



**RISK MANAGEMENT PLAN  
(within playing venues)**

*Updated September 2019*

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## 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 areas of risk as well to develop strategies to minimise the risk. It is Volleyball Australia's intent to provide, where possible, a safe environment for all.

A Risk Management Team will be established with the sole responsibility for safety and risk management at the event. Coupled with this team are external agencies with whose professional advice will be sought for certain risk occurrences.

Also outlined in this document are the processes for mitigating risks at the event as well the process for communicating to all people involved at the event.

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 2018 Australian Volleyball Schools Cup:

- Volleyball Australia (VA) – Events Director & AVSC Tournament Director
- Technical Delegate (Referee)
- Venue Representatives - Supervisor Venue Maintenance and Operations

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 Queensland Government Department of Health "Communicable disease control guidance" 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 Queensland Government Department of Health “Communicable disease control guidance” for common afflictions that may be anticipated include:

Gastroenteritis	Campylobacter enteritis
Chickenpox or Shingles	Water-borne or food-borne illness
Salmonella	Hepatitis A – E
Hand, foot and mouth disease	Influenza
Meningococcal disease	Head lice (Pediculosis)

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.

Communication of identified risks

Top to bottom

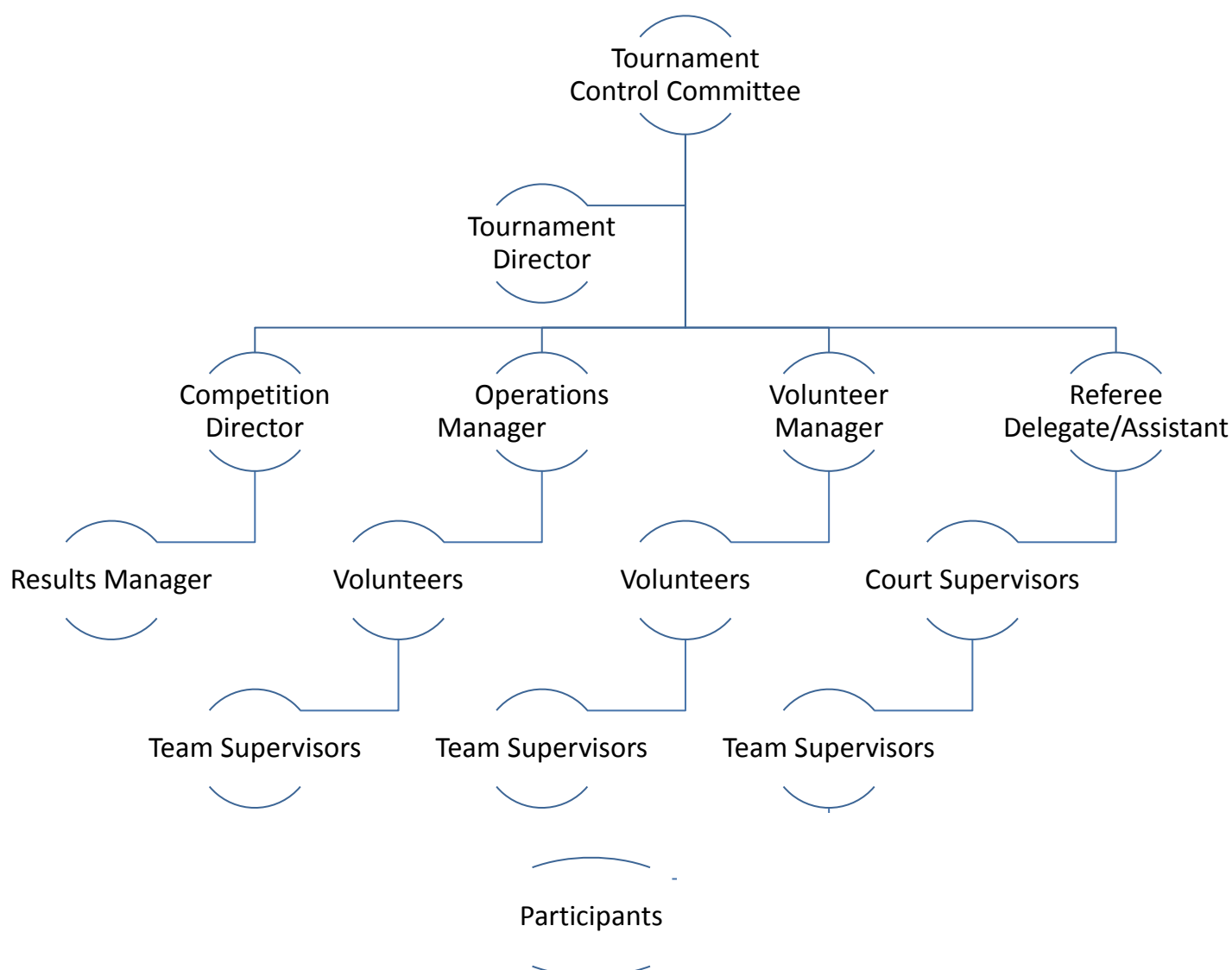
Bottom to top

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:



## 5. AVSC Tournament Management Structure



## 6. 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.

## 7. 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.



## 8. Volleyball Australia Risk Level Matrix

<b>Almost certain</b> 5	M	S	H	VH	VH
<b>Likely</b> 4	M	S	S	H	VH
<b>Possible</b> 3	M	M	S	S	H
<b>Unlikely</b> 2	L	M	M	S	S
<b>Rare</b> 1	VL	L	M	M	M
<b>Likelihood</b>	<b>Negligible</b> 1	<b>Minor</b> 2	<b>Medium</b> 3	<b>Major</b> 4	<b>Severe</b> 5
	<b>Consequences</b>				

**Rating risk level:**

- (H) High risk - detailed action/plan required (VH = Very High)
- (S) Significant risk - needs senior management attention
- (M) Moderate risk - specify management responsibility
- (L) Low risk - manage by routine procedures (VL = Very Low)

**Likelihood:**

- (5) Almost certain - expected to occur in most circumstances
