

2012 Australian Interschool Mountain Bike Championships

Operational, Emergency and Risk Management Plan

Presented by South East Mountain Biking Co.



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1 About This Document

1.1 Purpose of the Operational, Emergency and Risk Management Plan

The purpose of the Operational, Emergency and Risk Management Plan is to provide all staff, volunteers and contractors with an understanding of the procedures, guidelines and their roles and responsibilities in the event of an emergency or emergency incident.

1.2 Objectives

The objectives of the OEP are as follows:

- Ensure the safety of spectators, participants and staff in the event of an emergency
- Prevent, Prepare, Respond and Recover from an emergency or emergency incident
- Provide on-going education to staff, contractors and volunteers
- Clearly outline the responsibilities and duties of the race organisers – South East Mountain Biking Co (SE MTB Co)
- Appropriately manage all personnel and resources in the event of an emergency or emergency incident.

1.3 Stakeholders

The stakeholders for this document are:

- South East Mountain Biking Co (SE MTB Co)
- Kosciusko Thredbo (KT)
- Participating schools
- Participating individuals
- Volunteers and others involved in delivery of the event
- Emergency Services
- Mountain Bike Australia (MTBA)

2 The Australian Interschools Mountain Bike Championships

2.1 Event Background

The Australian Interschools Mountain Bike Championships are in their 15th year. The event is an annual event open to all secondary schools across Australia. The event is a joint venture between mountain biking's governing body, Mountain Bike Australia (MTBA) and SE MTB Co. This is the 4th year that SE MTB Co has run the event, the previous 11 years were run by the former operator Raw NRG Pty Ltd.

2.2 Event Concept / Approach

The official events that form the 2012 Australian Interschool's Mountain Bike Championships include three disciplines of mountain biking.

- Cross country (XC)
- Downhill (DH)
- Dual Compressor (DC)

The event will be run over a 3 day period, starting at 0900hrs on Friday, 16th March and finishing at 1600hrs on Sunday, 18th March 2012.

A complete event schedule is available on the SE MTB Co website at www.mountainbiking.com.au

The event is expected to attract 300 to 400 riders.

2.3 Event Location

Thredbo is a well-known destination for mountain biking during the summer months and snow sports during the winter months. SE MTB Co is the current leaseholder for mountain biking in Thredbo.

Thredbo is a fully self-contained village with all the facilities you would expect including supermarket, service station, doctor and chemist. Thredbo is well set up to host events of this size.

3 Command, Co-ordination and Control

3.1 Key Operational Roles and Responsibilities

Key operational roles will be filled by SE MTB Co (Event Management Team) and representatives or contractors appointed by SE MTB Co.

SE MTB Co is responsible for all registration, organization, course set-up, presentations and information for the event.

MTBA will be responsible for Event Insurance, sanctioning courses and for the adherence to UCI Technical Regulations.

Thredbo Alpine Resort will be responsible for emergency back up and chairlift operation.

3.1.1 Event Management Team (EMT)

The Event Management Team has overarching responsibility for the safe delivery of the event. The EMT is comprised of the following persons:

- Jane Corben (Event Manager)
- Daniel Taliana (Race Director)
- SE MTB Co Staff

3.1.2 Event Manager (EM)

The EM is responsible for coordinating delivery of the event and will work closely with the EMT to ensure coordination of activities and personnel responsible for:

- Emergency Response;
- Site management; and
- Volunteer management.

