



Date of Assessment / Review : 30-Mar-17

BUSINESS NAME: Cronulla Surfing Academy

SURF SCHOOL RISK REGISTER - RISK MANAGEMENT PLAN

67 = Next Ref

Version No: 4

Next Review Date: 31/3/18

| Ref. | Risk Raiser | Date | Risk Name & Description | Causes | Consequences | Existing Controls | Control Evaluation | Risk Category | Consequence | Likelihood | Calculated | | Risk Accepted | Risk Owner | Risk Treatment Plan (refer no. & tab) |
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| | | | | | | | | | | | Risk Rating | Risk Score | | | |
| 1 | | 2-Nov-15 | Barnacles - Multiple clients sustain injury from barnacles while entering the water from rocks. | Failure to adequately advise customers of appropriate entry into water from rocks. Failure to correctly identify customers skill level for surfing reef/rock breaks. Failure to adhere to SOP policies | Clients suffer immediate and sometimes severe pain due to laceration; negative impact on lesson; potential reputation impact. | Sufficient Venue Analysis identifying appropriate entry points for clients skill level, advise clients of risks of surfing near rocks which may be covered in barnacles. | Satisfactory | Animals | Minor | Possible | Medium | 6 | Y | Instructors | |
| 2 | | 2-Nov-15 | Marine Bites & Stings - Multiple clients stung by stingers during a lesson | Inadequate Venue Analysis identifying stingers in the water. | Clients suffer stings or bites to their body which can cause significant pain and in some cases an allergic reaction. Negative impact on lesson. | Monitor surf conditions for stingers during venue analysis. Ensure all clients wear wetsuits and rash-vests. Ensure access to first aid treatment is readily available to treat stings. Send person for first aid in minor sting. Cancel session immediately if multiple incidents of stings occur. | Satisfactory | Animals | Minor | Possible | Medium | 6 | Y | Instructors | |
| 3 | | 2-Nov-15 | Bluebottles - Multiple customers stung by bluebottle jellyfish during a lesson | Failure to identify a heightened risk during the Venue Analysis; Failure to adhere to SOP policies | Clients suffer immediate and sometimes severe pain; anaphylactic reaction; negative impact on lesson; potential reputation impact; | Monitor surf conditions for bluebottles during VA. Check with lifeguards regarding bluebottle conditions before entering water. Wear wetsuits and rash-vests to protect skin from stings. Ensure access to first aid treatment is readily available to treat stings. Send person for first aid if minor sting. Cancel session immediately if multiple incidents of stings occur | Satisfactory | Animals | Minor | Possible | Medium | 6 | Y | Instructors | |
| 4 | | 2-Nov-15 | Sea Urchin - Multiple clients stepping on sea urchins while entering the water from the rocks. | Failure to adequately advise customers of appropriate entry into water from rocks. Failure to correctly identify customers skill level for surfing reef/rock breaks. Failure to adhere to SOP policies | Clients suffer immediate and sometimes severe pain due to sea urchin spines entering skin; negative impact on lesson; potential reputation impact. | Sufficient Venue Analysis identifying appropriate entry points for clients skill level, advise clients of risks of surfing near rocks which may be covered in urchins. Avoid walking across rock areas in bare feet (if possible). Reef surfing for advanced surfers only. Wear booties if rock walking is required to walk to or from surf location. Ensure first aid facilities are available. | Satisfactory | Animals | Minor | Possible | Medium | 6 | Y | Instructors | |
| 5 | | 2-Nov-15 | Blue Ringed Octopus - Multiple clients getting stung by blue ringed octopus during a lesson | Inadequate Venue Analysis identifying stingers in the water. | Clients suffer stings to their body which can cause significant pain and in some cases an allergic reaction. Negative impact on lesson. | Monitor surf conditions for octopus during venue analysis. Ensure all clients wear wetsuits and rash-vests. Ensure access to first aid treatment is readily available to treat stings. Send person for first aid in minor sting. Cancel session immediately if multiple incidents of stings occur. | Satisfactory | Animals | Minor | Unlikely | Low | 4 | Y | Instructors | |
| 6 | | 2-Nov-15 | Marine Stingers - Multiple clients stung by stingers during a lesson | Inadequate Venue Analysis identifying stingers in the water. | Clients suffer stings or bites to their body which can cause significant pain and in some cases an allergic reaction. Negative impact on lesson. | Monitor surf conditions for stingers during venue analysis. Ensure all clients wear wetsuits and rash-vests. Ensure access to first aid treatment is readily available to treat stings. Send person for first aid in minor sting. Cancel session immediately if multiple incidents of stings occur. | Satisfactory | Animals | Minor | Possible | Medium | 6 | Y | Instructors | |
| 7 | | 2-Nov-15 | Shark alarm - Life guards sounding alarms after shark sighting. All clients and swimmers must evacuate the water immediately | Lifeguards or swimmers sight shark/s in nearby water. | Immediate water evacuation. Lesson cancellation. | Instruct all customers on emergency water evacuation procedures prior to entering the water. Take immediate action in the event of shark sighting: Calmly implement water evacuation procedures. Account for all customers. Notify lifeguards. Cancel remainder of lesson | Satisfactory | Animals | Moderate | Possible | High | 9 | Y | Instructors | |
| 8 | | 2-Nov-15 | Shark Sighting - Shark sighting by lifeguard or swimmers. All clients and swimmers must evacuate the water immediately | Lifeguards or swimmers sight shark/s in nearby water. | Immediate water evacuation. Lesson cancellation. | Instruct all customers on emergency water evacuation procedures prior to entering the water. Take immediate action in the event of shark sighting: Calmly implement water evacuation procedures. Account for all customers. Notify lifeguards. Cancel remainder of lesson | Satisfactory | Animals | Moderate | Possible | High | 9 | Y | Instructors | |
| 9 | | 2-Nov-15 | Shark attack - Client gets attacked by shark during the lesson. | Shark attack during the lesson | Minor injury through to death of client due to severity of shark attack. | Instruct all customers on emergency water evacuation procedures prior to entering the water. Take immediate action in the event of shark attack: Calmly implement water evacuation procedures. Account for all customers. Call Ambulance. Carry out first aid procedures as necessary. Notify lifeguards. Cancel remainder of lesson | Satisfactory | Animals | Moderate | Unlikely | Medium | 6 | Y | Instructors | |

