



## RISK MANAGEMENT PLAN



*Updated November 2015*

*Australian Volleyball Schools Cup is an officially sanctioned event of Volleyball Australia. All rights reserved.*

## Contents

1. Summary .....	3
2. Risk Management Personnel .....	3
3. Mitigation of Risks.....	4
4. Communication of Risk Incidents and Management Plans .....	4
5. Documentation of Risk Management Activities .....	5
6. Review of Risk Management Occurrences.....	6
7. Member Protection Information Officers (MPIO) .....	6
8. Risk Scales .....	9
9. Australian Volleyball Schools Cup Risk Management Plan .....	8



## 1. Summary

Volleyball Australia is committed to delivering a high quality school's volleyball event. This document ensures that all aspects of the event have been considered in terms of their level of risk and are accompanied by mitigation and management strategies.

This document includes guidelines to identify and reduce the risk of accidents prior to and during the event. It is intended to provide a reasonably safe environment for all.

In order to manage risk associated with the event a team of individuals are nominated and endorsed as members of the Risk Management Team to be responsible for safety and risk management at the event. Coupled with this team there are external agencies whom provide professional advice on certain risk occurrences.

Also outlined in this document are the processes for mitigating risks at the event as well as the process of communication which is important in establishing a consistent message across all people involved.

Risk management is an integral part of good event management, especially in regards to the Australian Volleyball Schools Cup which brings together over 5000 children.

## 2. Risk Management Personnel

### a. Internal

The following individuals are nominated and endorsed as members of the **Risk Management Team (RMT)** for the 2015 Australian Volleyball Schools Cup:

- ❖ Volleyball Australia (VA)  
Tournament Director – Kasia Stawski  
Competition Managers – Peter McConnon
- ❖ Technical Delegate (Referee) – Danielle Francis
- ❖ Venue Representatives  
SSCT Event & Booking Manager – Amelia Taylor

Representatives from any external agencies required to provide advice or manage risk occurrences will be included in the Risk Management Team as the need arises.

### b. External

Appendix 1 to the Victorian Government Department of Human Services "Blue Book" contains a list of Contacts for notification of occurrence of infectious diseases. This contacts list will be distributed to members of the RMT.

Emergency Services (Police, Fire, Ambulance, rescue) and any subsidiary services (sexual assault, counselling) can be contacted through usual emergency channels by dialling 000.



### 3. *Mitigation of Risks*

#### a. **Infectious Diseases**

The RMT to liaise with all venues hosting competitions to discuss a schedule of venue disinfection – surfaces such as canteen pedestrian rails, venue doors, bathroom surfaces etc. and discuss current venue practices for cleaning.

The RMT will have at hand a range of documentation alerting venue patrons of the basic requirements for prevention of risk with respect to communicable diseases.

The RMT to identify any potential infectious diseases and to be aware of any symptoms that may trigger further medical assessment and subsequent containment.

Printouts from the Victorian Government Department of Human Services “Blue Book” for common afflictions that may be anticipated include:

Acute bacterial conjunctivitis	Campylobacter infection
Chickenpox or Shingles	Food & Water borne illness
Giardiasis	Hepatitis A – E
Impetigo (school sores)	Influenza
Meningococcal disease	Pediculosis (head lice)
Salmonellosis	Viral Gastroenteritis

Copies of the Guidelines for each of these diseases will be obtained and held by the Tournament Office.

### 4. *Communication of Risk Incidents and Management Plans*

A consolidated and informed report to affected parties of the risk and its management will minimise potential panic in the face of an incident occurring. The preparation of written statements and the delivery of these by an appointed representative will ensure consistent messages are conveyed and received.

The use of the Telephone Tree is important to ensure a consistent message reaches the appropriate people within a reasonable time.

Dissemination of information to the appropriately affected parties is recommended by following the Telephone Tree:



Chair AVSC EC Stephen Doyle			
Schools Representatives	Tournament Director Kasia Stawski 0411 020 400	Competition Manager Peter McConnon	Volunteers Co-ordinator
School Representatives	VA/ASC  AVSC Office  External Contractors/Service Providers on site  Emergency & Government Authorities	Technical Delegate  Venues	Volunteers
Team Representatives			

If and when required, staff debriefings will be convened to ensure awareness and understanding of issues and remedies to quell any uncertainty experienced by volunteers, event staff or others in dealing with any incidents.

#### Notification and monitoring of “at risk” children

Participating schools have been invited to submit information on “at risk” children the subject of disciplinary or family challenges to be held in strict confidence by nominated AVSC representatives.

### **5. Documentation of Risk Management Activities**

As described in the Risk Management Procedures table, documenting the activities surrounding a risk occurrence are crucial to ensuring an accurate record of the incident and manner in which it was handled.