In the event of an emergency, the EM is responsible for coordinating the internal on-site response. The EM's principal functions include:

- Assessing the situation, preferably through delegation of attendance at the scene of the reported emergency;
- Ensuring that persons are moved away from any hazardous/dangerous situation;
- Determining, implementing and overseeing an appropriate organisational response to the reported emergency/incident;
- Ensuring the safety of persons on site;
- Ensuring that appropriate emergency services and other relevant agencies/organisations have been notified;
- Authority to terminate any event in the interests of public safety;
- Authority to initiate an evacuation (full or partial) or a shelter-in-place strategy for the site;
- Where applicable, ensuring that affected areas have been evacuated, checked and cordoned-off;
- Where applicable, ensuring a shelter-in-place procedure has been implemented;
- Briefing and assisting emergency service/s personnel;
- Mitigating the impact of the emergency on site operations and services;
- Coordinating post-incident recovery strategies; and

- Ensuring that evidence material to any post-incident investigation is not interfered with.

3.1.3 Race Director (RD)

The RD's core responsibilities are to ensure a fair and successful race is conducted. As such, the RD has responsibility for race information, the course, and applying race regulations. During the event, the RD will work closely with the EMT to ensure coordination of activities.

In the event of an emergency, the RD is responsible for assisting the EM for the internal on-site response. The RD principal functions include:

- Respond to incident and investigate on scene;
- Initiate on scene response as required,
- Report assessment of situation to EM and give advice as to response;
- Provide support to EM as required; and
- Take on EM responsibilities if EM is unable to perform them.

3.1.4 SE MTB Co Staff

The SE MTB Co staff will work closely with the EM and RD to ensure coordination of activities and decision-making.

In the event of an emergency, the SE MTB Co staff's principal functions include:

- Assisting and directing persons away from hazardous/dangerous areas to safe locations;
- Responsibility to co-ordinate response as directed by EM to either evacuate or shelter-in-place spectators;
- Positively control the movement of persons away from threat areas towards the safest assembly areas;
- Check their designated areas to ensure that all persons have evacuated and then report to the EM; and
- Prevent unauthorised persons from entering evacuated areas.

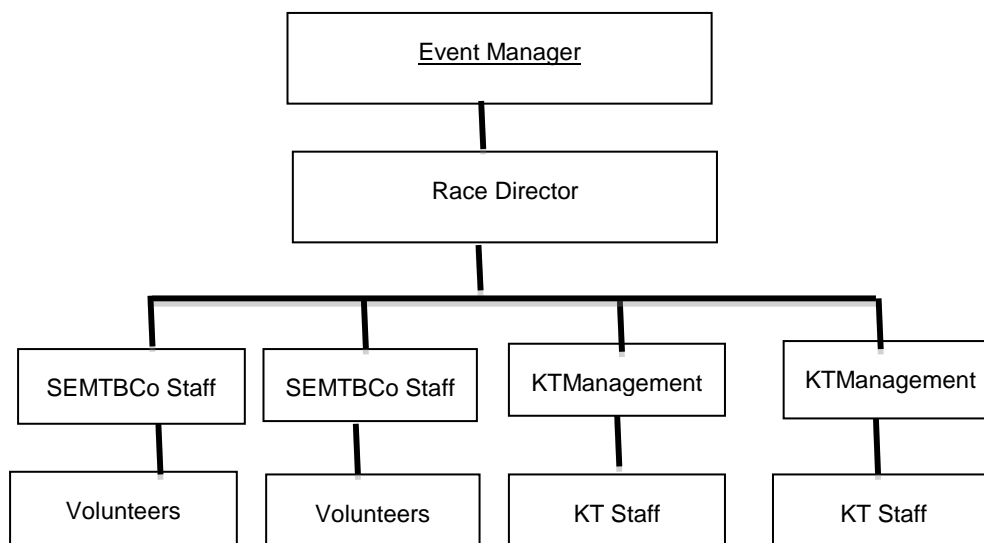
3.1.5 Volunteers and Event Marshalls

Volunteers and Event Marshalls are located throughout the venue to assist in managing the events. Tasks included but are not limited to are, spectator and competitor management, ushering, crowd control, assisting with course security and on course marshalling.