Risk Register

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| 10 | 2-Nov-15 | Detergent - Detergent spill occurs at surf school with significant amounts flowing into drains | Insufficient storage of detergent used to clean wetsuits. End of day pack up procedures not followed adequately. | | Store all chemicals in appropriate chemical storage containers. Procure and apply the appropriate Material Safety Data Sheet for each detergent used. Ensure staff are familiar with appropriate disposal techniques. Clearly identify pack up procedures. Use appropriate signage in storage areas so instructors can easily identify appropriate area for storage. | Satisfactory | Chemical | Minor | Possible | Medium | 6 | Y | Instructors |
| 11 | 2-Nov-15 | Polluted water - Heavily polluted water causes health problems for staff and clients causing diarrhoea and vomiting | Severe storms causing excessive runoff into the ocean. | Instructors and clients swallowing contaminated water which may cause illness including diarrhoea, vomiting and ear infections. | Inspect surf conditions for pollution levels (particularly after heavy rain). Apply relevant first aid measures if illness occurs. Report to health authorities if obvious link between health complaints and pollution. | Satisfactory | Chemical | Moderate | Possible | High | 9 | Y | Instructors |
| 12 | 2-Nov-15 | Underwater kelp, reef or rock - Drowning resulting | Leg rope getting caught under | Drowning resulting from leg rope | Avoid surfing in reef, kelp or rock areas if unsafe. | Satisfactory | Coastline | Moderate | Unlikely | Medium | 6 | Y | Instructors |
| 13 | 2-Nov-15 | Reefs - Heavy lacerations to back sustained due to striking reef while in surf lesson | Shallow water levels causing surfer to hit the reef on impact. | Varying injury and lacerations due to reef cuts, which may cause infection and time out of the water. | Encourage the wearing of booties and wetsuits when surfing in reef areas. Avoid reef areas if unsafe. Reef surfing for intermediate and advanced surfers only (conditions permitting). Provide appropriate warning and care required if surfing near reef locations. Cancel session if multiple injuries are caused during session. | Satisfactory | Coastline | Moderate | Possible | High | 9 | Y | Instructors |
| 14 | 2-Nov-15 | Rocks - Slip and fall onto rocks | Instructors and clients may slip while walking across the rocks. | Injury to instructor or client requiring first aid attention. Damage to equipment. | Provide appropriate warning and care required if surfing or walking in reef locations. Encourage instructors and customers to wear booties if available. Inspect reef conditions before entering water. Check competency of surfers before lesson. | Satisfactory | Coastline | Minor | Possible | Medium | 6 | Y | Instructors |
| 15 | 2-Nov-15 | Slippery surfaces - Slip and fall on slippery surfaces | Instructors and clients may slip while walking across slippery surfaces. | Injury to instructor or client requiring first aid attention. Damage to equipment. | Provide appropriate warning and care required if surfing or walking in reef locations. Encourage instructors and customers to wear booties if available. Inspect reef conditions before entering water. Check competency of surfers before lesson. | Satisfactory | Environmental | Minor | Possible | Medium | 6 | Y | Instructors |
