



Caravan Industry Association of Australia

National Accreditation Program

Accreditation Criteria – Caravan Holiday Parks



Caravan Industry Association of Australia

Updated 7 July 2026

National Caravan Holiday Park Accreditation Program

The Caravan/Holiday Park Accreditation Program is about leadership and professionalism. The program will identify the leaders in the industry and recognise their professionalism in achieving benchmark performance levels in multiple areas of park operations such as, customer service, risk management and business planning.

It provides a framework for good business practice and encourages continuous review and improvement. It also provides an assurance to consumers and the industry that operators possess a commitment to quality and good customer service.

The decision whether to accept an application for acceptance into the Caravan Holiday Park Accreditation Program, is at the sole discretion of Caravan Industry Association of Australia without need to give reasons.

Pre-requirements

Caravan Holiday Park operators/managers/owners, applying for accredited status, must be able to confirm adherence to the following:

- Have been operating for over twelve (12) months under their existing ownership (and directorship if applicable) structure;
- The business is registered for use as a caravan park with the appropriate local and/or state regulatory authorities.
- Must pay all relevant fees as set out within the accreditation program.
- Confirm that there are no outstanding debts due and payable to any affiliated body, within this state or interstate, or affiliated suppliers or contracts to the industry.

These requirements are in addition to the accreditation criteria set out below.

Acknowledgements

Accreditation under the Caravan Holiday Park Accreditation Program will only be considered following an on-line assessment of a completed application which is deemed to satisfy the accreditation criteria. Those businesses accredited under Caravan Holiday Park Accreditation Program will be subject to:

- Periodic accreditation assessments will be conducted both via park operator self-assessments via an online form and physical onsite visits by an authorised auditor.
- An annual renewal fee payable on the anniversary date of initial accreditation approval.
- An annual declaration is completed confirming the park operators continued compliance to the elements of the accreditation criteria

These requirements are in addition to the accreditation criteria set out below.

Criteria Elements (mandatory)

Section1:	Regulatory Compliance
Section 2:	Business Planning
Section 3:	Risk Management
Section 3a:	Tree Audit and Risk Assessment
Section 3b.	Recreational Facility Risk Management
Section 4:	Environmental Management
Section 5:	Human Resource Management
Section 6:	Marketing
Section 7:	Customer Service

Criteria Elements (Non-mandatory, best practice)

Section 8	Managing the risks of Biological and Psychosocial hazards at work
Section 9:	National Principles – Child Safe Organisations

Section 1. – Regulatory Compliance

To operate a legitimate and lawful business certain licences, registrations or permits are fundamentally required by code, regulation or law – these may either be administered at a local, state or federal level.

#	Criteria	YES	NO	N/A
1.1	Can you produce evidence of compliance with the relevant government and statutory regulations, and the licences, permits or industry sector standards that enable you to legally conduct your business? These licences, insurances and certificates may include: ABN/Business Registration Public Liability Insurance (\$20 million minimum) Employee Work Cover Swimming Pool Licence/compliance certificate (This list is not exclusive and should be seen as a guide only).	YES	NO	N/A

Section 2. – Business Plan

A well-structured business plan provides a roadmap for your business, helping you understand where you are now, where you want to be and how to get there. Even if your business already has a plan, it should be reviewed regularly to reflect market changes, business priorities and long-term objectives.

#	Criteria	YES	NO	N/A
2.1	There is evidence of a business plan for the Caravan Holiday Park business operations.	YES	NO	N/A

Section 3 – Risk Management

We live in a litigious society, so it is important to manage business risk so that the assets of the organisation and that of those personally liable have an element of protection.

This section deals with appropriate policies and procedures you have in place for your business operations to deal with minimising some of the risks your business may face, and to promote workplace health and safety so that your employees are provided a safe and lawful working environment.