Volunteers and Event Marshalls in the event of an emergency should:

- Offer assistance to SE MTB Co staff;
- Follow instructions from the SE MTB Co Staff;
- Tasks that may be delegated include:
 - Assisting with evacuation; and
 - Checking that areas are clear (provided safe to do so);
- Assisting People With Disabilities (PWD's)
- Providing a calm influence;
- Providing Assembly Area assistance; and
- Report any concerns including materials, acts or defects that may cause a safety hazard.

3.2 Emergency Organisational Structure



3.3 Responding to Emergencies

3.3.1 Declaring an Emergency

The EM and/or KT management are authorised to declare an emergency, initiate a full or partial evacuation of specific areas of the event site. The RD, SE MTB Co Staff, Volunteers and Event Marshalls can evacuate their areas of responsibility if they believe that is necessary, depending on the seriousness of the emergency.

3.3.2 Authority to Initiate a Response

Any person may report an emergency or potential emergency by contacting any of the EMT or KT management. The EM or KT management will then determine the seriousness of the incident and contact the emergency services where appropriate. If the situation necessitates immediate contact with the emergency services (via 000), the EM and KT management must be informed as soon as practicable.

Some emergencies may be able to be controlled by the EMT, KT management and Volunteers and Event Marshalls. An example may be an individual requiring first aid where the Volunteers and Event Marshalls would initiate a first aid response and report the incident through the chain of command.

Alternatively, the emergency may be too large or serious to be dealt with and the EM is contacted immediately. The EM will contact KT management and the emergency services and implement actions around the specific area to prepare for the emergency services arrival. An example may be a competitor or spectator requiring major first aid, a fire or a bomb threat.

3.3.3 Communicating an Emergency

One or more of the following methods may be used to communicate an emergency:

Voice	Individual Public Address system
Internal Radios	Megaphones
Mobile Phones	Flags

3.3.4 Communicating an Emergency to Competitors and Spectators

In the event of a declared emergency, the event will be stopped and all riders and officials are to be moved away from the incident or threat area. This may be on foot or in vehicles located near by.

Clear communication is essential at this stage and unnecessary radio traffic is to be avoided.

Depending on the emergency, the SE MTB Co Staff are to use the nearest Public Address (PA) system requesting specific areas or all of the competitors and spectators to calmly and safely leave the immediate area.

3.3.5 Preparing for an Emergency Response

If it becomes necessary to initiate a competitor, spectator or event evacuation, the EM or KT management are responsible for initiating the evacuation.

In the event of an emergency, the EM will declare an emergency. The response will vary depending on the type of emergency. Consequently, there are four emergency types that may be announced depending on the size, location and type of emergency.

MAKESAFE YELLOW (be prepared) – On this command, all EMT, KT management and Volunteers and Event Marshalls are to:

- Prepare for an evacuation or shelter-in-place;
- Remain on standby in designated areas; and
- Do not alert competitors and spectators at this stage.

MAKESAFE RED (evacuate entire site) – On this command, all EMT, KT management and Volunteers and Event Marshalls are to:

- Commence full evacuation and guide all competitors and spectators from the immediate area (avoid incident areas); and
- Communicate with EMT and KT management once the area has been cleared.

MAKESAFE 'XX' AREA (partial evacuation) – On this command, all EMT, KT management and Volunteers and Event Marshalls are to:

- Commence partial evacuation of the specific threat area and guide all competitors and spectators from the immediate area (avoid incident areas);
- Communicate with SE MTB Co Staff once the area has been cleared; and
- Staff in other areas are to remain on alert.

MAKESAFE GREEN (all clear) – On this command, all EMT, KT management and Volunteers and Event Marshalls are to:

- Advise competitors and spectators that the emergency or incident has cleared; and
- Await directions from the EM, specifically admission of competitors and spectators back into the area and continuation with events.

