

TENPIN BOWLING ASSOCIATION OF QUEENSLAND INC

ASSOCIATION RISK MANAGEMENT

UPDATE REVIEW 2023

Contents

1	RISK MANAGEMENT	3
1.1. 1.2. 1.3. 1.4. 1.5. 1.6. 1.7.	Introduction What Is Risk Management? Types Of Risk Which Risks Need To Be Managed? Who Should Be Involved This Resource – Scope & Limitations Steps To Completing Your Risk Management Plan Figure 1 – The Risk Management Process. Figure 2 – The Risk Management Matrix	3 3 3 4
2	RISKS TO CONSIDER	7
2.1. 2.2. 2.3. 2.4. 2.5. 2.6. 2.7. 2.8. 2.9. 2.10. 2.11.	Membership and Child Protection Administration Financial Facility Education Equipment Insurance Health & Hygiene Injury Prevention & First Aid Events Committee Roles	7 7 7 7 7
3	RISK MANAGEMENT PLAN	8
3.1. 3.2. 3.3. 3.4.	On LanesGeneral EnvironmentPeopleGovernance	10 11
4	APPENDICES	. 13
4.1. 4.2.	Glossary Further Information	

1 Risk Management

1.1. Introduction

The Tenpin Bowling Association of Queensland Risk Management Resource is to assist Association officials in the development of their own Risk Management Plan. It is important for State and member Associations and associations to formalise their risk management processes to provide a safer sport and recreation environment for all participants, coaches and volunteers.

1.2. What Is Risk Management?

Risk Management is the process of systematically eliminating or minimising the negative impact of activities, which may give rise to injurious or dangerous situations.

1.3. Types Of Risk

- Legal risks losses and costs arising from legal actions for breach of a common law or statutory duty of care;
- Physical risks injuries to participants and public;
- Financial risks increased insurance premiums, costs associated with injuries for business reasons, loss
 of financial stability and asset value, replacement costs and earning capacity and increased external
 administrative costs;
- Moral & Ethical Risks loss of quality of participant experience and confidence, adverse publicity and damage to image or reputation.

1.4. Which Risks Need To Be Managed?

The law does not require associations to provide a completely risk free tenpin bowling environment. In addition, by agreeing to participate in tenpin bowling activities, participants will be taken to have consented to those risks, which form an inevitable aspect of the activity. Associations will not be required to take steps to counter risks where it would be considered unreasonable to expect them to do so in the circumstances.

Association representatives will however be expected to adopt reasonable precautions against risks which might result in injuries or damages which are reasonably foreseeable.

1.5. Who Should Be Involved

It is important that all key people including the executive committee, volunteers, officials, coaches and all Association members are involved in each step of the risk management process. The wider the consultation the better will be the identification of risks.

1.6. This Resource – Scope & Limitations

This resource has been developed to include risks, which will be applicable to most tenpin bowling Associations. As such it focuses mainly on the risk component of actually playing tenpin bowling. As such it does not address in depth risk management considerations for other elements of tenpin bowling Association operations such as governance, administration, finance, insurance, planning etc. This should be undertaken by your own Association, to match it's specific requirements, following the guidelines below.

Risks will vary depending on the circumstances and ways in which your Association operates. It is up to the Committee and key people in your organisation when using this resource to think about other risks not identified here, and to plan for them accordingly.

1.7. Steps To Completing Your Risk Management Plan

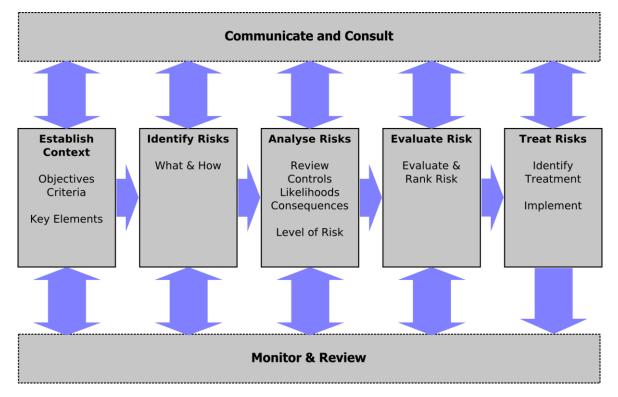


Figure 1 – The Risk Management Process

The approach adopted in this resource is based on the Australian Standard on Risk Management AS/NZS 4360:2004

Communicate and Consult

- It is essential that all Association members and participants in Association programs are aware of the Risk Management Plan and are consulted in its development, implementation and evaluation.
- Membership of tenpin bowling Associations is constantly changing; therefore all new staff, members and volunteers should be introduced to the Risk Management Plan and their obligations as a member of your Association/Committee.