#	Criteria	YES	NO	N/A
3.1	Evidence (at a minimum) of a basic systematic & periodic risk assessment of the workplace has been carried out.	YES	NO	N/A
3.2	Evidence that an Emergency Evacuation plan is in place (in line with local emergency service requirements) and this is displayed prominently within your park.	YES	NO	N/A
3.3	Evidence that any incidents or injuries are reported via an incident-injury report form and submitted to the appropriate manager for actioning.	YES	NO	N/A
3.4	Evidence there is recognition of the statutory requirements of Workplace Health & Safety and Workers Compensation legislation to meet your obligations to provide a safe workplace for your employees whilst ensuring a safe environment for your customers.	YES	NO	N/A
3.5	First Aid kits are appropriately located onsite and are regularly updated and renewed	YES	NO	N/A
3.6	You can declare that current standards applicable in your state/territory are met for the installation and maintenance of facilities and equipment e.g., swimming pools, playgrounds, electrical equipment.	YES	NO	N/A
3.7	Regular maintenance records are kept on, cleaning, infrastructure maintenance, plant and equipment	YES	NO	N/A
3.8	Safety Data Sheets (SDS) are current (updated at least every five years) and can be accessed by staff conveniently	YES	NO	N/A
3.9	Fire extinguishers, fire hoses and fire blankets are all placed appropriately throughout the park grounds together with evidence of Fire Fighting equipment checks every six months as per WorkSafe regulations	YES	NO	N/A
3.10	Evidence of Test and Tag of workshop electrical tools and park appliances as per recommendations under AS/NZS 3760:2022	YES	NO	N/A
3.11	Regular inspections are made (by management) of the cleaning conducted throughout the business and the safe management and storage of perishables and hazardous substances.	YES	NO	N/A
3.12	Documented records are kept of:- - Hazard and maintenance issues identified and the subsequent actioning to eliminate and repair - Any Incident, Accident, near misses and injuries in a reporting log which will include: - Guests agreeing and signing a disclaimer when the guest brings a pet into a pet friendly caravan/holiday park	YES	NO	N/A
3.13	Evidence of hazard identification and rectification actions applied to ensure the safety of guests, visitors and staff	YES	NO	N/A
3.14	Evidence can be shown that all vehicles owned by the business are insured.	YES	NO	N/A
3.15	Evidence can be supplied of a minimum \$20 million of public liability insurance cover is held	YES	NO	N/A

Section 3a – Tree Audit and Risk Assessment

Caravan Holiday Parks require a **qualified arborist*** to visit their business and perform a “Tree Audit and Risk Assessment report” (or the like) at least once every three (3) years.

There needs to be documented evidence that trees are part of the systematic risk management visual inspections that park operators carry out.

Based on the report an arborist is to be engaged by the caravan / holiday park to meet the schedule of works based on the time frames set by the qualified arborist within the report and these works are to be documented and kept on file.

***To be qualified the Arborist consultant would be an individual who has gained recognised qualifications and expertise in the care and management of trees. The minimum qualification recognized is an AQF Level 5 (Diploma level) in Arboriculture.**

The “Tree Audit and Risk Assessment report” should include at a minimum:

- the qualifications of the arborist
- the scope of the report
- a site analysis
- any observations
- any requirements (schedule of works) over a time period

It is recommended that you contact your insurance broker as some insurance businesses may have a more frequent requirement within their insurance requirements.

Based on the report an arborist is to be engaged by the caravan / holiday park to meet the schedule of works based on the time frames set by the qualified arborist within the report and these works are to be documented and kept on file.

#	Criteria	YES	NO	N/A
3a.1	Businesses must provide evidence of a “Tree Audit and Risk Assessment report” from a qualified arborist and the scheduled works.	YES	NO	N/A

Section 3b – Recreational Facility Risk Management

This section of the accreditation application will look more in depth as to the processes you have in place to minimise the likelihood of injuries when guests use your recreational facilities. If your park has one or more pools, playgrounds and or inflatable jumping pillows or pads, then this section will ask you for evidence of how you maintain a safe environment for your guests.

#	Criteria	YES	NO	N/A
Pools and Waterparks				
3b.1	Pool/s have depth indicators displayed.	YES	NO	N/A
3b.2	Pool/s have clearly readable CPR signage displayed within the pool enclosed area.	YES	NO	N/A
3b.3	Pool gates are tested each day to ensure they auto close and lock correctly.	YES	NO	N/A
3b.4	Testing and recording of chemical levels in pool/s are conducted at least daily and more frequently in busy times.	YES	NO	N/A
Playgrounds				
3b.5	Regularly checks of playground equipment to ensure there are no hazards which may cause injury.	YES	NO	N/A
3b.6	Soft fall is checked regularly ensuring it is at an appropriate level around the playground, especially in areas where a fall from height may occur.	YES	NO	N/A
3b.7	A record of regular checks is kept as part of your hazard assessment process of your playground equipment and soft fall.	YES	NO	N/A

Inflatable pillows/pads				
3b.8	CCTV monitoring of the inflatable pillow/pad area has been implemented.	YES	NO	N/A
3b.9	Protective padding has been applied to any hard surface within 3 meters from the edge of the pillow or pad. (e.g. shade sail posts, seating)	YES	NO	N/A
3b.10	Soft fall surrounding the pillow or pad extends to at least 2.5 metres from the edge of the pillow or pad and is appropriately maintained (sand soft fall to be at least 200mm deep)	YES	NO	N/A
3b.11	The pillow or pad is deflated overnight and when raining.	YES	NO	N/A
3b.12	Evidence of signage warning users of the dangers of unsafe behaviours such as somersaults and jumping close to the edge of the pillow or pad.	YES	NO	N/A
3b.13	Fencing in place where the pillow or pad is immediately adjacent to a road.	YES	NO	N/A

Section 4. – Environmental Management

This section looks at the way you manage your workplace environment, how you can reduce overheads by conserving resources without reducing standards and your compliance with appropriate legislation.

#	Criteria	YES	NO	N/A
4.1	Does your business employ environmentally sustainable practices, to maximise the effective use of resources and reduce the consumption of water and electricity?	YES	NO	N/A
4.2	Does your business have effective waste management procedures and recycling procedures (where applicable) in place?	YES	NO	N/A
4.3	Does your business have effective management procedures in place to dispose of hazardous waste and other notifiable substances?	YES	NO	N/A
4.4	Where applicable, the impact of customers on the natural environment is minimised e.g. by the use of information, barriers, defined pathways, boardwalks and signage.	YES	NO	N/A

Section 5. – Human Resource Management

One of any businesses most important assets is its employee base. While there are strict legislative parameters surrounding the employment of individuals, and an organisation's obligations towards these employees, there are also good business practices which assist in managing the risk profile of any business.

#	Criteria	YES	NO	N/A
5.1	Evidence of an induction program is in place for all new employees and details of induction is documented	YES	NO	N/A
5.2	Evidence of business practices or documentation for the management, roster and training of employees (and contractors where appropriate) covering operations and customer service.	YES	NO	N/A
5.3	Evidence that all employees have a clear understanding of their areas of responsibility and what is expected of them (i.e. job descriptions have been produced for at least all permanent positions and/or measurable KPI's for their position).	YES	NO	N/A
5.4	Evidence that confidential files have been established for all employees – full time, casual, part time and contracted employees.	YES	NO	N/A
5.5	Training is provided to all employees and records are kept in employee's personnel file.	YES	NO	N/A
5.6	Regular employee communication is evident via team and/or toolbox meetings with clear outcomes and responsibilities emerging from these meetings	YES	NO	N/A

5.7	Evidence that the business has a policy in relation to equal opportunity, anti-discrimination and bullying in the workplace that reflects government legislation	YES	NO	N/A
5.8	Evidence that Anti-discrimination information, policy and procedures are made available to all employees including managers and supervisors.	YES	NO	N/A
5.9	Evidence of a process to investigate complaints of discrimination promptly and confidentially according to the policy and procedures in place.	YES	NO	N/A

Section 6. – Marketing

Well thought out and executed strategy to promote your business is key to your success. Marketing, more than ever, is a total representation of your business to all customers through a multitude of media channels and an understanding of your business and customers so that the most effective use can be made of your marketing budget.

#	Criteria	YES	NO	N/A
6.1	Social media applications and strategies are appropriately engaged to market the business to new and repeat customers	YES	NO	N/A
6.2	Social and third-party media pages are regularly monitored (e.g. Facebook, Instagram, Tripadvisor, booking.com etc) to ensure customer comments are responded to professionally and in a timely manner	YES	NO	N/A
6.3	Any advertising and promotion of the business is truthful and does not intentionally or unintentionally deceive the consumer	YES	NO	N/A
6.4	You have a plan for marketing your business. This can include aspects such as: - The identification of your key markets - The evaluation of your competition and if a unique Selling Proposition (USP) is evident and promoted - The promotional strategies you use to market your park and local area to attract customers - Identifying what your customer's needs are	YES	NO	N/A

Section 7. – Customer Service Management

In this section we are looking at how you interact with your customers and how your customers are provided with the information that they must have. Just as important, is how you and your staff interact and convey information and provide the necessary service to ensure the consumer has a positive experience

#	Criteria	YES	NO	N/A
7.1	Evidence can be provided of procedures for the efficient operations of the front reception which can include; - Telephone answering - Staff presentation, (uniforms if applicable) approach and behaviour - Reservation system instruction manual/cheat sheet - Cash handling and/or EFTPOS operation	YES	NO	N/A
7.2	Evidence of documented terms and conditions for bookings and cancellations both at time of customer booking (confirmation email) and on business website	YES	NO	N/A
7.3	Evidence of recording and managing customer communication via all channels (i.e. Face to Face, phone, email and social media) by portraying a professional and friendly demeanour with any response to feedback dealt with in a courteous and timely manner.	YES	NO	N/A
7.4	Evidence of park rules and regulations, reception hours of operation and A/H contact	YES	NO	N/A

Non-Mandatory – Best Practice – Criteria

Section 8. – Managing the risks of Biological and Psychosocial hazards at work

Safe Work Australia has a model Code of Practice for the management of biological hazards as well as psychosocial hazards in the workplace.

A Person Conducting a Business or Undertaking (PCBU) has an obligation to eliminate or minimise both biological and psychosocial risks so far as is reasonably practicable.

- A psychosocial hazard is anything that could cause psychological harm (e.g. harm someone's mental health).
- Biological hazards are substances and agents of biological origin, such as from humans, plants and animals, that pose risks to human health. They include viruses, bacteria, parasites, prions and some types of fungi (including mould). They also include allergens, irritants and toxins, such as organic dusts, sap and venom.

PCBU's should familiarise themselves with their responsibilities and the effective ways of managing the risks.

To support PCBU's, Safe Work Australia has developed Model Code of Practices to provide guidance and are available to download at these links:

[Model Code of Practice – Managing the risks of biological hazards at work](#)

[Model Code of Practice – Managing psychosocial hazards at work](#)

Section 9. – National Principles – Child Safe Organisations

The National Principles reflect ten child safe standards recommended by the Royal Commission into Institutional Responses to Child Sexual Abuse and are the vehicle for giving effect to recommendations relating to the standards. The National Principles have a broader scope that goes beyond child sexual abuse to cover other forms of potential harm to children and young people.

Each principle is accompanied by key action areas and indicators. The key action areas reflect the core components of the Royal Commission's child safe standards. The indicators act as a guide as to whether an organisation is implementing that principle in practice.

Why you should adopt the National Principles

A great proportion of Caravan Holiday Parks throughout Australia are orientated to provide a family centric experience when guests stay. Many park operators have spent large sums to provided facilities and experiences that will attract the lucrative family holiday sector. Keeping children and young people safe from harm is paramount to the success of family centric caravan holiday parks and continued business success.

At present, the National Principles are not mandatory but could become legislated in the future. It is prudent for park operators to be 'on the front foot' when it comes to formalising child safety protocols and by adopting and implementing the National Principles publicly, demonstrates your leadership and commitment to child safety and wellbeing.

Practical tools and training resources are available to help organisations implement the National Principles and can be found at the site below:

Practical tools such as policy templates and code of conduct - <https://humanrights.gov.au/resource-hub/resources-for-organisations-businesses/child-safe-organisations>

Ten National Principles for Child Safety

#	Criteria	YES	NO	N/A
9.1	Child safety and wellbeing is embedded in organisational leadership, governance and culture.	YES	NO	N/A
9.2	Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.	YES	NO	N/A
9.3	Families and communities are informed and involved in promoting child safety and wellbeing.	YES	NO	N/A
9.4	Equity is upheld and diverse needs respected in policy and practice.	YES	NO	N/A
9.5	People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice	YES	NO	N/A
9.6	Processes to respond to complaints and concerns are child focused.	YES	NO	N/A
9.7	Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.	YES	NO	N/A
9.8	Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.	YES	NO	N/A
9.9	Implementation of the national child safe principles is regularly reviewed and improved.	YES	NO	N/A
9.10	Policies and procedures document how the organisation is safe for children and young people	YES	NO	N/A