3.3.6 Process of evacuation

- Once the decision has been made to initiate evacuation procedures the event will automatically be cancelled.
- The EM & KT are responsible for contacting the Emergency Services.
- The EM will then advise all on-course Marshalls and volunteers via the push-to-talk radio system and PA system.
- All event management, on course marshalls and volunteers are to inform all competitors and spectators to make their way in an orderly fashion to the closest assembly area.
- Event management, on course marshalls and volunteers are to manage departure of race participants attempting to ensure that they don't prevent emergency vehicles gaining entry.
- Once all competitors and spectators have made their way to the evacuation area, on course marshalls and volunteers are to report back to the EM to advise safety issues or concerns. The RD will be responsible for ensuring that all on course marshalls and volunteers are accounted for in radio calls, by reconciling against volunteer sign on sheet.
- If disabled or incapacitated people are not able to safely make their way to the evacuation area, an on course marshall or volunteer with a UHF radio and/or mobile must stay with them and advise EM of location and safety.
- On course marshalls and volunteers then move to assembly area
- Event Management will meet emergency personnel and direct them to the appropriate area.
- This procedure is a guide only and depends on the circumstance surrounding the evacuation.

3.3.7 Assembly Areas

Due to the nature of the event site at Thredbo, designated assembly areas are not practical due to the enormity and harshness of the environment. It is more appropriate to identify areas that would be appropriate for riders and spectators to form in the event of an incident requiring evacuation. In the event of an evacuation from the entire site or specific areas, spectators are to be guided to the most appropriate Assembly Areas as follows:

- Friday Flat
- Car park opposite Friday Flat
- Thredbo Leisure Centre
- Village Green

3.3.8 Action at Assembly Areas

Where possible, casualties, people with disabilities, children and elderly are to be attended to and reassured. It is vital to remain calm and prepare for the arrival of emergency personnel by ascertaining the seriousness of injuries and being prepared to direct emergency personnel to the highest priority casualties.

Where possible, Volunteers and Event Marshalls are to control the situation and reassure all personnel in the Assembly Areas.

4 Event Emergency Management Procedures

4.1.1 Primary Response

In the event of serious injury or accident, the first responder must assist in primary first aid. First aid is the immediate care of an injured or suddenly sick person.

The main aims of first aid are:

1. Preserve life – this includes the life of the casualty, bystander and rescuer.
2. Protect the casualty from further harm – ensure the scene is safe.
3. Provide pain relief. This could include the use of ice packs or simply applying a sling.
4. Prevent the injury or illness from becoming worse – ensure that the treatment provided does not make the condition worse.
5. Provide reassurance.

The primary response procedure is as follows:

- Assess for Danger – Response from patient – Airway Clear – Breathing Check – Circulation Check – Control bleeding - Notify another martial;
- One marshal must remain at the scene and control others entering the accident site; and
- If the Checkpoint Marshal can address the accident, they will respond accordingly and when the issue has been addressed, will update the RD.
- The RD is to advise the EM.

4.1.2 Secondary Response

- In the event of a major incident, the Volunteer or Event Marshall will inform the RD by way of hand held radio of the incident;
- The RD will liaise with the Volunteer or Event Marshall and the EM;
- The EM will liaise with the first aid provider to dispatch a mobile medical team to the incident;
- The RD or SE MTB Co staff will direct the first aid provider to the incident site. The mobile team will travel to the site and assume control;
- The Volunteer or Event Marshall must notify the RD and pass on the information gained about the condition of the rider; and
- The RD will keep the EMT and EM briefed.

4.1.3 Incident Site Management

- The onsite first aid provider is to manage the incident, providing first aid, managing other riders and the incident site and assessing if further medical assistance is needed;
- Any requests for further Emergency Services assistance must be radioed through to the EM;
- The EM will be responsible for escalation of the incident to emergency services;
- The EM will be the primary point of contact for Emergency Services including coordination of the arrival and management throughout; and
- The EM will keep the EMT and RD briefed.