| 16 | 2-Nov-15 | Car parks - Danger to staff and clients while arriving and leaving CSA. | Staff and clients can do unseen by drivers arriving and leaving the Car Park area at Wanda. Busy drop off and pick up zones, full car park with limited turning circle. | Pedestrian impact injuring those involved. | Provide adequate warning to all clients the need to be mindful of cars and pedestrians while arriving and leaving the Wanda Car Park. When at South Cronulla 1 instructor to wait at pedestrian crossing Drop off zone for arriving clients. | Satisfactory | Environmental | Moderate | Possible | High | 9 | Y | Instructors |
| 17 | 2-Nov-15 | Floating objects - unknown objects/materials floating into the surf zone | Small - large piece of hazardous material floating into surf zone | Injury sustained from striking log or other large piece of hazardous material floating into surf zone | Inspect surf conditions prior to each session. Inspect fitness levels of participants. Instructor to maintain close supervision of all participants Advise customers of whereabouts of possible deep sections. Advise customers of evasive action to take if caught in deep water. | Satisfactory | Environmental | Minor | Possible | Medium | 6 | Y | Instructors |
| 18 | 2-Nov-15 | Submerged obstacles - large unknown objects striking clients/staff | Large unknown objects striking clients/staff | Injury sustained from striking log or other large piece of hazardous material floating into surf zone | Inspect surf conditions prior to each session. Inspect fitness levels of participants. Instructor to maintain close supervision of all participants Advise customers of whereabouts of possible deep sections. Advise customers of evasive action to take if caught in deep water. | Satisfactory | Environmental | Minor | Possible | Medium | 6 | Y | Instructors |
| 19 | 2-Nov-15 | Surf Board - Manual handling - Manual handling injury from carrying surfboard | Carrying too many boards at one time. Clients inappropriately carrying/dragging boards. | Inappropriate carrying of boards causing injury to self and to equipment. Muscle injury and strain to staff / clients requiring first aid treatment or ongoing therapy. Damage to equipment. | Limit number of surfboards carried by instructors in dispatching and collecting equipment. Demonstrate to clients the most appropriate way to carry the surfboard based on their size. Provide appropriate first aid response in the event of injury. Review work practices and ensure workflow is best suited to minimising physical carrying of weight. Match physical capability of individuals with tasks requiring manual handling Use light weight soft boards. | Satisfactory | Environmental | Minor | Possible | Medium | 6 | Y | Instructors |
| 20 | 2-Nov-15 | Surf Board - struck in face - Facial injury after being struck by board in rough seas | Surfer bailing board in the water. | Board impact to self or other surfer leading to facial injury requiring first aid attention. | Inspect and select surf zone for safest conditions. Instruct safe board handling instructions. Consider modifying session time if weather conditions deteriorate. Provide appropriate first aid response in the event of injury. Use light weight soft boards only. | Satisfactory | Environmental | Major | Possible | High | 12 | Y | Instructors |
| 21 | 2-Nov-15 | Surf Board - Run down by board - Running over the top of other surfers causing lacerations | Client surfing over the top of another client or beach goer | Board impact to self or other surfer leading to injury requiring first aid attention. | Inspect and select surf zone for safest conditions. Instruct safe board handling instructions. Consider modifying session time if weather conditions deteriorate. Provide appropriate first aid response in the event of injury. Use light weight soft boards only. | Satisfactory | Environmental | Major | Possible | High | 12 | Y | Instructors |