Establish Context

- Clarify objectives and areas of operation where risks may occur.
- The Action plan of this document addresses four areas of operation: On Lanes, General Environment, People, and Governance.
- Other potential areas of operation to include in the Risk Management plan are administration, finance, insurance, children & young people and planning.

Identify Risks

- Establish what the risks are in each area and how they may occur
- Undertake a brainstorming session within your Association to ensure the risks that are unique to your tenpin bowling environment are identified.
- On Lanes Preparation of Lanes and Recovery after sessions should be considered where appropriate, as should any areas of on lanes activity specific to your Association.
- General Environment risks include the Association premises and surrounding areas which are used by members and the public and should include uses which are not necessarily tenpin bowling specific.
- Governance Governance risks will vary from Association to Association, but should include measures to
 make sure that the Association is well run, practices fair procedures and is welcoming to new and
 existing members.
- Personnel Association members, coaches, participants, volunteers, parents and spectators involved in tenpin bowling activities. The Association owes a duty of care to those people who may be affected by

its actions and should ensure that it takes steps to manage the risks, which may affect Association personnel, plus risks which arise as a result of their conduct.

Analyse the Risk

- Analyse risk in terms of its likelihood to occur and the seriousness of the consequences arising from its occurrence.
- The Risk Matrix (Figure 2) is used to prioritise risk and the risk treatment (Extreme, Major, Medium, Minor).
- Each identified risk must be rated.
 - 1. **Likelihood** rate the likelihood of the risk occurring
 - 2. **Consequence** rate the consequence of the risk occurring including the impact of loss or damage.
 - 3. **Likelihood x Consequence = Risk Priority** or the degree of urgency required to address the risk

			C	Consequence		
		Catastrophic Most objectives may not be achieved or severely affected	Major Most objectives threatened, or one severely affected	Moderate Some objectives affected, considerable effort to rectify	Minor Easily remedied, with some effort objectives can be achieved	Negligible Very small impact, rectified by normal processes
	Almost certain Will probably occur, could occur several times per season	EXTREME 1	EXTREME 1	MAJOR 2	MAJOR 2	MEDIUM 3
	Likely High probability, likely occur once a year	EXTREME 1	EXTREME 1	MAJOR 2	MEDIUM 3	MINOR 4
Likelihood	Possible Reasonable likelihood that it may arise over a five year period	EXTREME 1	MAJOR 2	MAJOR 2	MEDIUM 3	MINOR 4
_	Unlikely Plausible, could occur over a five to ten year period	MAJOR 2	MAJOR 2	MEDIUM 3	MINOR 4	MINOR 4
	Rare Very unlikely but not impossible, unlikely over a 10 year period	MEDIUM 3	MEDIUM 3	MINOR 4	MINOR 4	MINOR 4

Figure 2 – The Risk Management Matrix

Risk Priority

- 1. **EXTREME** Very Likely to arise and have potentially serious consequences requiring urgent attention
- 2. **MAJOR** Likely to arise and have potentially serious consequences requiring urgent attention or investigation
- 3. **MEDIUM** Likely to arise or have serious consequences requiring attention
- 4. **MINOR** Risks and low consequences that maybe managed by routine procedures or deemed acceptable in terms of cost and benefits.

Some Examples

- 1. Minor injuries to players would be Almost Certain, but the consequence might be negligible.
- **2.** A fire or flood destroying the playing venue might be unlikely, but would have a catastrophic or major impact.
- **3.** In the absence of financial controls, the theft of all Association funds by a rogue treasurer could be possible and would have a catastrophic or major impact on the Associations activities.

Evaluate the Risk

- Decide what risks are acceptable considering costs and benefits.
- A risk that is determined as acceptable should be monitored and periodically reviewed to ensure it remains acceptable. A risk deemed unacceptable should be treated.

