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G01 Remote Fiordland Corridor — Coach Transfers and On-Ground Activities

6 risks

- Activities:**
- Coach journey from Queenstown to Milford – Milford Sound, Fiordland
 - Milford Sound Cruise — scenic fiord – Milford Sound, Fiordland
 - Milford Sound nature walk and visitor – Milford Sound, Fiordland

G01-R01 Road closure trapping group at Milford**Emergency & Contingency**

SH94 is the single access route to Milford Sound and is subject to closure from avalanche, flooding, or rockfall — especially following heavy single-day rainfall events (up to 21mm recorded in this period). Closure can strand a group at Milford with no alternative egress route.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (delayed medical intervention) from extended entrapment	Likelihood Possible Severity Major High (12)	• Verify NZTA road status and weather-triggered closure risk before departure from Queenstown. • Confirm departure time from Milford allows buffer before afternoon closure windows. • Assign trip leader to check NZTA closure alerts at hourly intervals during visit. • Require trip leader to hold contact details for Milford Sound Lodge as contingency accommodation. • Brief all staff on shelter-in-place protocol and communication plan before departure. • Test mobile signal at Milford Sound visitor hub and identify satellite backup communicator location.	Likelihood Unlikely Severity Major Moderate	1. Trip leader confirms closure duration with NZTA via phone or radio. 2. Secure overnight accommodation at Milford Sound Lodge or equivalent facility. 3. Conduct headcount and account for all students and staff. 4. Trip leader notifies school emergency contact with situation and plan. 5. Confirm adequate food, water, and medication supply for extended stay. 6. Reassess road status every two hours and update school contact accordingly.

G01-R02 Rockfall on Homer Tunnel approach**Environment**

The SH94 corridor between Queenstown and Milford passes through the Homer Tunnel and surrounding alpine terrain, where loose rock faces and unstable scree slopes pose a persistent hazard, particularly after rainfall. Late-summer storm events can trigger debris onto the road with little warning.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (fracture, head trauma) from falling debris on road	Likelihood Possible Severity Major High (12)	• Verify NZTA road status and rockfall alerts on SH94 before departure. • Brief driver on designated stop-and-hold zones along the Homer Tunnel approach. • Restrict coach speed to 30 km/h through known rockfall-prone corridor sections. • Confirm trip leader holds NZTA road closure hotline number before departure. • Assign trip leader to monitor NZTA alerts throughout journey on mobile data. • Halt coach immediately if debris observed on road ahead.	Likelihood Unlikely Severity Major Moderate	1. Driver halts coach and activates hazard lights immediately. 2. Trip leader accounts for all passengers and checks for injuries. 3. Administer first aid to any injured passengers on-board. 4. Call 111 with GPS coordinates or nearest landmark on SH94. 5. Notify base contact and await NZTA and emergency services guidance. 6. Keep all passengers inside coach until road cleared by authorities.

G01 Remote Fiordland Corridor — Coach Transfers and On-Ground Activities (cont.)

6 risks

- Activities:**
- Coach journey from Queenstown to Milford – Milford Sound, Fiordland
 - Milford Sound Cruise — scenic fiord – Milford Sound, Fiordland
 - Milford Sound nature walk and visitor – Milford Sound, Fiordland

G01-R03 Sudden weather deterioration during nature walk**Environment**

Fiordland receives some of the highest rainfall in New Zealand and conditions can shift rapidly within the fiord walls. The nature walk area at Milford offers limited shelter; students caught in a rapid weather change face sustained exposure at elevation with no quick return option.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Moderate injury (hypothermia) from sustained exposure in rapid weather change	Likelihood Likely Severity Moderate High (12)	• Verify Fiordland weather forecast from MetService before walk departure. • Suspend walk if forecast shows rainfall exceeding 10mm per hour within two hours. • Require all students to carry packed waterproof jacket before walk commences. • Assign lead guide to identify and brief group on nearest shelter point at walk start. • Halt walk and return group to visitor centre if sustained rain or temperature drop observed. • Brief all students on turnaround signal and shelter rally point before walk departure.	Likelihood Unlikely Severity Moderate Moderate	1. Guide halts group at current position and directs to nearest identified shelter point. 2. Confirm headcount of all students and staff at shelter. 3. Assess students for signs of cold exposure or early hypothermia. 4. Trip leader contacts base and reports group location and condition. 5. Arrange coach collection at nearest road-accessible point to shelter. 6. Remove any symptomatic student from cold environment and apply insulation layers.