This documentation will assist in the review of future risk management materials, provide a record for the governing body to assess the handling of the incident and will provide the basis of counselling for those involved in the incident/s.



## 6. *Review of Risk Management Occurrences*



At the conclusion of the event a complete review of all areas including budgets, personnel and procedures, and the regular review and revision and education of those involved, will ensure a thorough awareness and application of procedures is maintained.

## 7. *Member Protection Information Officers (MPIO)*

**Member Protection:** A term used by the Australian sports industry to describe the practices and procedures needed to protect members from discrimination, harassment, abuse and other forms of inappropriate behaviour.

**MPIO:** Member Protection Information Officers are people trained to be the first point of contact within sporting organisations for any person considering making a complaint under the Member Protection Policy. MPIOs provide confidential, impartial and timely information and support. They act as a sounding board and provide information about the local complaint resolution options available to address the individual's concerns. MPIOs are not advocates but they may elect to accompany complainants if requested, to talk with someone else. In relation to this event, if situations do arise where the MPIOs

MPIO's are there to:

- ❖ Listen
- ❖ Act as an impartial support person
- ❖ Provide information about discrimination, harassment and child abuse
- ❖ Provide information about the Member Protection Policy and the options available to resolve the complaint
- ❖ Provide information about relevant laws and the right to complain externally
- ❖ Discuss possible strategies the individual can use to deal directly with the other person
- ❖ Provide contact details for counselling or other referrals as appropriate or as requested



MPIO's are not there to:

- ❖ Advocate
- ❖ Intervene
- ❖ Take sides or judge
- ❖ Investigate
- ❖ Give advice
- ❖ Breach confidentiality



## 8. Risk Scales

### i. Likelihood

**Table 1: Likelihood Scale**

Rating	LIKELIHOOD The potential for problems to occur in a year
A	ALMOST CERTAIN: Will probably occur, could occur several times per year
B	LIKELY: High probability, likely to arise once per year
C	POSSIBLE: Reasonable likelihood that it may arise over a five-year period
D	UNLIKELY: Plausible, could occur over a five to ten year period
E	RARE: Very unlikely but not impossible, unlikely over a ten year period

### ii. Severity

The severity of a risk refers to the degree of loss or damage which may result from its occurrence.

**Table 2: Severity Scale**

Rating	POTENTIAL IMPACT In terms of the objectives of the organisation
A	CATASTROPHIC: Most objectives may not be achieved, or several severely affected
B	MAJOR: Most objectives threatened, or one severely affected
C	MODERATE: Some objectives affected, considerable effort to rectify
D	MINOR: Easily remedied, with some effort the objectives can be achieved
E	NEGLIGIBLE: Very small impact, rectified by normal processes

Having assessed each risk in terms of likelihood and severity you should be in a position to prioritise the risks to assist in deciding what action is warranted to manage the risks (where possible).

### iii. Risk Priority

The risk priority scale determines the nature of the risk and the action required. They are indicators to assist in the decision making of what action is warranted for the risks.

**Table 3: Risk Priority Scale**

		IMPACT				
		A	B	C	D	E
LIKELIHOOD	A	Extreme (1)	Extreme (1)	Major (2)	Major (2)	Medium (3)
	B	Extreme (1)	Extreme (1)	Major (2)	Medium (3)	Minor (4)
	C	Extreme (1)	Major (2)	Major (2)	Medium (3)	Minor (4)
	D	Major (2)	Major (2)	Medium (3)	Minor (4)	Minor (4)
	E	Medium (3)	Medium (3)	Minor (4)	Minor (4)	Minor (4)

**Key:**

1	Extreme risks that are likely to arise and have potentially serious consequences requiring urgent attention
2	Major risks that are likely to arise and have potentially serious consequences requiring urgent attention or investigation
3	Medium risks that are likely to arise or have serious consequences requiring attention
4	Minor risks and low consequences that maybe managed by routine procedures
5	Use this to note a risk that does not apply to your organisation



## 9. Australian Volleyball Schools Cup Risk Management Plan

Risk Identification (Participants)	Likelihood (Potential) <i>Table 1</i>	Severity (Impact) <i>Table 2</i>	Risk Rating <i>Table 3</i>	Treatment/Action	Time-frame	Resources (materials/facilities/equipment)	Responsible Person
<b>i. Heat Stress/ Dehydration</b>	B	E	Minor	Withdrawal from playing arena & removal from further harm	0-5 mins	Access to Water hydration system	TD
				Monitor condition	5-30 mins	Access to ice & towels	School (Team) Rep
				Notify ambulance/first aid personnel	30-60 mins	First aid personnel	TD/venue
						Treatment room	
<b>ii. Assault – Violent</b>	C	E	Minor	Containment / Separation of parties	0-10 mins	Blood spill kits/fluid handling kits	RMT
				Removal of spectators from harm	10-15 mins		School/Team Rep
				Assessment/Treatment of injuries	15-20 mins	Separate rooms for parties	Rep First aid Police
				Convene RMT Meeting Notification of School Rep Notify MPIO of incident and prepare for meeting with people involved	20-30 mins	AVF Member Protection Policy & Report Templates	TD/MPIO
				Documentation of Incident	30-120 mins	RMT briefing room	TD
				Verbal & written briefing of Parents, Principal	TBA		
				Notification to Police	TBA	School reporting Policy	TD
				Prepare media statement	TBA	At risk children list produced pre-event on advice from schools	CEO/ASC
				Announcement to participants	If required		Venue/TD