Treat the Risks (Action Plan)

- Treatment strategies will be directed towards:
 - Avoiding the risk by discontinuing the activity that generates it (rarely an option when providing a community service).
 - o Reducing the likelihood of the occurrence.
 - o Reducing the consequences of the occurrence.
 - Transferring the risk.
 - Retaining the risk.
- The intention of these risk treatments is to reduce the risk level of unacceptable risks to an acceptable level (use the risk matrix).
- Test the strategies put in place to manage the identified risks and evaluate effectiveness. Ideally the Association will work together to brainstorm a variety of treatment strategies and then consider each strategy in terms of its effectiveness and implementation.
- Your Action Plan will comprise the identified risk, what is needed to treat the risk, the responsible person
 and the time frame for management. The Association will also need to consider necessary policies, code
 of conduct, procedures and strategies to treat the risk. There are probably already using some good risk
 management strategies effective in your Association/school ensure that you document these in your
 plan.

Monitor and Review

- The committee and members are required to monitor the effectiveness of risk treatments. They also have the responsibility to identify new risk as they arise and treat them accordingly. It is important as an organisation to detect and manage new and existing risks.
- It is very important that officials review the Risk Management Plan at the end of each competition, activity, program or season. The Risk Management Plan should be a living document, which is regularly updated to reflect changes within the Association.
- The keeping of records and the continued evaluation of the Risk Management Plan is crucial. Your risk management procedures should include the collation of all documentation; all incident reports (accidents, discrimination, bullying, and complaints), volunteer registers, evaluation of risk strategies. These reporting tools provide statistics on continuing injuries or accident occurrences should be used to determine whether there are specific activities that require either increased precautions or supervision.
- Your Risk Management Plan cannot remain static. Risks can change according to changes in the law, development of safe practices and techniques, and developing rules or technology in tenpin bowling. Constant evaluation and updating must be done to take account of developing trends and the organisation's own experience.
- Please note this resource is a guide. The risks, which have been included under each area are examples. There will be circumstances where risks, which are particular to your Association's Tenpin bowling activities, may not have been addressed, or some which have been added do not apply. Space has been provided for you to identify these areas.

2 Risks to Consider

The Action Plan provided contains generic risk examples that will affect many tenpin bowling Associations. However, it is important that you personalise these areas to suit the functioning of your Association and its members, removing un-necessary ones and adding additional areas as necessary. Below is a list of potential risk that you may choose to add to your plan.

2.1. Membership and Child Protection

- Training of New Staff/Volunteers
- Introducing new programs or activities
- · Recording of accidents and near misses
- Any incident, disclosure of harm, or inappropriate conduct
- Blue card requirements

2.2. Administration

- Committee structure
- Volunteer Management
- Meeting Procedures
- Employment of Staff & Contractors
- Organisations Policies & Procedures
- Planning: short and longer term
- Communication

2.3. Financial

- Budget
- Record Management
- Commercial Business Requirements
- Receipts Management
- Banking and Security
- Communication
- Financial Planning

2.4. Facility

- · Facility management during events
- Facility Surrounds
- Commercial Business Requirements
- Work Place Health & Safety
- Fire Safety
- Amenities management/ Maintenance
- Leasing
- Planning

2.5. Education

- General Education Processes
- Coaches education & training
- Officials education & training
- Administrators/Managers Education & training
- Players Education and training
- Team Managers Education & training
- Selectors Education & training

2.6. Equipment

- Personal Equipment
- Equipment storage
- Usage
- Planning & Management
- Communication requirements
- Upgrade and Maintenance
- Equipment Standards

2.7. Insurance

- · Insurance cover
- Types of insurance
- Notification processes
- Administration & management processes

2.8. Health & Hygiene

- General
- Food Management
- Alcohol
- Smoke Free
- Solar
- Drugs
- Pregnancy
- Hydration
- Infectious Disease

2.9. Injury Prevention & First Aid

- First aid
- Injury prevention
- Reporting
- Responsibilities

2.10. Events

- Planning competition
- Conducting competition
- Health & safety
- Managing alcohol
- Major events
- · Planning major events
- Travelling to competition
- Travelling to competition long stay
- Social events