G01-R04 Coach mountain road incident on SH94**Transport**

SH94 includes steep grades, tight bends, and one-lane sections through the Homer Tunnel with oncoming traffic managed by traffic lights. March afternoon return journeys coincide with tourist traffic peaks; coach handling on the descent in wet conditions is a credible exposure.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Fatality (blunt force trauma) from coach incident on alpine road	Likelihood Unlikely Severity High (10)	• Verify driver holds current licence for coach class and alpine road experience on SH94. • Inspect vehicle condition including tyres, brakes, and lights before departure. • Confirm seatbelts worn by all passengers before coach moves on each leg. • Restrict coach speed to posted limits with additional reduction in wet descent conditions. • Brief driver on one-lane Homer Tunnel traffic light protocol before tunnel approach. • Assign trip leader to front seat for direct communication with driver throughout journey.	Likelihood Rare Severity Moderate	1. Trip leader calls 111 with GPS coordinates or SH94 landmark reference. 2. Conduct immediate headcount and identify injured passengers. 3. Administer first aid to injured passengers without moving spinal injury suspects. 4. Assign one staff member to stand on road and direct oncoming traffic away. 5. Keep all uninjured students seated inside coach unless fire risk requires evacuation. 6. Trip leader notifies school emergency contact with location, injuries, and status.

G01 Remote Fiordland Corridor — Coach Transfers and On-Ground Activities (cont.)

6 risks

- Activities:**
- Coach journey from Queenstown to Milford – Milford Sound, Fiordland
 - Milford Sound Cruise — scenic fiord – Milford Sound, Fiordland
 - Milford Sound nature walk and visitor – Milford Sound, Fiordland

G01-R05 Student overboard in fiord waters**Activity**

Milford Sound's water temperature in March sits around 10–12°C at surface level. An unplanned entry from the cruise vessel or fiord-side walkway creates rapid cold shock risk in deep, fast-cooling water well before any rescue asset could respond.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Fatality (cold shock, drowning) from unplanned fiord water entry	Likelihood Unlikely Severity High (10)	• Fit personal flotation devices to all students before boarding cruise vessel. • Inspect PFD fit and fastening for each student before departure from jetty. • Restrict students to designated deck zones away from vessel railings during cruise. • Supervise students within arm's reach of fiord-side walkway edges throughout nature walk. • Confirm cruise vessel crew hold current man-overboard drill certification before boarding. • Brief students on fiord water temperature hazard and stay-back boundary markers before departure.	Likelihood Rare Severity Moderate	1. Crew or staff throws lifebuoy to student immediately and marks entry point. 2. Vessel crew initiates man-overboard protocol and halts vessel movement. 3. Trip leader calls 111 and activates vessel emergency radio on Channel 16. 4. Keep student in sight and direct rescue assets to exact water position. 5. Recover student from water and begin hypothermia management protocol immediately. 6. Trip leader notifies school emergency contact and requests air evacuation standby.

G01-R06 Delayed evacuation from remote fiord location**Medical**

Milford Sound sits approximately 290km by road from Lakes District Hospital in Queenstown, with no viable air evacuation in low cloud or heavy rain conditions common in Fiordland. A serious medical incident on the cruise or walk extends definitive care access by several hours.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (delayed trauma treatment) due to extended access time	Likelihood Unlikely Severity Major Moderate	• Require trip leader to carry satellite communicator for areas without mobile coverage. • Verify GPS coordinates and what3words reference for Milford Sound visitor precinct before departure. • Confirm qualified first aider with full trauma kit accompanies group throughout the day. • Assign trip leader to brief group on nearest medical evacuation assembly point on arrival. • Confirm cruise operator holds emergency radio contact with Milford Sound and Queenstown coordination. • Brief all staff on Lakes District Hospital contact number and expected road evacuation time.	Likelihood Unlikely Severity Major Moderate	1. First aider takes scene control and initiates treatment immediately. 2. Trip leader calls 111 and requests ambulance with remote location coordinates. 3. Confirm helicopter availability with rescue coordination; report cloud ceiling and visibility. 4. Prepare patient for road evacuation to Lakes District Hospital if air unavailable. 5. Assign one staff member to meet emergency services at main vehicle access point. 6. Trip leader notifies school emergency contact with injury details and evacuation route.

G02 Alpine and Elevated Terrain Hiking

6 risks

Activities: • Routeburn Track Day Walk — guided – Routeburn Track, Glenorchy**G02-R01 Participant separation in low visibility****People**

Mist, cloud, and wind-driven rain reduce sightlines on open alpine sections of the Routeburn Track to a few metres. Groups spread across technical terrain sections can become separated from the guide before the hazard is identified.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (exposure, falls) from separation in alpine terrain	Likelihood Possible Severity Major High (12)	- Brief group on buddy system and stay-in-sight rules before entering open alpine terrain. - Assign school staff to sweep position at rear of group on all exposed sections. - Limit group spread to maximum 10 metres between first and last participant. - Require guide to conduct headcount at every trail junction and rest stop. - Supervise group formation on mist-affected sections with guide at front and staff at rear. - Halt forward movement if any participant is unaccounted for at a trail junction.	Likelihood Unlikely Severity Major Moderate	- Guide halts entire group and conducts immediate full headcount at current position. - Assign sweep staff to hold remaining group at safe, visible location. - Guide calls missing participant by name and listens for response. - If no response within 3 minutes, activate satellite communicator and notify base. - Call 111 and report missing participant with last known location and description. - Hold group in place until search and rescue confirm participant status.

G02-R02 Rapid weather deterioration at altitude**Environment**

The Routeburn Track reaches exposed alpine terrain above 1,200m. In late March, conditions can shift from clear to cold rain, wind gusts and low visibility within minutes — significantly faster than descent to shelter is possible.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (hypothermia, fracture) from sudden alpine exposure	Likelihood Possible Severity Major High (12)	- Verify alpine weather forecast from MetService for Routeburn Track before departure. - Suspend activity if forecast shows wind gusts above 50 km/h or heavy rain above 1,200m. - Brief group on turn-around triggers and designated shelter points before ascent. - Assign guide to carry emergency bivouac shelter rated for alpine conditions. - Confirm guide holds current alpine emergency response certification before trip departs. - Halt ascent above 1,200m if cloud base drops below ridge level during walk.	Likelihood Unlikely Severity Major Moderate	- Guide halts group immediately and confirms current location on track map. - Assign fastest descent route to nearest hut or shelter point. - Guide deploys emergency bivouac if descent is unsafe or impassable. - Trip leader radios base with group location, headcount, and conditions. - Activate helicopter rescue via satellite communicator if group cannot self-evacuate. - Maintain group together until rescue or safe shelter is confirmed.

G02 Alpine and Elevated Terrain Hiking (cont.)

6 risks

Activities: • Routeburn Track Day Walk — guided – Routeburn Track, Glenorchy**G02-R03 Student hypothermia during extended exposure****Activity**

The 480-minute duration combined with wet conditions, gusts to 51 km/h and temperatures dropping sharply with elevation creates sustained cold exposure. Participants in inadequate layers are at risk well before the return leg is reached.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (hypothermia) from sustained cold and wet exposure	Likelihood Possible Severity Major High (12)	- Require all participants to carry waterproof jacket, insulating mid-layer, and hat. - Inspect participant layering system at trailhead before walk commences. - Brief group on early hypothermia symptoms and mandatory self-reporting at each rest stop. - Assign guide to carry spare insulating layers and emergency heat blankets. - Restrict walk continuation if wet-bulb conditions pose sustained chill risk above 1,000m. - Supervise a layering check at the first alpine rest stop before exposed terrain.	Likelihood Unlikely Severity Major Moderate	- Guide halts group and moves symptomatic participant out of wind immediately. - Fit dry insulating layers and emergency heat blanket to affected participant. - Assign one staff member to stay with participant while guide assesses severity. - If no improvement within 10 minutes, activate satellite communicator for rescue. - Call Lakes District Hospital (Frankton) to notify of potential hypothermia casualty. - Hold group together at shelter point until evacuation or recovery is confirmed.

G02-R04 Trail flooding on high-precipitation day**Environment**

A single-day rainfall maximum of 21mm is recorded for this period. On exposed ridge sections and stream crossings of the Routeburn Track, rapid surface runoff can render trail sections impassable or unstable mid-walk.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Moderate injury (laceration, fracture) from unstable or flooded trail	Likelihood Possible Severity Moderate Moderate	- Verify track conditions with DOC ranger or operator before departure on rain days. - Suspend walk if overnight or morning rainfall exceeds 15mm at Glenorchy. - Halt group at any stream crossing showing fast-moving or knee-deep water. - Brief guide on alternative turnaround points if track sections become impassable. - Restrict group to established trail surface only — no shortcuts across saturated ground. - Confirm guide familiarity with flood-prone sections of Routeburn Track before departure.	Likelihood Unlikely Severity Moderate Moderate	- Guide halts group well back from flooded crossing or unstable section. - Assess whether safe bypass or retreat route is available from current position. - If retreat required, guide leads group back to last safe rest point. - Trip leader contacts base to report trail status and revised plan. - If participant injured by fall on unstable ground, administer first aid immediately. - Call 111 if injury prevents self-evacuation and request ground or air rescue.

G02 Alpine and Elevated Terrain Hiking (cont.)