4.1.4 Emergency Escalation Contact Details

SE MTB Co Bike Shop	6457 6282
Kosciusko Thredbo	6459 4100
Doctors Surgery Thredbo	6457 6254

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South East MTB CO 02 6457 6282

PO Box 195, Thredbo NSW 2625

E: info@mountainbiking.com.au

W: mountainbiking.com.au

Jindabyne Family Medical Practice	6457 1221
Cooma Hospital	6452 1333
Jane Corben - Event Manager	0403 033 170
Daniel Taliana - Race Director	0423 790 057

Emergency Services	000
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5 Reporting & Emergency Response

5.1 Event Reporting Structure

To ensure competitor, spectator and official's safety over the duration of the Australian Interschool's Mountain Bike Championships, and to meet MTBA's insurance and duty of care responsibilities, the EMT has implemented a hierarchical line of control for managing the event.

When the primary responder is reporting an incident, the first person to contact is the EM or the RD. If they are unavailable, or this is inappropriate in the circumstances, then contact should be made with any other SE MTB Co staff directly.

When reporting an incident it is useful to have at hand the following information.

- What is happening/what has happened?
- Is medical assistance required?
- Who is involved?
- Where is the incident occurring?
- What is the current status?
- Who you are and your role/who else is there?
- When: date and time.

Each Volunteer or Event Marshall at the Volunteers Briefing is given a card that details:

- Emergency contact details
- Emergency management procedures
- Principles of first aid

The primary responder, whether it be a volunteer, competitor, spectator or on course marshall is advised to follow any instructions given to them and the actions agreed between themselves and the person or organization issuing the instructions.

When the immediate threat or issue is under control, the primary responder is to record the information about the incident on the incident form. Incident forms will be available at the event head quarters.

The primary responder should also record any action they have taken. As soon after the incident as possible, they should hand in their Incident Form to the EM RD or SE MTB Co staff who will forward it to MTBA.

The primary responder may be required to complete further information at a later stage. They should find out whether they are required to provide further information, take additional action or answer questions before returning to their duties.

5.2 Definition of an "incident"

All Incidents must be reported, including the following but are not limited to:

- Injury or illness of volunteers, competitors, spectators or members of the public
- Loss or theft of personal property
- Issues relating to rider safety
- Issues relating to public safety
- Specific event related issues.

An incident is also anything that has a potential impact on people. These may include but are not limited to:

- Discrimination
- Harassment
- Assault
- Near miss accident or safety issue
- Death
- Unacceptable volunteer performance or behaviour within the event staff
- Fraud
- Breach of security

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6 Safety

6.1 Rider Briefing

SE MTB Co will undertake the rider briefing and will cover the following topics:

- Rider responsibility and rider etiquette;
- Race rules;
- Protocol in case of accident;
- Location of first aid tent;

6.2 Minimum Safety Equipment

While on the course each rider must have:

- An Australian Standards approved open face bike helmet for XC racing;
- An Australian Standards approved full face bike helmet for DH and DC racing;
- A water bottle or hydration pack for XC racing;
- Race numbers clearly displayed;
- Body Armour (compulsory at all times on the DH Course)

6.3 Volunteer and Marshall Briefing

All Volunteers and Event Marshalls shall be briefed prior to the commencement of each event by the RD. All Volunteers and Event Marshalls should familiarise themselves with the following in the section to which they have been assigned for the event:

- The emergency procedures for their location;
- Appropriate keys to open or lock areas in that area;
- Location of designated assembly areas;
- The location and use of the various types of fire fighting appliances (if trained);
- Radio etiquette and the radio codes for the various forms of emergency; and
- Any patrons that may need assistance in the event of an evacuation.