- (4) Likely - will probably occur in most circumstances
- (3) Possible - could occur at some time
- (2) Unlikely - not expected to occur
- (1) Rare - exceptional circumstances only

**Consequences:**

- (5) Severe - would stop achievement of outcomes
- (4) Major - would threaten achievement of outcomes
- (3) Medium - necessitates significant adjustment
- (2) Minor - would threaten an element
- (1) Negligible - lower consequence

## 9. Australian Volleyball Schools Cup Risk Management Plan

KEY RISK AREA	RISK RATING	CONTROL MECHANISM	PROPOSED TREATMENT/ACTION	RESPONSIBLE PERSON	MONITOR SCHEDULE	PERSON MONITORING
<b>HEALTH RISKS</b>						
Participant Injury – Collision, Trips, Slips, Falls	<b>Low to Moderate</b>	<ul style="list-style-type: none"> <li>- Ensure safety checks on equipment, courts &amp; surrounds.</li> <li>- First aid at all venues</li> </ul>	Application of appropriate safety equipment eg. <ul style="list-style-type: none"> <li>- Post pads</li> <li>- Access to towels to clean up spills</li> <li>- Tape hazards eg. cabling etc.</li> <li>- First aid provided at each venue</li> <li>- For emergencies follow the appropriate <i>procedure</i></li> </ul>	Operations Manager	Daily - ongoing	Team supervisors Court supervisors  <b><u>For emergencies:</u></b> <b>First on site - call 000</b> <b>Supervising adult (teacher)</b> <b><u>Non emergencies:</u></b> <b>- Court supervisor</b> <b>- Venue first aid</b> <b>- Venue management to call 000 if required</b>
Heat Stress/ Dehydration	<b>Low</b>	<ul style="list-style-type: none"> <li>- External water fountain provided</li> <li>- Water fountains within venue</li> <li>- Vending machines with water available</li> </ul>	<ul style="list-style-type: none"> <li>- Supply outdoor water stations and encourage use</li> <li>- Notify First aid</li> <li>- Withdrawal from playing arena</li> <li>- Replenish fluids</li> <li>- Monitor condition</li> </ul>	Operations Manager	Daily - ongoing	Team supervisors Court supervisors
Infectious Disease	<b>Moderate</b>	<ul style="list-style-type: none"> <li>- External water fountain provided</li> <li>- Hand sanitiser supplied at each venue</li> <li>- Discourage use of bathroom taps for water refills</li> </ul>	<ul style="list-style-type: none"> <li>- Supply outdoor water stations and encourage use</li> <li>- Limit use of water access in bathrooms</li> <li>- Supply hand sanitiser at each court</li> <li>- Supervising adult to inform court supervisor</li> </ul>	Tournament Director	Daily - ongoing	Team supervisors Court supervisors