2.11. Committee Roles

- Audit information
- Resources
- Planning

3 Risk Management Plan

3.1. On Lanes

Potential Risk	Likelihood	Severity	Risk Rating	Treatment	Resources	Responsible Person	Timescale
Injury caused by foreign objects or spilt							
substances on approaches							
Injury caused by clutter in the sitting							
areas/or walkways Injury caused by dusty or dirty floors							
Injury caused by dusty of diffy floors Injury caused by slipping on wet floor							
due to cleaning							
Injury caused by slipping on floor due to leaky roof							
Injury caused by slipping on wet floor							
due to sweat/spillage							
Injury caused by tripping on broken or uneven floors							
Injury caused by poorly maintained approaches							
Injury caused by colliding with poorly stored equipment							
Injury caused by an inappropriate level of lighting							
Injury caused by failed light fixings							
Injury caused by loss of grip of the ball							
Injury caused by inappropriate clothing (eg too loose or large)							
Accident caused by lack of awareness due to use of mp3 or other device of							
players during events							

Potential Risk	Likelihood	Severity	Risk Rating	Treatment	Resources	Responsible Person	Timescale

3.2. General Environment

Potential Risk	Likelihood	Severity	Risk Rating	Treatment	Resources	Responsible Person	Timescale
Injury caused by tripping on bags &			Rating			reison	
other items left lying around							
Injury caused by poorly maintained							
environment (seating, carpets, etc)							
Injury caused by spilling hot drinks							
Injury caused by slipping on wet areas							
(especially in toilets / changing rooms /							
catering areas)							
Illness caused by poor food management							
and handling procedures							
Risks associated with ancillary uses of							
Association facilities e.g. external hire of							
social facility (Will require further							
detailed assessment where appropriate)							
Fire or other major damage to facility							
Theft / Damage due to inappropriate or							
poorly maintained security systems							
T. C. I.							
Theft due to poor cash management							
processes							

3.3. People

Potential Risk	Likelihood	Severity	Risk Rating	Treatment	Resources	Responsible Person	Timescale
Child Protection Issues and appropriate			_ · · · J				
response							
Volunteers appropriately qualified and							
Blue Card holders							
Harassment / Discrimination of Members							
Poor injury response due to lack of first							
aid training and equipment							
Injury caused by inappropriate coaching							
Damage or injury caused by poor							
supervision of junior players							
Prosecution or litigation caused by failure							
to implement relevant legislation (eg							
smoking ban)							
Loss of key volunteers and knowledge							
Loss of members due to unfair practices							
Loss of potential members due to not							
being welcoming and ready to integrate							
beginners							

3.4. Governance

Potential Risk	Likelihood	Severity	Risk Rating	Treatment	Resources	Responsible Person	Timescale
Discrimination							
Unfair selections							
Unfair or Closed management of the							
organisation							
Up to date Association Constitution							
Up to date Child Protection Framework							
Policy							
Up to date Selection Policy							
Up to date Risk Management Plan							

4 Appendices

4.1. Glossary

(All definitions from Australian/New Zealand Standard for Risk Management AS/NZS 4360:1999)

Consequence The outcome of an event expressed qualitatively or quantitatively, being a loss,

injury, disadvantage or gain. There may be a range of possible outcomes associated

with an event.

Cost Cost of activities, both direct and indirect, involving any negative impact, including

money, time, labour, disruption, goodwill, political, and intangible losses.

Event An incident or situation, which occurs in a particular place during a particular interval

of time.

Likelihood A qualitative description of probability or frequency.

Hazard A source of potential hard or a situation with a potential to cause loss.

Risk The chance of something happening that will have an impact upon objectives. It is

measured in terms of consequences and likelihood.

Risk analysis A systematic use of available information to determine how often specified events

might occur and the magnitude of their consequences.

Risk management The culture, processes and structures that are directed towards the effective

management of potential opportunities and adverse effects.

Risk management Process The systematic application of management policies, procedures and practices to the

tasks of establishing the context, identifying, analysing, evaluating, treating,

monitoring and communicating risk.

Risk avoidance An informed decision not to become involved in a risk situation.