Risk Register

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| 22 | 2-Nov-15 | Collisions - Impact between 2 or more surfers/swimmers in the water | Client surfing into other surfer or swimmers | Board impact leading to injury requiring first aid attention. | Inspect and select surf zone for safest conditions. Instruct safe board handling instructions. Advise clients to be aware of other surfers / swimmers in the water. Consider modifying session time if weather conditions deteriorate. Provide appropriate first aid response in the event of injury. Use light weight soft boards only. | Satisfactory | Environmental | Moderate | Possible | High | 9 | Y | Instructors |
| 23 | 2-Nov-15 | Surf Board - Leg rope - Being struck in face by recoiling board | Leg rope too short for the board. | Board impact leading to injury requiring first aid attention. | Attach longer leg ropes on larger boards. Regularly check all equipment for damage. Instruct customers to check tension of leg ropes before surfacing and how to protect themselves against recoiling boards. | Satisfactory | Environmental | Minor | Possible | Medium | 6 | Y | Instructors |
| 24 | 2-Nov-15 | Jet ski - Struck and badly injured by jet ski who fails to see surf lesson in surf zone | Jet ski riding in surf zone. Inappropriate selection of surf zone | Serious injury to surfers requiring first aid attention. | Inspect and select surf zone for safest conditions. Consider modifying session time if watercraft appear in surf zone mid-session. Provide appropriate first aid response in the event of injury. Report unsafe jet ski activity to local authorities or lifeguards on patrolled beaches. Install Surf School flags on beach. | Satisfactory | Environmental | Critical | Rare | High | 5 | Y | Instructors |
| 25 | 2-Nov-15 | Other Water Crafts - Struck and badly injured by other water crafts who fail to see surf lesson in surf zone | Other beach users fail to see surf lesson in surf zone | Serious injury to surfers requiring first aid attention. | Inspect and select surf zone for safest conditions. Consider modifying session time if watercraft appear in surf zone mid-session. Provide appropriate first aid response in the event of injury. Report unsafe water craft activity to local authorities or lifeguards on patrolled beaches. Install Surf School flags on beach. | Satisfactory | Environmental | Critical | Possible | High | 15 | Y | Instructors |
| 26 | 2-Nov-15 | Power boats - Struck and badly injured by other power boats who fail to see surf lesson in surf zone | Other beach users fail to see surf lesson in surf zone | Serious injury to surfers requiring first aid attention. | Inspect and select surf zone for safest conditions. Consider modifying session time if watercraft appear in surf zone mid-session. Provide appropriate first aid response in the event of injury. Report unsafe power boat activity to local authorities or lifeguards on patrolled beaches. Install Surf School flags on beach. | Satisfactory | Environmental | Major | Rare | Medium | 4 | Y | Instructors |
| 27 | 2-Nov-15 | Pre-existing Illness, Allergy or Medical Condition | Inadequate screening of clients prior to starting a lesson | Client having an episode in the water endangering themselves or others, requiring medical attention. | Establish fitness level and swimming competency of customers prior to lesson. Determine any significant health concerns through enrolment process, disclosure form and waiver. Ensure adequate first aid facilities are available to offer assistance for person experiencing seizure. Cancel session in the event of major life threatening emergency to customer or instructor. Ask all customers at the beginning of session: Can everyone swim? Does anyone have a health condition which I need to be aware of? | Satisfactory | People | Moderate | Possible | High | 9 | Y | Instructors |
| 28 | 2-Nov-15 | Surfer's Myelopathy - Neck and spinal injury | Neck and spinal injury resulting from falling from board impacting water or striking head on sand bar | Neck and spinal injury resulting from falling from board impacting water or striking head on sand bar | Inspect and select surf zone away from obvious sand bars likely to attract 'dumping' conditions. Ensure rescue board is on beach if non-patrolled locations in case of spinal injuries. Advise customers of whereabouts of sand bars. Advise customers of duck-diving and board handling techniques (i.e. No nose diving). Advise customers of falling 'flat' technique rather than diving when falling from board. | Satisfactory | People | Major | Possible | High | 12 | Y | Instructors |
| 29 | 2-Nov-15 | Lost person - Client lost or unaccounted for | Lost person during lesson, who is unaccounted for at the end of the lesson | Danger to client | Ensure all customers wear easily identifiable rash shirts. Initiate emergency procedures and conduct a head count. Commence search procedures immediately. Contact lifeguards and emergency services. Implement buddy system on rough days to ensure pairs monitor each other. | Satisfactory | People | Minor | Possible | Medium | 6 | Y | Instructors |
| 30 | 2-Nov-15 | Intoxication - client or staff participating in surf lesson while intoxicated. | Inadequate screening of clients prior to starting a lesson | Drowning resulted from intoxicated customer participating in surf school lesson | Install signage in surf school regarding no alcohol or drug policy. Observe customers to enforce no customers under the influence of drug or alcohol. Remind customers of no surfing while under the influence if suspicions of customers intoxicated. | Satisfactory | People | Moderate | Rare | Medium | 3 | Y | Instructors |
| 31 | 2-Nov-15 | Theft - Theft of cash float, equipment, property | Surf School property left unattended or in view of general public | Theft of cash float, equipment, clients belongings by general public | Initiate safe cash handling procedures. Minimise cash floats and regularly store extra cash in secure location. Secure clients belongings during surfing lessons. Be watchful of equipment while not in use. Secure premise after lesson. | Satisfactory | People | Moderate | Possible | High | 9 | Y | Instructors |

Risk Register

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| 32 | 2-Nov-15 | Poor Communication | Tourists or clients with english as a second language. Clients with special needs. | Clients may find it hard to understand instructions give from instructors. | Appropriate screening of clients prior to lesson beginning to identify anyone that may require additional assistance while in the water due to difficulty understanding instructions given. Additional assistance put on for sessions that have clients with special needs. | Satisfactory | People | Minor | Possible | Medium | 6 | Y | Instructors |
| 33 | 2-Nov-15 | Violence - Instructor assaulted by other surfer without provocation | May be unprovoked. Crowded surf zones, surf rage. | Danger to staff and clients resulting in injury requiring first aid attention. | Initiate emergency procedures to protect self and people in your care. Contact emergency services and lifeguards on duty. | Satisfactory | People | Minor | Rare | Low | 2 | Y | Instructors |
| 34 | 2-Nov-15 | Fatigue | Customer suffers from fatigue during surf lesson because they are unfit, over exert themselves or excess time in the sun. | Poor concentration. Loss of coordination. | Establish fitness level and swimming competency of customers prior to lesson. Determine any significant health concerns through enrolment process, disclosure form and waiver. Ensure adequate first aid facilities are available to offer assistance for person experiencing fatigue. Cancel session in the event of major life threatening emergency to customer or instructor. Limit the number of back to back sessions instructors can do. | Satisfactory | People | Moderate | Possible | High | 9 | Y | Instructors |
| 35 | 2-Nov-15 | Seizure | Customer suffers a seizure during lesson while in water | Customer could lose consciousness in the water or on the beach, which could lead to serious long term effects including brain damage. | Establish fitness level and swimming competency of customers prior to lesson. Determine any significant health concerns through enrolment process, disclosure form and waiver. Ensure adequate first aid facilities are available to offer assistance for person experiencing seizure. Cancel session in the event of major life threatening emergency to customer or instructor | Satisfactory | People | Critical | Possible | High | 15 | Y | Instructors |
| 36 | 2-Nov-15 | Heart attack | Pre-existing heart condition. Over exertion of client while participating in surfing lessons. | Customer suffers heart attack during lesson while in water | Ask all customers at the beginning of session: Can everyone swim? Does anyone have a health condition which I need to be aware of? Establish fitness level and swimming competency of customers prior to lesson. Determine any significant health concerns through enrolment process, disclosure form and waiver. Ensure adequate first aid facilities are available to offer assistance for person experiencing seizure. Cancel session in the event of major life threatening emergency to customer or instructor. | Satisfactory | Health & Safety | Critical | Possible | High | 15 | Y | Instructors |
| 37 | 2-Nov-15 | Lack of fitness or poor swimming ability | Fitness level and swimming ability not correctly assessed prior to lesson beginning. | Drowning from customer being unable to swim after breaking leg rope | Ensure daily checking of all safety equipment. Do not enter water above waist deep for beginners * Ensure all customers have basic swimming ability through disclosure/enrolment form. Ensure rescue board in close proximity for non-patrolled beaches. Notify lifeguards for assistance if customer in trouble from lost leg rope. Provide rescue assistance if customer loses board from broken leg rope. Provide clear instruction to customer on use of leg rope. Encourage customers do hold board if falling rather than jumping clea. Provide instruction to customers on what to do if leg rope breaks | Satisfactory | Health & Safety | Major | Possible | High | 12 | Y | Instructors |
| 38 | 2-Nov-15 | Rash - caused by abrasion between the surfboard and the client's skin | Poor provision of equipment and preventative measures by staff and coaches; excessively abrasive surfboards; Failure to adhere to SOP policies | Clients suffer increasingly sensitive rash to their body which over time makes it impossible to surf without excessive pain. Negative impact on lesson; poor feedback; substandard experience | Ensure all clients wear wetsuits or rash-vests. Store and offer Vaseline jelly or tape to any client already suffering from a board rash. Advise inappropriately attired client's of the risk of a rash and the action they need to take to avoid it. | Satisfactory | Health & Safety | Minor | Possible | Medium | 6 | Y | Instructors |
| 39 | 2-Nov-15 | Harassment | Sexual harassment of staff or customer while in care of surf school | Client or staff put in an uncomfortable or unsafe position. Badly reflects on the surf school reputation. | When instructing on board handling and riding techniques, ensure touching of customer is explained in advance of physical contact. Brief children on child protection protocol for attending the toilet (i.e. Going in pairs, a group or accompanied by known adult). Monitor customers for inappropriate comments or touching. Take all reports of inappropriate behaviour very seriously and follow up when necessary. | Satisfactory | Health & Safety | Moderate | Possible | High | 9 | Y | Instructors |
| 40 | 2-Nov-15 | Tsunami warning | Tsunami warning issued by lifeguards during lesson | Immediate water evacuation. Lesson cancellation. | Brief customers on safety and emergency instructions including beach evacuation. Monitor evacuation alarms/siren from lifeguards. Monitor shore line for sudden receding of water levels. Do not commence classes in the event of known earth tremors/earthquakes reported in region | Satisfactory | Health & Safety | Moderate | Rare | Medium | 3 | Y | Instructors |