			<ul style="list-style-type: none"> <li>- First aid to be notified</li> <li>- Tournament &amp; venue management informed</li> <li>*Dependent on type of infection &amp; number of effected participants:</li> <li>- Team supervisor to contact school Principal</li> <li>- Communicate line of action to relevant participants and implement other preventative measures.</li> <li>- Management to continue monitoring situation</li> <li>- Inform relevant authorities (if required)</li> </ul>			
Gastro Outbreak	<b>Moderate</b>	<ul style="list-style-type: none"> <li>- First Aid provided</li> <li>- Hand sanitizer available around the venue</li> <li>- Limit use of water access in bathrooms</li> <li>- limit personal contact during matches</li> <li>- handwashing is mandatory</li> <li>- cleaning and disinfecting venue daily</li> <li>Reduce the sharing of food and drinks</li> </ul>	<ul style="list-style-type: none"> <li>- isolate patient/s</li> <li>- handwashing carried out before and after contacting patient</li> <li>- disinfect all areas patient has been in contact with</li> <li>- ensure stricter control over hand washing, hygiene and strictly no sharing drink bottles</li> <li>- no contact with players pre and post-match</li> <li>- hand sanitiser is mandatory pre and post match</li> </ul>	Tournament Director Venue management	Daily - ongoing	Team supervisors Court supervisors



Serious Injury/Death	<b>Significant</b>	<ul style="list-style-type: none"> <li>- Ensure safety checks on all equipment and courts</li> <li>- First aid at each venue</li> <li>- Local hospital notified of event in case of emergencies</li> </ul>	<ul style="list-style-type: none"> <li>- Follow participant injury emergency procedure - call 000</li> <li>- Call the school principal and notified immediately</li> <li>- School Principal and police to inform participants parents</li> <li>- Convene RMT meeting</li> <li>- Document incident</li> </ul>	<p>Tournament Director Risk Management Team Venue management</p>	Daily - ongoing	<p>Team supervisors Court Supervisors Risk Management Team</p>
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**ENVIRONMENTAL**

Deodorant spray (inside venues)	<b>Low</b>	<ul style="list-style-type: none"> <li>- Spray deodorant prohibited inside venues</li> <li>- Fines apply</li> </ul>	<ul style="list-style-type: none"> <li>- Follow participant injury emergency procedure.</li> </ul> <p><u>For emergencies:</u> First on site - call 000 Supervising adult (teacher)</p> <p><u>Non emergencies:</u></p> <ul style="list-style-type: none"> <li>- Court supervisor</li> <li>- Venue first aid</li> <li>- Venue management to call 000 if required</li> </ul>	Operations Manager	Daily - Ongoing	<p>Team supervisors Court Supervisors</p>
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KEY RISK AREA	RISK RATING	CONTROL MECHANISM	PROPOSED TREATMENT/ACTION	RESPONSIBLE PERSON	MONITOR SCHEDULE	PERSON MONITORING
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**ABUSE**

Assault - Physical/Violent (violent)	<b>Moderate</b>	- Court supervisors/ supervising adults present in halls Code of Conduct -Working with vulnerable people/children checks	- Follow participant injury emergency procedure - call 000 - Call the school principal and notified immediately - School Principal and police to inform participants parents - Convene RMT meeting - Document incident	Tournament Director Risk Management Team	Daily - ongoing	Team supervisors Court Supervisors
Assault - Sexual	<b>Moderate</b>	- Working with vulnerable people/children checks - Court supervisors/ supervising adults present in halls - Code of Conduct	- Follow participant injury emergency procedure - call 000 - Call the school principal and notified immediately - School Principal and police to inform participants parents - Convene RMT meeting - Document incident	Tournament Director Risk Management Team	Daily - ongoing	Team supervisors Court Supervisors
Substance Abuse - Alcohol/Drugs	<b>Moderate</b>	- Code of Conduct - Adult supervision within venues	-Contain parties/substances -Inform Tournament Director -Notify first aid/ambulance -Convene RMT meeting -Gather effected parties for briefing -Document incident	Tournament Director Risk Management Team	Daily - Ongoing	Team supervisor