4.2. Further Information

Queensland Government Risk Management Training - http://www.riskmanagement.qld.gov.au/index.htm

 A Basic Introduction to Managing Risk using the Australian and New Zealand Risk Management Standard AS/NZS4360:1999

• Play by the Rules - http://www.playbytherules.net.au/site/play by the rules.jsp

• Australian Sports Commission Member Protection Resources - http://www.ausport.gov.au/ethics/memprotpol.asp

SPORTS CLUB RISK MANAGEMENT FORM

1.	IDENTI	Y THE HAZ	ARD				
(a)	Describe the	hazard:					
(b)	Form the haz	ard takes:					
2.	ASSESS	THE RISK					
(a)	Identify the r	isk:					
(b)	Occupations	and tasks at:					
(c)	Number of po	eople at risk:					
(d)	Risk Assessm	ent Calculato	or indicates:				
			Insignificant	Minor	Moderate	Major	Catastrophic
			High	High	Very High	Maria I Pala	
		Almost Certain	підії	19	very riigii	Very High	Very High
			Moderate	Moderate	High	Very High	Very High Very High
		Certain					
		Certain Likely	Moderate	Moderate	High	Very High	Very High
			High	19	very riigii	very High	Very High
		Certain Likely Possible	Moderate Low	Moderate Moderate	High High	Very High High	Very High Very High

RISK MANAGEMENT FORM (CONT.)

3.	DETERMINE WHAT CONTRO	OL MI	EASURES TO TAKE	
(a)	Short term/immediate control measures:			
(b)	Long term control measures:			
4.	REVIEW, APPLY AND MONI	TOR	CONTROL MEASURES	
(a)	Review the possible control Measure:	(i)	Will the control measure introduce a new hazard? If no, continue. If yes, undertake the risk management procedure again.	
		(ii)	Is the revised control measure effective? Yes/No If yes, continue. If no, re-do step 3.	
(b)	Control measure finally Applied:			
(c)	Monitor the control measure	(i)	Does the control measure continue to be effective? If yes, continue to monitor. If no, re-do the risk management procedure again.	
CLU	JB DETAILS			
Club	Name:			
Loca	ation:			
Prep	pared by:			
Risk	Manager's signature:			
Date	e:			



ASSESSMENT CHECKLIST SUITABILITY FOR HOSTING DISABILITIES EVENTS

CENTR	E ADDRESS		
PHONE	FAX		
EMAIL			
1.	Parking (Please Circle "Y	es" or "l	No")
a. b. c.	Are designated parking bays for disabilities available? Is the bay well signposted? Is there a continuous unobstructed view from the car park?	Yes Yes Yes	No No No
d.	Is there a continuous accessible pathway from the set down area to the entrance?	Yes	No
e. f. g.	Are all walkways, ramps etc slip resistant? Is there parking for buses near the centre? Is there sufficient parking at or near the centre?	Yes Yes Yes	No No No
2.	Entrance		
a. b. c. d.	Do entrance steps and ramps have handrails? Are the steps and ramps contrasted and highlighted? Does the doorway have a clear opening width of at least 900mm? Is the door easy to open? (No heavy spring or closer, handle easy)	Yes Yes Yes Yes	No No No No
e.	Is there a directory or information desk visible and accessible?	Yes	No