Risk Register

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| 41 | 2-Nov-15 | Depth of water | Clients paddle out further than they can stand. Legrope coming off while surfing a wave. | Drowning from getting into deep water after leg rope breaks | Advise customers of whereabouts of possible deep sections. Advise customers of evasive action to take if caught in deep water. Instruct beginners to stay in waist deep water only. Inspect surf conditions prior to each session. Inspect fitness levels of participants. Instructor to maintain close supervision of all participant. Inspect all equipment prior to lesson beginning. | Satisfactory | Health & Safety | Moderate | Possible | High | 9 | Y | Instructors |
| 42 | 2-Nov-15 | Shallow holes | Shallow holes in water | Sprained ankle in shallow hole while wading in water | Inspect surf conditions prior to each session. Instruct customers safe water entering procedures including walk only. Advise customers of possible hazard from holes and care required when stepping from board. | Satisfactory | Health & Safety | Minor | Possible | Medium | 6 | Y | Instructors |
| 43 | 2-Nov-15 | Salt/Sand Spray | Strong winds or swell causing salt/sand spray | Sore and bloodshot eyes after salt spray, sun and wind | Inspect weather conditions prior to each session. Ensure first aid kit is readily available for all lessons (carry first aid kit for non-patrolled beaches). Designate person responsible to maintain first aid kit supplies. Stock first aid kits with saline solutions for eye wash. | Satisfactory | Health & Safety | Minor | Possible | Medium | 6 | Y | Instructors |
| 44 | 2-Nov-15 | Shore Break | Dumping waves on the shore break. | Neck injury sustained from being dumped in shore break during lesson | Inspect and select surf zone for appropriate surf entry conditions. Cancel lesson if unsafe. Instruct customers on safe entry points for entering water, timing of entry between sets, correct water exit techniques. Instruct customers to not ride waves into shore line. | Satisfactory | Health & Safety | Moderate | Possible | High | 9 | Y | Instructors |
| 45 | 2-Nov-15 | Tides | Daily changes in tides | High tides causing challenging conditions in the water | Time lessons around the low tide for all beginner sessions. Recommend that all beginners book into Low Tide sessions only where possible. Put more coaches on as necessary when the tide will be higher or the conditions are more challenging. | Satisfactory | Health & Safety | Moderate | Possible | High | 9 | Y | Instructors |
| 46 | 2-Nov-15 | Sand bar | Shallow depth of water | Neck and spinal injury resulting from falling from board and striking head on sand bar | Inspect and select surf zone away from obvious sand bars likely to attract 'dumping' conditions. Ensure rescue board is on beach if non-patrolled locations in case of spinal injuries. Advise customers of duck-diving and board handling techniques (i.e. No nose diving). Advise customers of falling 'flat' technique rather than diving when falling from board. | Satisfactory | Health & Safety | Moderate | Possible | High | 9 | Y | Instructors |
| 47 | 2-Nov-15 | Surf - Unsafe conditions | Sudden change in surf conditions | Clients endangered, possible collisions in the water, getting stuck in rips, loosing boards. | Inspect and select surf zone for safest conditions. Instruct safe board handling instructions. Advise customers of correct board handling methods including holding board vertical to wave, do not nose dive board, catch broken waves only. Advise of entering waste deep water only. Advise customers they may be held under in some unforeseen circumstances | Satisfactory | Health & Safety | Moderate | Possible | High | 9 | Y | Instructors |
| 48 | 2-Nov-15 | Surf - Swell | Rising swell conditions creating dumping waves and stronger rip conditions | Rising swell conditions creating dumping waves and stronger rip conditions resulting in possible spinal injuries | Inspect and select surf zone away from obvious rips. Conduct lessons around low tide when possible. Select lesson times appropriate to the skill level of the client. Ensure rescue board is on beach if non-patrolled locations. Implement one-on-one time in the water when conditions call for it. Adhere to prescribed lesson ratios as per Operations Manual. Instruct safe board handling instructions | Satisfactory | Health & Safety | Moderate | Possible | High | 9 | Y | Instructors |
| 49 | 2-Nov-15 | Rips and Undertow | Stong water flow back out to sea. | Drowning as a result of being caught in a rip or undertow | Inspect and select surf zone away from obvious rips. Conduct lessons around low tide when possible. Select lesson times appropriate to the skill level of the client. Ensure rescue board is on beach if non-patrolled locations. Implement one-on-one time in the water when conditions call for it. Adhere to prescribed lesson ratios as per Operations Manual | Satisfactory | Health & Safety | Moderate | Possible | High | 9 | Y | Instructors |
| 50 | 2-Nov-15 | Water temperature | Low water temps or sudden change in water temps | Cold water temperature affecting some customers with hyperthermia | Consider delaying or cancelling session if weather conditions deteriorate. Customers and staff to wear appropriate wetsuits as per Operations Manual. | Satisfactory | Health & Safety | Moderate | Possible | High | 9 | Y | Instructors |
| 51 | 2-Nov-15 | Pedestrian struck | Pedestrian crossing the road without looking. Driver not concentrating while driving. | Surf school customer struck by car while crossing road to beach for lesson | Identify high risk locations specific to surf school operations * Locate customer checkin, equipment dispatch and briefing areas away from road ways. Instructor to stand at drop off point (pedestrian crossing) when sessions are moved to South. | Satisfactory | Health & Safety | Moderate | Possible | High | 9 | Y | Instructors |

Risk Register

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| 52 | 2-Nov-15 | Mud/Sand | Vehicle becoming bogged in mud or sand while in transit to surf school lesson site | Vehicle becomes bogged requiring towing. | Define appropriate surf locations accessible by on-road vehicles. Assess suitability for off-road surf locations prior to lessons (particularly after rain). Ensure mobile telephone carried at all times and that instructors do not operate in remote locations where no mobile phone coverage. Off-road access to surf location for 4 x 4 vehicle only. | Satisfactory | Vehicular | Moderate | Unlikely | Medium | 6 | Y | Instructors |
| 53 | 2-Nov-15 | Motor Vehicle Accident | Poor concentration while driving. Other drivers on the road could also be negligent. | Motor vehicle accident resulting in serious injury while on way to surf school lesson site | Define appropriate surf locations accessible by on-road vehicles. Ensure competency of all drivers/instructors. Enforce stringent zero drug and alcohol policy across surf school. Ensure mobile telephone carried at all times and that instructors do not operate in remote locations where no mobile phone coverage. Maintain all surf school vehicles to high standards. Do not permit instructors to transport customers to lessons in their own vehicles. Ensure all vehicles carry comprehensive motor vehicle insurance and all staff are covered under workers compensation insurance. | Satisfactory | Vehicular | Moderate | Possible | High | 9 | Y | Instructors |
| 54 | 2-Nov-15 | Fog | Low cloud and fog caused by storms | Loss of visibility from sea fog causing cancellation of lesson/s | Inspect visibility prior to lesson. Cancel lesson/s in the event of poor visibility. Monitor visibility on foggy days to ensure public supervision is not compromised. | Satisfactory | Health & Safety | Minor | Possible | Medium | 6 | Y | Instructors |
| 55 | 2-Nov-15 | Smog/Dust/Smoke | Excessive smog/dust/smoke in the air at time of lesson | Excessive smog/dust/smoke conditions creating respiratory problems for customer during lesson | Check with all customers prior to lesson for pre-existing medical conditions. Cancel lessons where significant smog, dust or smoke may affect public health. Monitor weather forecasts and weather-related health alerts. | Satisfactory | Health & Safety | Moderate | Possible | High | 9 | Y | Instructors |
| 56 | 2-Nov-15 | Water Temperature | Sudden drop in water temperature affecting all surfers in lesson | Clients or staff become cold and no longer enjoy their time in the water | Consider delaying or cancelling session if weather conditions deteriorate. Customers and staff to wear appropriate wetsuits as per Operations Manual. | Satisfactory | Conditions | Minor | Possible | Medium | 6 | Y | Instructors |
| 57 | 2-Nov-15 | Air temperature | Sudden drop in air temperature affecting all surfers in lesson | Clients or staff become cold and no longer enjoy their time in the water | Consider delaying or cancelling session if weather conditions deteriorate. Customers and staff to wear appropriate wetsuits as per Operations Manual. | Satisfactory | Conditions | Minor | Possible | Medium | 6 | Y | Instructors |
| 58 | 2-Nov-15 | Strong Winds - offshore/onshore | Substantial wind storm occurs during lesson. | Lesson delay or cancellation | Consider delaying or cancelling session if weather conditions deteriorate. Inspect surf conditions prior to each session. Consult weather and surf conditions forecast. | Satisfactory | Conditions | Minor | Possible | Medium | 6 | Y | Instructors |
| 59 | 2-Nov-15 | Excessive wind - board carrying | Substantial wind storm occurs during lesson. | Substantial wind storm occurs during lesson and unable to return to safe location for one hour (i.e. Car, surf school) to wait for the storm to pass. | Consider delaying or cancelling session if weather conditions deteriorate. Customers to wear appropriate wetsuits as per Operations Manual. | Satisfactory | Conditions | Minor | Possible | Medium | 6 | Y | Instructors |