6 risks

Activities: • Routeburn Track Day Walk — guided – Routeburn Track, Glenorchy**G02-R05 Delayed evacuation from remote terrain****Medical**

The Routeburn Track operates deep within Fiordland/Mount Aspiring national park. Lakes District Hospital in Frankton is approximately 90 minutes from the trailhead; helicopter evacuation is weather-dependent and may be significantly delayed in deteriorating alpine conditions.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (delayed trauma treatment) due to remote access constraints	Likelihood Unlikely Severity Major Moderate	- Require satellite communicator with GPS tracking active for full walk duration. - Verify GPS coordinates and what3words references for key track locations before departure. - Confirm trip leader holds current wilderness first aid certification before activity. - Assign guide to carry trauma-capable first aid kit on all remote sections. - Test satellite communicator and backup PLB before entering national park terrain. - Brief trip leader on helicopter landing zones and vehicle access points along track.	Likelihood Unlikely Severity Major Moderate	- Guide halts group and administers first aid to injured participant. - Trip leader transmits location via satellite communicator to base contact. - Call 111 and provide what3words location, injury type, and participant count. - Confirm whether helicopter landing zone is accessible from current position. - Assign staff member to hold group at safe position away from incident site. - Maintain patient warmth and monitoring until emergency services arrive.

G02-R06 Guide competence on dynamic alpine conditions**Third-Party Provider**

Operator briefings and guide credentials should be verified specifically for alpine conditions management, not just track familiarity. Queenstown-based guiding operators vary significantly in their protocols for turning groups around in deteriorating conditions.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (hypothermia, falls) from inadequate turn-around decisions	Likelihood Unlikely Severity Major Moderate	- Verify guide holds current alpine guiding qualification or equivalent national park certification. - Confirm operator has a documented turn-around protocol for deteriorating alpine conditions. - Require written operator safety plan specific to Routeburn Track alpine terrain. - Assign trip leader to attend pre-walk guide briefing and confirm decision-making authority. - Brief guide on trip leader's authority to initiate turn-around independent of operator schedule. - Verify guide familiarity with all designated shelter points and emergency contacts before departure.	Likelihood Rare Severity Major Low (4)	- Trip leader invokes turn-around authority and directs group to halt immediately. - Trip leader confirms current location and identifies safest retreat route. - Guide is directed to lead descent; trip leader assumes safety decision authority. - Trip leader notifies operator by satellite communicator of situation and action taken. - Conduct headcount and condition check on all participants before descent begins. - Document guide decision-making failure for post-trip incident report to operator.

G03 High-Speed and Water-Based Adventure Activities

6 risks

Activities: • Shotover Jet — high-speed jet boat — Shotover Jet Terminal, Queenstown**G03-R01 Inadequate operator briefing for mixed-ability group****Third-Party Provider**

Both Shotover Jet and guided kayaking rely on pre-activity safety briefings to manage student compliance. School groups with varying English proficiency or attention levels may not absorb safety instructions adequately, particularly regarding body position during high-speed manoeuvres or self-rescue posture.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Moderate injury (contusion, laceration) from non-compliance during activity	Likelihood Possible Severity Moderate Moderate	- Brief students on activity safety requirements in own language before arrival at terminal. - Assign school staff fluent in relevant languages to interpret operator briefing. - Require trip leader to confirm all students have acknowledged safety instructions. - Supervise operator briefing to verify key instructions are delivered and understood. - Restrict participation of any student who cannot demonstrate comprehension of key safety rules. - Confirm operator delivers briefing with visual demonstration, not verbal instruction only.	Likelihood Unlikely Severity Moderate Moderate	- Guide or operator staff halts activity and moves to injured student. - Trip leader removes remaining students from active zone and conducts headcount. - Administer first aid appropriate to injury type and severity. - Call 111 if injury requires medical assessment beyond first aid capacity. - Trip leader notifies school emergency contact with injury details and location.

G03-R02 Kayak capsize in wind chop**Environment**

Lake Wakatipu is a long, narrow alpine lake oriented SW–NE that accelerates wind funnelling; gusts recorded up to 51 km/h during this period can generate short, steep chop that destabilises beginner kayakers, particularly on a 3-hour guided session.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Moderate injury (cold exposure, contusion) from capsize in chop	Likelihood Possible Severity Moderate Moderate	- Suspend session if wind gusts exceed 35 km/h at launch site. - Verify lake wind conditions using local forecast before departure from waterfront. - Restrict group to sheltered inshore route if chop is visible beyond 100m. - Brief students on low brace technique and capsize recovery before launching. - Fit all students with buoyancy aids and confirm fastening before launch. - Limit group to maximum 8 students per guide in active chop conditions.	Likelihood Unlikely Severity Moderate Moderate	- Guide moves to capsized student and stabilises kayak for re-entry. - If re-entry not possible, guide deploys tow line and tows student to shore. - Trip leader holds remaining group in tight formation away from chop. - Guide calls 111 if student in water more than 5 minutes without recovery. - Bring all students to nearest shore and conduct headcount before reassessing.

G03 High-Speed and Water-Based Adventure Activities (cont.)

6 risks

Activities: • Shotover Jet — high-speed jet boat — Shotover Jet Terminal, Queenstown

G03-R03 Delayed evacuation from Shotover canyon

Emergency & Contingency

The Shotover River canyon section is a confined gorge with limited road access and no immediate landing zones. Lakes District Hospital in Frankton is approximately 15 minutes by road from the terminal, but canyon extraction would precede any road transfer.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (delayed trauma treatment) due to canyon extraction delay	Likelihood Unlikely Severity Major Moderate	- Confirm operator holds active emergency extraction plan for canyon section. - Verify operator staff are trained in canyon first aid and extraction procedures. - Require operator to carry first aid kit and oxygen onboard vessel at all times. - Confirm Lakes District Hospital contact and road transfer route before activity. - Test communication equipment between vessel and shore base before canyon entry. - Assign trip leader to retain GPS coordinates and what3words of canyon access points.	Likelihood Unlikely Severity Major Moderate	- Operator pilot halts vessel at nearest safe landing point in canyon. - Crew administers first aid and stabilises injured student on vessel. - Operator radios shore base to activate canyon extraction protocol immediately. - Trip leader calls 111 with canyon GPS coordinates and nature of injury. - Assign school staff to manage remaining students on vessel without movement. - Trip leader notifies school emergency contact and confirms transfer to hospital.

G03-R04 Hypothermia during kayak session

Environment

Lake Wakatipu is glacier-fed and maintains water temperatures around 10–12°C year-round. A 3-hour session in March, combined with 9.5°C air temperatures and potential 21mm rainfall days, creates meaningful cold-water immersion risk if a student capsizes.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (hypothermia) following cold-water immersion during session	Likelihood Unlikely Severity Major Moderate	- Fit all students with wetsuits and paddle jackets before launching. - Suspend session if air temperature drops below 9°C during activity. - Require guide to carry thermal emergency blanket and dry bag with spare layer. - Brief students on cold-water shock response and self-rescue posture before launch. - Confirm guide carries VHF radio or satellite communicator for duration of session. - Halt session and return to shore if sustained rainfall exceeds guide threshold.	Likelihood Rare Severity Major Low (4)	- Guide retrieves student from water and moves to nearest shore immediately. - Remove wet clothing and wrap student in emergency thermal blanket. - Guide calls 111 and provides GPS coordinates or what3words of location. - Assign school staff to maintain student warmth until emergency services arrive. - Trip leader accounts for remaining group and holds at shore position. - Notify school emergency contact with student condition and evacuation status.

G03 High-Speed and Water-Based Adventure Activities (cont.)

6 risks

Activities: • Shotover Jet — high-speed jet boat — Shotover Jet Terminal, Queenstown

G03-R05 Student ejection during jet boat manoeuvre

Activity

Shotover Jet operates at speeds up to 85 km/h through the Shotover River canyon with sharp 360-degree spins. March autumn flows can vary with upstream conditions; sudden directional changes create significant G-forces that may unseat unprepared or non-compliant passengers.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (fracture, blunt force trauma) during high-speed ejection	Likelihood Unlikely Severity Major Moderate	- Verify all students are seated and holding grab rails before departure. - Fit all passengers with operator-issued life jackets before boarding. - Brief students on correct seated posture and grip technique at terminal. - Confirm operator staff conduct pre-departure headcount and safety check. - Assign school staff to sit adjacent to students requiring closer supervision. - Restrict boarding to students meeting operator height and health requirements.	Likelihood Rare Severity Major Low (4)	- Operator pilot halts vessel and marks location of person in water. - Crew deploys throw line or recovery equipment to ejected student. - Retrieve student from water and transfer to vessel immediately. - Trip leader calls 111 and provides GPS coordinates of canyon location. - Operator radios base to arrange canyon extraction and road transfer. - Trip leader notifies school emergency contact with situation update.

G03-R06 Student separated from kayak group

Activity

Lake Wakatipu's waterfront extends into open water with variable wind direction; a student drifting off course or lagging behind the guided group could be carried toward open lake or obscured by chop, delaying visual contact.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (hypothermia, drowning) from prolonged separation in open water	Likelihood Unlikely Severity Major Moderate	- Assign sweep paddler to maintain rear position throughout session. - Limit group spread to maximum 30m between lead and sweep paddlers. - Brief students on whistle signal protocol and rally point before launch. - Require each student to carry a charged whistle attached to buoyancy aid. - Confirm guide carries VHF radio for communication with shore base. - Supervise headcount at each directional change point during session.	Likelihood Rare Severity Major Low (4)	- Guide signals group halt and conducts immediate headcount. - Sweep paddler holds group in position while guide searches last known area. - If not located within 5 minutes, guide calls 111 and reports missing student. - Provide student description, last known location, and GPS coordinates to operator. - Trip leader contacts Maritime NZ coastguard on VHF channel 16 if drift likely. - Assign school staff to keep remaining students grouped at nearest shore point.

G04 Queenstown Local Walking, Cycling and Trail Activities

5 risks

- Activities:**
- Lake Wakatipu Cycle Trail — scenic — Lake Wakatipu Cycle Trail, Arrowtown
 - Queenstown Hill Walk — panoramic hiking — Queenstown Hill Walk, Queenstown
 - Kawarau Gorge Historic Bridge — historic — Kawarau Gorge Historic Bridge, Gibbston Valley

G04-R01 High wind gust on exposed ridge

Environment

Queenstown Hill Walk reaches approximately 900m elevation on an open ridge. Forecast gusts of up to 51 km/h in this period create instability risk for students on the exposed upper section of the trail.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (fracture, contusion) from wind-induced fall on ridge	Likelihood Possible Severity Major High (12)	• Verify Queenstown Hill wind forecast at ridge elevation before departure. • Suspend ascent to upper ridge if gusts forecast above 40 km/h for session window. • Halt group at treeline if gusts are felt or observed destabilising students on trail. • Brief students on footing technique and crouch position on exposed sections before ascent. • Restrict group to single-file movement with spacing on the exposed upper ridge section. • Assign trip leader to lead position on exposed section to assess conditions ahead.	Likelihood Unlikely Severity Major Moderate	1. Guide halts group and moves all students to nearest sheltered trail position. 2. Trip leader assesses injured student for injury type and mobility. 3. If student cannot self-evacuate, call 111 and request rescue with GPS coordinates. 4. Keep injured student warm and still while awaiting emergency response. 5. Trip leader accounts for all remaining students and holds group at shelter point.

G04-R02 Cyclist fall on wet trail surface

Activity

The cycle trail runs alongside Lake Wakatipu through sections of shaded, compacted earth and gravel. A forecast single-day rainfall of up to 21mm in mid-March can leave trail surfaces slick, increasing fall risk for mixed-ability student cyclists.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Moderate injury (laceration, contusion) from fall on slick surface	Likelihood Likely Severity Moderate High (12)	• Inspect trail surface conditions at trailhead before group departs. • Fit helmets to all student cyclists and verify fit before departure. • Restrict group pace to walking speed on shaded, wet, or gravel sections. • Brief students on braking technique and hazard identification before mounting bikes. • Assign a lead guide to ride ahead and signal hazardous surface sections. • Suspend cycling on affected sections if single-day rainfall exceeds 15mm.	Likelihood Unlikely Severity Moderate Moderate	1. Guide halts group and secures bikes away from trail path. 2. Trip leader assesses injured student for injury type and severity. 3. Confirm student is not moved if spinal or head injury is suspected. 4. Call 111 for ambulance if injury prevents self-evacuation or involves head trauma. 5. Provide GPS coordinates or what3words of location to emergency services dispatcher. 6. Trip leader notifies school emergency contact with injury details.

G04 Queenstown Local Walking, Cycling and Trail Activities (cont.)

5 risks

- Activities:**
- Lake Wakatipu Cycle Trail — scenic — Lake Wakatipu Cycle Trail, Arrowtown
 - Queenstown Hill Walk — panoramic hiking — Queenstown Hill Walk, Queenstown
 - Kawarau Gorge Historic Bridge — historic — Kawarau Gorge Historic Bridge, Gibbston Valley

G04-R03 Student separated on trail network

People

The Lake Wakatipu Cycle Trail near Arrowtown includes multiple branch paths and junctions. In late summer afternoon light with variable cloud cover, students can diverge from the group and become difficult to locate across a 180-minute session.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (exposure, delayed medical intervention) from isolation	Likelihood Possible Severity Moderate Moderate	• Brief all students on designated trail route and turn-back points before departure. • Assign a sweep leader to maintain rear position throughout the 180-minute session. • Require each student to carry a charged mobile phone with trip leader number saved. • Verify headcount at every trail junction and designated rest stop. • Restrict students from riding ahead beyond visible range of assigned leader. • Confirm GPS coordinates and what3words of each major junction with all staff before departure.	Likelihood Unlikely Severity Moderate Moderate	1. Trip leader halts group at nearest safe point and conducts full headcount. 2. Staff retrace last known section of trail immediately. 3. Trip leader calls student's mobile phone and attempts contact. 4. If no contact within 10 minutes, call NZ Police on 111 with last known location. 5. Assign one staff member to remain with group while search continues. 6. Trip leader notifies school emergency contact with situation update.

G04-R04 Uneven footing on historic gorge path

Activity

The walking route at Kawarau Gorge Historic Bridge includes uneven schist rock surfaces and drops toward the river. The path is not engineered to a maintained trail standard and conditions vary with rainfall and seasonal erosion.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Moderate injury (laceration, fracture) from fall on uneven schist surface	Likelihood Possible Severity Moderate Moderate	• Inspect the gorge path walking surface before students are permitted to enter. • Brief students on schist surface hazards and instruct them to use marked path only. • Restrict students from approaching the river-side edge of the gorge path. • Require closed-toe footwear with grip sole for all students on this section. • Supervise all students on the uneven section with staff positioned front and rear. • Halt group if rainfall begins during the walk and assess surface before continuing.	Likelihood Unlikely Severity Moderate Moderate	1. Trip leader halts group and moves students away from the fall site. 2. Assess injured student for wound, fracture, or head injury without moving them. 3. Apply first aid from on-site kit and stabilise injury for transport if safe to do so. 4. Call 111 if fracture, head injury, or river-proximity fall is involved. 5. Provide what3words location of gorge path to emergency services dispatcher. 6. Trip leader notifies school emergency contact with injury and location details.

G04Queenstown Local Walking, Cycling and Trail Activities (cont.)5 risks

- Activities:
- Lake Wakatipu Cycle Trail — scenic — Lake Wakatipu Cycle Trail, Arrowtown
 - Queenstown Hill Walk — panoramic hiking — Queenstown Hill Walk, Queenstown
 - Kawarau Gorge Historic Bridge — historic — Kawarau Gorge Historic Bridge, Gibbston Valley

G04-R05Delayed evacuation from gorge locationEmergency & Contingency

Kawarau Gorge sits in a narrow river canyon on SH6, where road access can be restricted by traffic incidents or rockfall on the gorge walls. Lakes District Hospital in Frankton is approximately 20 minutes in clear conditions, but gorge-specific access delays are operationally relevant.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (delayed trauma treatment) from restricted gorge access	Likelihood Unlikely Severity Major Moderate	• Verify GPS coordinates and what3words of Kawarau Gorge site entry and exit points. • Confirm Lakes District Hospital address and 111 call procedure with all staff before departure. • Require satellite communicator as backup if mobile coverage at gorge is unreliable. • Test mobile signal at gorge location on arrival and identify coverage dead zones. • Assign trip leader to identify alternative vehicle exit route along SH6 before activity starts. • Brief group on gorge assembly point and evacuation pathway at site arrival.	Likelihood Unlikely Severity Major Moderate	1. Trip leader calls 111 and reports casualty location using GPS coordinates or what3words. 2. Advise emergency services of gorge road restriction and request helicopter if road blocked. 3. Keep casualty still, warm, and under supervision while awaiting response. 4. Assign one staff member to SH6 road edge to direct emergency services to site. 5. Trip leader notifies school emergency contact with casualty status and access situation. 6. Confirm with 111 dispatcher whether to hold or move casualty given access delay.

G05 Managed Venue Mechanical Ride — Skyline Luge

5 risks

Activities: • Skyline Queenstown Luge — scenic gondola – Skyline Queenstown, Queenstown**G05-R01 Luge speed control misjudgement****People**

First-time riders on the Skyline Queenstown luge may not apply braking early enough on bends, particularly at higher speed settings. Students switching to faster modes after an initial run present a distinct escalation risk within a single session.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (fracture, laceration) from loss of control on bend	Likelihood Possible Severity Major High (12)	- Brief all students on braking technique and speed mode restrictions before first run. - Restrict all students to beginner speed mode for the first run. - Verify operator has confirmed student competency before any speed mode upgrade. - Limit speed mode progression to operator-assessed riders only, not self-selected. - Supervise student departures and intervene if rider posture indicates loss of control. - Assign designated trip staff member to observe riders at bend exit points.	Likelihood Unlikely Severity Major Moderate	- Trip staff signals operator to halt track releases immediately. - Track marshal directed to student location on track. - Trip leader assesses student for injury and initiates first aid. - If fracture or serious injury suspected, call 111 and confirm gondola evacuation. - Trip leader notifies school emergency contact with situation and student details. - Hold remaining group at staging area pending operator clearance to resume.