f.	Does the reception counter have a low section suitable for use by a person in a wheelchair?	Yes	No
g.	Is there a ramp to the front door?	Yes	No
3.	Interiors		
a.	Are all level changes serviced by ramps or lifts?	Yes	No
b.	Do flights of stairs have handrails?	Yes	No
c.	Do all doors have a clear opening width of at least 900mm?	Yes	No
d.	Are all floor surfaces excluding bowling area slip resistant?	Yes	No
e.	Does any carpeted area have short pile?	Yes	No
f.	Is the lighting in all areas adequate for persons with a vision	Yes	No
~	impairment disability?	Voc	No
g. h.	Are ramps to the bowling area installed? Are there portable ramps available if there are none installed?	Yes Yes	No No
i.	Is there sufficient space in the bowler's area for wheelchairs?	Yes	No
1.	15 there sufficient space in the bowler's area for wheelchairs:	163	NO
4.	Lifts		
a.	Are lifts or lift chairs installed in the complex?	Yes	No
b.	Are controls in the reach of persons in a wheelchair?	Yes	No
C.	Do the doors on the lift open as long as there is an obstruction?	Yes	No
d.	Is assistance required for people with a disability to get onto the Lift		
	Chair?	Yes	No
5.	Telephones		
a.	Is their access to a telephone for persons with a disability?	Yes	No
b.	Are handsets and dial in reach of persons in a wheelchair?	Yes	No
C.	Do phones have push button controls?	Yes	No
.	2 0 p. 10 1 30 p. 10 p.		
6.	Toilets		
a.	Is there a wheelchair accessible toilet?	Yes	No
b.	Is the toilet easy to find and signed with access symbol?	Yes	No
c.	Does the door have a clear opening width of at least 760mm?	Yes	No
d.	Does the door open outwards?	Yes	No
e.	Does the door slide?	Yes	No
f.	If opening inwards is there adequate room to manoeuvre a Wheelchair?	Yes	No
g.	Is the door easy to open?	Yes	No
	(No heavy spring or door closer, easy handle)	165	NO
h.	Is there a basin of adequate height for a person in a wheelchair?	Yes	No
i.	Is there a mirror 900mm or lower from the floor?	Yes	No
j.	Are hand-dryer/towels/coat-hooks within reach for a wheelchair user?	Yes	No
7.	Players area		
a.	Is the player's area free of all obstacles?	Yes	No
b.	Has adequate seating been provided for bowlers?	Yes	No
c.	Is there wheelchair access to the bowler's area?	Yes	No
d.	Are ramps provided for access to the bowler's area?	Yes	No
e.	Is the scoring system able to be accessed by persons in a wheelchair?	Yes	No
f.	Are there very many steps to the player's area?	Yes	No
g.	Is there adequate ventilation in this area?	Yes	No
h.	If fans provided, are they working?	Yes	No

a.	Is there adequate wheelchair access to approach area?	Yes	No	
b.	Is there adequate area for wheelchairs to sit on the approach area	Yes	No	
	whilst waiting for their next turn?			
C.	Is there adequate area for storing of equipment?	Yes	No	
d.	Is the lighting over this area within the standards?	Yes	No	
e.	Can the screens be seen easily from the bowler's area?	Yes	No No	
f.	Are the ball returns easily accessible by wheelchair participants?	Yes	No	
9.	Scoring System			
a.	Does the centre have a fully automated scoring system?	Yes	No	
b.	What type of system is in the centre?	Yes	No	
10.	Canteen Facilities			
a.	Is the centre prepared to provide special menu and additional staff during an event tournament or development program?	Yes	No	
11.	Committee & Tournament Room			
_	Is a consente voors available for Toursament voors?	Voc	No	
a. b.	Is a separate room available for Tournament room? Is there access to centre computer and laser printer or does	Yes	No	
	separate computer and printer need to be supplied by Tournament Team?	Yes	No	
C.	Is there a meeting room suitable to seat approximately 50 people in theatre style? If not are there conference facilities nearby?	Yes	No	
12.	Media Facilities			
± 4 .	ricala I dellices			
a. b.	Is there a separate room for media facilities? Are the following available?	Yes	No	
	1 X Internet Line	Yes	No	
	2 X Phone lines	Yes	No	
	Fax Access	Yes	No	
	Photocopier Access	Yes	No	

a. b.	Is there sufficient spectator area? Is there room for additional seating to be added?	Yes Yes	No No	
C.	Is there a game machine area?	Yes	No	
d.	If yes, are the machines able to be moved around to accommodate room for wheelchairs?	Yes	No	
14.	First Aid Room			
a.	Is a bed or other facility available?	Yes	No	
b. c.	Is a First Aid Kit Available? Is there access to a sink?	Yes Yes	No No	
15.	Other Information			
Is th	ere any additional information that you wish to provide?	Yes	No	

Please forward completed checklist to Sport service provider

And copy:
TBAQ
Sports House
150 Caxton Street
Milton 4064

Email tbaq@tbaq.org.au

E & O E

Incident Form

Pati	ient Inform	ation			
		_Incident Da	ate:		
	Email:				
Age:Sex: Witness: Incident Report Date:					
		Time			
Involved Parties:			Mobile		
		Parent/Guardian/Carer			
_					
_					
		Sprain			
		Swelling:			
Front Back			scription of Injury		
Pig	ght				
	Sex: Witness:_	Email: Sex: Witness:	Time_Mobi_Parer Bleeding? Break? Bruising? Sprain Swelling:		

Person Writing the Report:

Mobile: Email: