3
High Wind (60km/h windspeed and 80km/h gusts) causing branches to contact course and potentially customers	2	5	High 10	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.	1	3	Low 3
Thunderstorms (Electrical storms and Lightning) grounding on course whilst customers are climbing	2	5	High 10	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	1	3	Low 3
Hail whilst people on course	1	3	Low 3	Park to operate as is, helmets are on customers on course eliminating any head injuries, customers on ground to seek shelter under cover.	1	1	Low 1
Excessive Rain with cold conditions	1	2	Low 2	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.	1	1	Low 1
Extreme Heat (43 degrees)	1	4	Med 4	Park to close during these conditions	1	1	Low 1
High Heat (35 to 43 degrees) leading to dehydration or fainting	3	3	Med 9	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.	1	3	Low 3

Fire danger (Severe and Extreme)	2	4	Med 8	Monitor condition closely, seek updates from local fire authority regularly throughout day, evacuate park if required.	2	1	Low 2
Fire Danger (code Red)	1	5	Med 5	Park to close during these conditions	1	1	Low 1