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**ABUSE**

Harassment/ Discrimination/ Vilification	<b>Low</b>	- Court supervisors/ supervising adults present in halls - Code of Conduct - Working with vulnerable people/children checks	-Identify parties involved and incident details -Convene RMT meeting -Conduct meeting with appropriate parties -Document incident	Tournament Director Risk Management Team	Daily - Ongoing	Team supervisor Court supervisors
Suicide Threat/ Attempt	<b>Moderate</b>	- First aid in venues - Supervision during event - Local hospital notified of event in case of emergencies	- Follow participant injury emergency procedure - Contact the team supervisor and school principal - School Principal and police to inform participants parents - Convene RMT meeting - Document incident	Tournament Director Risk Management Team	Daily - ongoing	Team supervisors
Terrorism Threat/ Attempt	<b>Moderate</b>	- Police notified of event	-Follow venue management instructions on evacuation procedures -Contact emergency on 000	Tournament Director Venue Management	Daily - Ongoing	Venue management

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**EQUIPMENT**

Unsafe Equipment and court layout	<b>Low</b>	<ul style="list-style-type: none"> <li>- Ensure safety checks are conducted of all equipment and courts prior to and during event</li> <li>- Court supervisors present in halls</li> <li>- FOP meets safety standards</li> </ul>	<ul style="list-style-type: none"> <li>-Operations manager to check equipment and court layout at each venue prior to the start of the tournament to ensure FOP meets safety standards.</li> <li>-Identify inadequate equipment</li> <li>-Operations manager to work with venue management to alleviate problem</li> </ul>	Operations Manager Venue management	Daily - ongoing	Team supervisor Court supervisor
Theft (event equipment)	<b>Moderate</b>	<ul style="list-style-type: none"> <li>- Court supervisors/ supervising adults present in halls</li> <li>- Adult present with duty teams at all times</li> </ul>	<ul style="list-style-type: none"> <li>-Identify individuals involved and incident details</li> <li>-Contact team supervisor and school Principal</li> <li>-Convene RMT meeting</li> <li>-Convene meeting with parties involved</li> <li>Document incident</li> </ul>	Operations Manager Tournament Director	Daily - ongoing	Team supervisor Court supervisor
Damage (Equipment/ Venue)	<b>Low</b>	<ul style="list-style-type: none"> <li>- Court supervisors present in halls</li> <li>- Adult present with duty teams at all times</li> </ul>	<ul style="list-style-type: none"> <li>-Operations manager to identify parties involved and assess damage</li> <li>- Contact team supervisor</li> <li>- Notify venue management (if required)</li> <li>-Convene meeting with relevant parties</li> <li>-Damage to be repaid back by parties involved.</li> <li>-Provide written correspondence to parties/team supervisor</li> </ul>	Operations Manager	Ongoing	Team supervisor Court supervisor Venue management

KEY RISK AREA	RISK RATING	CONTROL MECHANISM	PROPOSED TREATMENT/ACTION	RESPONSIBLE PERSON	MONITOR SCHEDULE	PERSON MONITORING
<b>EQUIPMENT</b>						
Tablets - Hardware Fault - Network Fault	<b>Moderate</b>	<ul style="list-style-type: none"> <li>- Adequate testing</li> <li>- Ensure tablet checks are carried out routinely</li> <li>- Tournament staff trained to resolve tablet issues</li> <li>- IT manager present at each venue if required</li> </ul>	<ul style="list-style-type: none"> <li>- Ensure adequate testing is conducted prior to implementation</li> <li>- Ensure tournament staff are sufficiently trained to deal with troubleshooting issues</li> </ul> <p><u>Hardware fault</u> - remove USB from tablet and place in new tablet.</p> <p><u>Network fault pre-match</u> Matches will be pre-loaded the night before matches start the following day. Tablets will not require anything further to score the match.</p> <p><u>Network fault during a match</u> Scoring application needs to be full proof and work complete standalone.</p> <p><u>Network fault at conclusion of match</u> Temporary outage - score will be transferred when the network is restored. Extended outage - scores to be communicated via radio/phone to the tournament office.</p>	Competition Director Tournament Director	Daily - Every match	Court supervisors Referee supervisors Referee delegates Team Supervisors

KEY RISK AREA	RISK RATING	CONTROL MECHANISM	PROPOSED TREATMENT/ACTION	RESPONSIBLE PERSON	MONITOR SCHEDULE	PERSON MONITORING
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**VENUE**