Risk Identification (Participants)	Likelihood (Potential) <i>Table 1</i>	Severity (Impact) <i>Table 2</i>	Risk Rating <i>Table 3</i>	Treatment/Action	Time-frame	Resources (materials/facilities/equipment)	Responsible Person
				Debrief of RMT	If required		
iii. Assault - Sexual	C	E	Minor	Containment / Separation of parties	Immediately upon notification to RMT	Blood spill/fluid handling kits	RMT
				Notification of School/Team Rep		RMT briefing room	TD
				Convene RMT Meeting	0-30 mins	AVF Member Protection Policy & Report Templates	TD
				Notify MPIO of incident and prepare for meeting with people involved	0-30 mins		TD/MPIO
				Containment of information	0-30 mins	At risk children list produced pre-event on advice from schools	RMT/Police
				Sexual Assault Assessment/ Treatment / Counselling co-ordinated	0-90 mins		RMT/Police
				Notification to Police	0-90 mins		TD
				Documentation of Incident	0-90 mins		RMT/TD
				Verbal / Written briefing of Parents, Principal	0-3 hrs. mins		School/Team Rep
				Announcement to participants	If required		TD
				Prepare Media Statement	If required		VA CEO
Debrief of RMT	If required		TD				

<b>Risk Identification (Participants)</b>	<b>Likelihood (Potential)</b> <i>Table 1</i>	<b>Severity (Impact)</b> <i>Table 2</i>	<b>Risk Rating</b> <i>Table 3</i>	<b>Treatment/Action</b>	<b>Time-frame</b>	<b>Resources (materials/facilities / equipment)</b>	<b>Responsible Person</b>
<b>iv. Substance Abuse</b>	C	E	Minor	Containment of parties/ substances, removal from harm	Immediately upon notification	Blood spill /fluid handling kits	RMT
				Assessment of condition	0-5 mins	AVSC Tournament Regulations	RMT/Venue
				Notification of ambulance/first aid	0-10 mins		TD/Venue
				Convene RMT Meeting	10-30 mins	School Policy	TD
				Notify MPIO of incident and prepare for meeting with people involved	10-30 mins	At risk children list produced pre-event on advice from schools	TD/MPIO
				Documentation of Incident (parties' actions etc.)	30-60 mins		RMT
				Gather affected groups for briefing, prepare verbal & Written briefing of Parents, Principal	60-120 mins		TD/School Reps
				Prepare Media Statement Containment of information	If required		VA CEO RMT
<b>v. Infectious Disease</b>	B	D	Medium	Convene RMT Meeting	Immediately on notification of occurrence	Victorian Health "Blue Book"	TD
				Review of "Blue Book" Guidelines for general assessment of symptoms			RMT
				Notification to authorities & implementation of advised actions	60-180 mins	Blood/fluid handling kits for Tournament personnel	TD
					60-120 mins		RMT/TD

				Notification to venue of potential disease scenario Document actions from local authorities to disinfect facilities and contain participant exposure	As soon as appropriate	Disinfecting products for Tournament personnel	RMT
				Gather affected groups for briefing	As soon as appropriate		RMT
				Communication to participants	As soon as appropriate		RMT/School Rep
				Regular monitoring/assessment of participants as per local authority guidelines/direction	As directed		RMT
				Prepare Media Statement	As soon as appropriate		VA CEO
<b>vi. Harassment/ Discrimination/ Vilification</b>	B	D	Medium	Identify parties involved, materials or language the subject of harassment/discrimination	Immediately on third party notification or direct complaint	VA Member Protection Policy & Report Templates	RMT School/Team Rep
				Containment of information spreading			RMT
				Convene RMT Meeting	As soon as appropriate		TD
				Notify MPIO of incident and prepare for meeting with people involved	As soon as appropriate		TD/MPIO
				Prepare Media Statement			VA CEO
				Announcement to Participants	As soon as appropriate		RMT/School Reps
				Debrief of RMT		TD	