G05-R02 Track surface degradation in wet conditions**Environment**

With up to 21mm rainfall possible on a single day in Queenstown during this period, the luge track surface can become slick, reducing braking effectiveness and increasing the risk of loss of control, particularly on elevated or curved sections.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (fracture, abrasion) from loss of control on slick surface	Likelihood Possible Severity Major High (12)	- Verify operator has assessed track surface condition before group session commences. - Suspend group luge session if operator reports reduced braking effectiveness on track. - Brief students that wet conditions require increased following distance and earlier braking. - Restrict all students to beginner speed mode if rainfall has occurred that day. - Confirm operator's wet-weather operational threshold and comply with all operator suspensions. - Halt group participation immediately if any student reports reduced braking on track.	Likelihood Unlikely Severity Major Moderate	- Trip leader halts all student releases from track entry immediately. - Direct all students to operator's designated holding area at summit. - Assess any injured students and apply first aid as required. - Call 111 if injury warrants ambulance; confirm gondola access for evacuation. - Notify school emergency contact with session status and group location. - Await operator clearance before resuming or arrange alternative summit activity.

G05 Managed Venue Mechanical Ride — Skyline Luge (cont.)

5 risks

Activities: • Skyline Queenstown Luge — scenic gondola – Skyline Queenstown, Queenstown**G05-R03 Student collision on luge track****Activity**

The Skyline Queenstown luge uses a gravity-fed concrete track with multiple speed modes. Inadequate spacing between riders or failure to follow braking instructions can result in rear-end collisions, particularly on steeper sections favoured by students ignoring operator guidance.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Moderate injury (contusion, laceration) from rear-end collision on track	Likelihood Possible Severity Moderate Moderate	- Brief all students on spacing rules and braking technique before first run. - Verify all students complete operator's mandatory beginner briefing before riding. - Limit group releases to one rider per operator-specified interval at track entry. - Supervise track entry point to enforce minimum spacing between student riders. - Restrict students from re-joining track until preceding rider is clear of view. - Assign trip staff to observe student compliance at track entry and merge points.	Likelihood Unlikely Severity Moderate Moderate	- Trip staff at track entry halts further releases immediately. - Operator track marshal directed to collision location. - Trip leader assesses injuries and applies first aid as required. - If serious injury suspected, call 111 and request ambulance to Skyline base. - Operator activates gondola evacuation for injured student to base level. - Trip leader conducts headcount and holds remaining group at staging area.

G05-R04 Delayed medical response at summit**Medical**

The luge and gondola summit venue at Skyline Queenstown sits above the town. In the event of a significant injury, ground-level medical response from Lakes District Hospital in Frankton requires gondola evacuation or alternative descent, adding time to emergency access.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Serious injury (delayed trauma treatment) worsened by extended evacuation time	Likelihood Unlikely Severity Major Moderate	- Confirm Skyline Queenstown has on-site first aid capability before session commences. - Verify GPS coordinates and what3words of summit venue and gondola base station. - Require trip leader to carry fully stocked first aid kit at summit throughout session. - Assign trip leader to establish direct radio or phone contact with Skyline operations at start. - Test mobile phone coverage at summit and confirm 111 connectivity before activity begins. - Confirm gondola evacuation protocol with Skyline operations for medical emergency use.	Likelihood Unlikely Severity Major Moderate	- Trip leader halts all group activity and secures scene around injured student. - Apply first aid and keep student still pending medical assessment. - Call 111 immediately; provide what3words location and describe injuries. - Notify Skyline operations to prepare gondola for priority medical evacuation. - Assign one staff member to accompany student in gondola to base for ambulance handover. - Trip leader holds remaining students at summit and notifies school emergency contact.

G05

Managed Venue Mechanical Ride — Skyline Luge (cont.)

5 risks

Activities: • Skyline Queenstown Luge — scenic gondola – Skyline Queenstown, Queenstown

G05-R05

Gondola suspension during high wind

Emergency & Contingency

Gusts up to 51 km/h are forecast during the trip window. Skyline Queenstown’s gondola operation is wind-sensitive and may be suspended mid-session, stranding students at the summit and requiring unplanned descent arrangements.

Consequence	Inherent	Controls & Mitigations	Residual	Emergency Actions
Minor injury (minor strain) from unplanned summit descent arrangements	Likelihood Possible Severity Minor Moderate	• Verify Skyline Queenstown wind threshold for gondola suspension before group departs base. • Brief students on summit holding procedure if gondola is suspended mid-session. • Confirm operator’s alternative descent arrangements before group boards gondola. • Assign trip leader to maintain direct contact with Skyline operations staff at summit. • Require all students to remain within summit venue if gondola suspension is announced. • Maintain headcount of all students at summit during any unplanned suspension period.	Likelihood Unlikely Severity Minor Low (4)	1. Trip leader accounts for all students and directs group to indoor summit area. 2. Trip leader confirms suspension status and estimated duration with Skyline operations. 3. Notify school emergency contact with group location and suspension status. 4. Confirm operator’s alternative descent route and timing with operations staff. 5. Brief students on descent procedure when operator confirms method and timing. 6. Supervise student descent via operator-directed alternative route or reinstated gondola.