Fire	<b>Significant</b>	<ul style="list-style-type: none"> <li>- Ensure evacuation procedures and instructions are available to and understood by all attendees</li> <li>- Ensure fire exits are not blocked</li> <li>- Follow all safety measures imposed by the venue</li> </ul>	<ul style="list-style-type: none"> <li>-Follow venue management evacuation procedures</li> <li>-All patrons evacuate venue</li> <li>-Assemble in evacuation zone</li> <li>-First aid to asses any injuries</li> <li>-Tournament management to enter venue prior to patrons and convene meeting</li> <li>-Brief all patrons upon entry into venue of match commencement.</li> <li>-Conduct meeting with venue management to discuss and document incident.</li> </ul>	Tournament Director Venue management	Daily - ongoing	Venue management Court supervisors Team supervisors
Power Failure	<b>Significant</b>	<ul style="list-style-type: none"> <li>- Ensure evacuation procedures and instructions are available to and understood by all attendees</li> <li>- Ensure all power cords are tagged and tested</li> <li>- Follow all safety measures imposed by the venue</li> </ul>	<ul style="list-style-type: none"> <li>Follow venue management evacuation procedures</li> <li>-All patrons evacuate venue</li> <li>-Assemble in evacuation zone</li> <li>-First aid to asses any injuries</li> <li>-Tournament management to enter venue prior to patrons and convene meeting</li> <li>-Brief all patrons upon entry into venue of match commencement.</li> <li>-Conduct meeting with venue management to discuss and document incident.</li> </ul>	Tournament Director Venue management	Daily - ongoing	Venue management Court supervisors Team supervisors

Roof Leakage	<b>Moderate</b>	<ul style="list-style-type: none"> <li>- Identify any potential risk areas prior to tournament</li> <li>- Conduct daily safety checks</li> </ul>	<ul style="list-style-type: none"> <li>- Operations Manager to locate issue</li> <li>- Contact venue management</li> <li>- Venue management to alleviate issue</li> <li>- Stop play on effected courts</li> <li>- Stop traffic through effected areas</li> </ul>	Tournament Director Venue management	Daily 0 ongoing	Venue management Court supervisors Team supervisors
Natural Disaster	<b>Moderate</b>	<ul style="list-style-type: none"> <li>- Ensure evacuation procedures and instructions are available to and understood by all attendees</li> <li>- Daily monitoring of weather conditions</li> </ul>	<ul style="list-style-type: none"> <li>Follow venue management evacuation procedures</li> <li>-All patrons evacuate venue</li> <li>-Assemble in evacuation zone</li> <li>-First aid to asses any injuries</li> <li>-Tournament management to enter venue prior to patrons and convene meeting</li> <li>-Brief all patrons upon entry into venue of match commencement.</li> <li>-Conduct meeting with venue management to discuss and document incident.</li> </ul>	Tournament Director Venue management	Daily - ongoing	Venue management Court supervisors Team supervisors

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**PERSONNEL - TOURNAMENT**

<p>Serious Injury/Illness</p> <p>Volunteers</p> <p>Results Manager</p> <p>Referee Delegate</p> <p>Operations Manager</p> <p>Tournament Director</p>	<p><b>Moderate</b></p>	<p>- Ensure other staff are sufficiently trained to fulfil roles should they be required</p> <p>- Ensure staff and volunteers are not over-worked and receive adequate rest time</p>	<p>Establish persons effected</p> <p><u>Volunteers</u> - substitute volunteer/s by dispersing non-affected volunteers across more courts.</p> <p><u>Results Manager</u> - substituted by results assistant and ensure a volunteer is trained to fulfil data entry duties</p> <p><u>Referee Delegate</u> - substituted by referee delegate assistant</p> <p><u>Operations Manager</u> - assistance required from volunteers, management staff to cover responsibilities</p> <p><u>Tournament Director</u> - replaced by VA personnel in attendance at event in conjunction with technical results manager and referee delegate.</p>	<p>Tournament Director</p> <p>Risk Management Team</p>	<p>Daily - ongoing</p>	<p>All Staff and volunteers</p>
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Key: **VA** – Volleyball Australia

**RMT** – Risk Management Team

**Venues** – Gold Coast Sport & Leisure Centre, Carrara indoor Sport Stadium, Coomera Indoor Sport Centre & Runaway Bay Indoor Sport Centre