<b>vii. Kidnapping</b>	D	C	Medium	Verification of claim and containment of person delivering it	Immediately on notification of incident	At risk children list produced pre-event on advice from schools	RMT
				Containment of information spreading	0-20 mins		RMT
				Convene RMT Meeting	0-20 mins		TD
				Notification of authorities	0-20 mins		TD
				Assessment of surroundings and last known locations	20-30 mins		RMT/Police
				Gather affected groups for briefing, prepare verbal & Written briefing of Parents, Principal	30 mins		RMT/School Reps
				Prepare Media Statement	If required		VA CEO
				Notification of participants	As directed		TD/School Reps
<b>viii. Serious Injury/ Death</b> (within Tournament activities)	D	C	Medium	Locate victim & assess injuries	Immediately on notification	Blood spill/fluids handling kits	RMT
				Contain area & remove further harm Remove spectators, surplus staff	0-10 mins	First Aid personnel	RMT
				Notify authorities	0-10 mins	Mobile	TD
				Convene of RMT Meeting	0 – 30 mins		TD

				Containment of information spreading	0 – 30 mins		RMT/School Reps
				Prepare Media Statement	0 – 30 mins		VA CEO
				Debrief RMT	As required		TD
<b>ix. Serious Injury/Death</b> (external to Tournament activities)	D	C	Medium	Containment of information spreading	Immediately		RMT/School Reps
				Prepare Media Statement	As soon as appropriate		CEO/ASC
				Revision of competition draw and distribution of new draw to participants, venue, referees, volunteers	As required		TD/CM

<b>x. Suicide</b> (threat or attempt)	D	C	Medium	Identify individual and locate their school representative	Immediately upon notification of incident	At risk children's list produced pre-event on advice from schools	RMT
				Contact 000 for professional assistance	0-5 mins	Team registration sheets for personal information	RMT/TD
				Remove spectators and extra personnel	0-5 mins		RMT and Professional Personnel
				Containment of affected parties (friends/teachers) in separate area of venue	0-5 mins	Barriers for preventing entry to affected area	RMT and Professional Personnel
				Containment of information spreading Obtain professional services	0-20 mins 20-120 mins		RMT/School Reps
				Prepare Media Statement (attempt)	If required		VA CEO



<b>xii. Power Failure</b>	B	C	Medium	Locate venue staff and follow direction	Immediately	Portable PA/Megaphone / Mobile phones	TD
				Announcement to participants	If required	Torches	Venue
				Revise draw scheduling for period of interruption	As soon as appropriate		CM
<b>xiii. Damage/Theft – Venue and/or sports equipment</b>	B	C	Major	Assessment of damage/Theft of equipment	Immediately	Incident report template	TD/CM
				Documentation of incident	0-10 mins		TD
				Notification to Police	0-20 mins	Mobile	TD
				Re-schedule draw if required	If required	Computer/Printer	TD/CM
				Replace equipment if required	If required	List replacement equipment	Venue/VA
				Prepare media statement and announcement to participants	As directed and as appropriate		VA/Venue
<b>xiv. Theft - Participant personal equipment</b>	A	E	Medium	Documentation of incident	Immediately	Incident report template	TD/CM
				Notification to Police	TBA		TD
				Prepare media statement	TBA		VA/ CEO
				Announcement to participants	If required	Portable PA/Megaphone	TD/CM

<b>xv. Extreme temperatures</b> <ul style="list-style-type: none"> <li>• Cold weather policy</li> <li>• Hot weather policy</li> </ul>	C	D	Medium	In case of hot weather, in extreme hot weather cases, play may be suspended. This will be a decision by the TD based on temperature and humidity. Otherwise play will continue with the same treatment/actions as for dehydration, heat stress and sunstroke	Notification to all about suspension to play due to excessive temperatures by TD. 0-15 mins	Athletes and staff moved to Surf Club. Also same resources as per dehydration, heat stress and sunstroke.	TD
<b>xvi. Venue issues</b> <ul style="list-style-type: none"> <li>• Roof leakage</li> </ul>	D	C	Medium	Conduct venue inspection prior to event  Assess risk with venue personnel  Assess damage with venue personnel  Document incident  Announcement to participants  Revise draw scheduling for period of interruption or reschedule draw	Prior to event  Immediately  Immediately  Immediately  If required  If required and when appropriate	Portable PA/Megaphone / Mobile phones  Incident report template  Mobile  Computer/Printer	RMT/Venue  TD/RMT  TD  TD  TD/CM

Key: **VA** – Volleyball Australia  
**TD** – Tournament Director

**VC** – Volunteer Coordinator  
**RMT** – Risk Management Team

**OM** – Operations Manager  
**CM** – Competition Manager

**Venue** – MSAC and/or SVC  
**ASC** – Australian Sports Commission

*A complete written report will be made documenting the incident, circumstances and actions taken.*