| 60 | 2-Nov-15 | Excessive wind - sand | Strong winds during lesson | Substantial wind storm occurs during lesson causing sand into eyes of customers. | Cancel lesson if too windy. Advise customers of hazards of wind in eyes. Encourage the wearing of sunglasses when walking to surf zone if appropriate. | Satisfactory | Conditions | Moderate | Possible | High | 9 | Y | Instructors |
| 61 | 2-Nov-15 | Lightning | Lightning storm occurs in the middle of lesson | Lesson delay or cancellation | Cancelling session if weather conditions deteriorate and evacuate beach to indoor/undercover location. Consult weather and surf conditions forecast prior to lesson beginning. | Satisfactory | Conditions | Minor | Likely | Medium | 8 | Y | Instructors |
| 62 | 2-Nov-15 | Sunburn | Excessive exposure to sun during the day. | Sunburn from excessive exposure to face, arms and other unprotected body parts | Provide sunscreen for all instructors and customers. Customers to wear appropriate wet suits and other equipment as per Operations Manual. Encourage skin monitoring check ups for all instructors. Provide shade tent or shaded area (under tree) for checking process. Provide tent when conditions allow to give shade on th beach. | Satisfactory | Health & Safety | Moderate | Possible | High | 9 | Y | Instructors |
| 63 | 2-Nov-15 | Sun - Dehydration | Excessive exposure to sun during the day. | Dehydration from hot days without adequate fluids | Encourage drinking of water before starting session on hot days. Provide drinking water to all customers and staff. Remind people of dehydration hazard and encourage to drink water. Allow the carrying of drinking water to surf zone if appropriate. | Satisfactory | Health & Safety | Minor | Possible | Medium | 6 | Y | Instructors |

Risk Register

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| 64 | 2-Nov-15 | Spinal/Neck Injury - sustained from being dumped in the shore-break during a lesson, or from falling from board and striking head on sand bar | Poor lesson supervision by surf coaches; Unsuitable session location; Failure to identify a heightened risk during the Venue Analysis; Failure to adhere to SOP policies | Client can suffer pain and/or intense stinging sensation; loss of movement; loss of sensation. Paraplegia. Reputation impact; Liability claims. | Assess conditions during the VA. Continue to monitor conditions throughout lesson and remove clients if risk becomes too high. Select surf zone away from obvious sand bars likely to attract 'dumping' conditions. Rescue board is kept on the beach. Instruct customers on safe entry points for entering water, correct take-off technique, action on wipeout, correct water exit techniques. Instruct customers to not ride waves into shore line. | Satisfactory | Health & Safety | Major | Possible | High | 12 | Y | Instructors | |
| 65 | 2-Nov-15 | Inability to adequately staff programmes and lessons with coaches - possibly resulting in programme/lesson delays and reputation impact | Loss of staff, uncompetitive remuneration, lack of qualified coaches in the local area | Impact on programmes and lessons, loss of business, potential reputation impact | SOP policies, HR processes, Remuneration policy, Retention policy. | Reservations | People | Moderate | Likely | High | 12 | Y | Owners | Treatment Plan No. 1 |
| 66 | 2-Nov-15 | Tsunami warning issued by lifeguards during lesson | Strong storm swell | Beach closure. Danger to clients, staff and CSA facilities | Take immediate action - cancel lesson and evacuate immediately to higher ground. | Satisfactory | Health & Safety | Major | Rare | Medium | 4 | Y | Instructors | |
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