7 Identification of Potential Risks and Hazards

Potential Risk or Hazard	Risk Management Strategy	Critical Incident Management
Other traffic - vehicles, riders & walkers	<p>Demonstrate & educate on proper trail etiquette.</p> <p>Educate & communicate on trail areas with other users.</p> <p>Use of signage around high traffic areas.</p>	<p>Stop in a safe position, conduct discussions with any involved parties in a controlled & patient manner. If injury has occurred, administer first aid & arrange for support vehicle if necessary, giving a clear pick up point. Request SE MTB Co staff to arrange medical assistance if necessary, fill out incident report form</p>
Other trails & crossings	<p>Advise guests & riders on the trail locations.</p> <p>Advise riders on how to co-operate with other users.</p> <p>Post applicable signage.</p> <p>Advise riders to look at trail maps available at the bike shop.</p>	<p>Stop in a safe position, conduct discussions with any involved parties using empathy in a controlled & patient manner. If injury has occurred, administer first aid & arrange for support vehicle if necessary, giving a clear pick up point. Request SE MTB Co staff to arrange medical assistance if necessary, fill out incident report form</p>
Lifts & Other Structures	<p>Explain to riders & guests the importance of these structures & why we don't interfere with them.</p> <p>Explain why we don't stop under chairlifts</p> <p>Explain safety & correct use procedures associated with using the chairlift.</p>	<p>Provide a demonstration during the rider briefing on loading and unloading from the chairlift. Have a SE MTB CO staff member onsite at the chairlift for the first downhill run of the day to assist riders who have not used the chairlift before. If injury has occurred, administer first aid & arrange for support vehicle if necessary, giving a clear pick up point. Request SE MTB Co staff to arrange medical assistance if necessary, fill out incident report form</p>
Manmade & Natural Terrain	<p>Advise & identify riders & guests of manmade & natural terrain obstacles.</p> <p>Use appropriate communication techniques & signage to alert riders & guests.</p> <p>Advise riders how to approach difficult terrain even if this means advising them to get off & walk.</p>	<p>Identify areas of concern to riders during rider briefing. SE MTB CO staff to monitor trails throughout the competition and practise. If injury has occurred, administer first aid & arrange for support vehicle if necessary, giving a clear pick up point</p>

		Request bike shop to arrange medical assistance if necessary, fill out incident report form
Trail variations	<p>Teach riders to ride with basic MTB skills.</p> <p>Give clear demonstrations on how to ride MTB eg body positions & braking etc.</p> <p>Show & explain to rider's areas where not to stop on trails e.g. blind corners & in the middle of the track.</p> <p>Explain to riders different lines that can be taken according to their ability levels</p>	<p>Encourage riders to participate in the clinics on Thursday and Friday to familiarise themselves with the course.</p> <p>If injury has occurred, administer first aid & arrange for support vehicle if necessary, giving a clear pick up point.</p> <p>Request bike shop to arrange medical assistance if necessary, fill out incident report form</p>
Trail conditions	<p>Ride at appropriate speeds for conditions & ability.</p> <p>Advise riders to walk any challenging sections, especially on their first run.</p> <p>Ensure SE MTB Co guides maintain the trails in safe rideable conditions & report any major issues to the bike shop or trail crew</p>	<p>SE MTB CO staff to conduct morning trail inspection and to advise any major changes from the previous day.</p> <p>Charges to be posted on the event message board.</p> <p>If injury has occurred, administer first aid & arrange for support vehicle if necessary, giving a clear pick up point</p> <p>Request SE MTB CO staff to arrange medical assistance if necessary, fill out incident report form</p>
Equipment Failure	SE MTB Co staff to thoroughly wash & service all SE MTB Co equipment after use and encourage riders to do the same in preparation for the next ride, including their own equipment	<p>Ensure adequate washing facilities are available for riders to access.</p> <p>If injury has occurred, administer first aid & arrange for support vehicle if necessary, giving a clear pick up point</p> <p>Request SE MTB CO staff to arrange medical assistance if necessary, fill out incident report form</p>
Safety Equipment	SE MTB Co staff to instruct on how to correctly fit all safety equipment. A poorly fitted helmet can slide down a riders face, blinding their vision, loosely fitted body armour can move around whilst riding & do more harm than good	<p>Stop in a safe position, conduct discussions with any involved parties using empathy in a controlled & patient manner.</p> <p>If injury has occurred, administer first aid & arrange for support vehicle if necessary, giving a clear pick up point</p> <p>Request SE MTB CO staff to arrange medical assistance if necessary, fill out incident report form</p>
Weather Extremes	Advise riders & guests that the weather in the mountains can change from one extreme to another very quickly.	<p>Ensure that the first aid tent is equipped to handle hypothermia.</p> <p>If injury has occurred, administer first aid & arrange for support</p>

	<p>Advise riders & guests that the temperature difference between the top of the chairlift the village can be dramatic.</p> <p>SE MTB Co staff to dress appropriately for the weather conditions & encourage riders & guests to do the same.</p> <p>Use & encourage the use of sunscreen.</p> <p>Encourage riders & guests to drink plenty of fluids & make sure they stay well hydrated.</p>	<p>vehicle if necessary, giving a clear pick up point</p> <p>Request SE MTB CO staff to arrange medical assistance if necessary, fill out incident report form</p>
Stopping on Trails	<p>Demonstrate & educate appropriate places to stop & pull off trails.</p> <p>Demonstrate & educate appropriate techniques on how to rejoin trails.</p> <p>Advise riders of passing & overtaking techniques & what to do if being passed by other riders.</p>	<p>Stop in safe positions, conduct discussions with any involved parties using empathy in a controlled & patient manner.</p> <p>If injury has occurred, administer first aid & arrange for support vehicle if necessary, giving a clear pick up point</p> <p>Request SE MTB CO staff to arrange medical assistance if necessary, fill out incident report form</p>
Injuries	<p>Stress the importance of riding in control at all times & encourage basic MTB skills</p> <p>Advise riders & guests on what to do if injured or if they find an injured person on the trail</p> <p>SE MTB Co staff to carry a radio & first aid kit at all times</p>	<p>Stop in safe positions, conduct discussions with any involved parties using empathy in a controlled & patient manner.</p> <p>If injury has occurred, administer first aid & arrange for support vehicle if necessary, giving a clear pick up point</p> <p>Request SE MTB CO staff to arrange medical assistance if necessary, fill out incident report form</p>
Native Fauna	<p>Remind riders we are in a National Park full of native animals.</p> <p>Advise riders to stay on the trails & only stop in designated areas</p>	<p>Inform riders in rider briefing.</p> <p>If injury has occurred, administer first aid & arrange for support vehicle if necessary, giving a clear pick up point</p> <p>Request SE MTB CO staff to arrange medical assistance if necessary, fill out incident report form</p>

<p>Fatigue & Exhaustion</p>	<p>Encourage riders to stop & rest during the day.</p> <p>Encourage riders & guests to drink plenty of water throughout the day.</p> <p>Encourage riders to take a lunch break.</p>	<p>Inform riders in rider briefing, Ensure riders have access to drinking water.</p> <p>If rider shows signs of dehydration arrange for the rider to be seen by the first aid team.</p> <p>Request SE MTB CO staff to arrange medical assistance if necessary, fill out incident report form</p>
<p>Differing Skill Levels</p>	<p>Advise & teach riders proper riding techniques.</p> <p>Advise & teach riders to ride at appropriate speeds.</p> <p>Explain to riders the signs of fatigue.</p> <p>Advise riders that confidence tends to grow faster than competence.</p> <p>Teach riders to ride slow & smooth rather than crash & bash.</p> <p>Remind riders of the differing skill levels that will be on the trails & how to act appropriately when approaching slower less confident riders.</p>	<p>SE MTB CO to run free clinics (and paid) clinics on Thursday and Friday for riders to familiarise themselves with the tracks and get assistance from an experienced coach.</p> <p>Incorporate points on fatigue and varying skills in riders brief.</p> <p>If injury has occurred, administer first aid & arrange for support vehicle if necessary, giving a clear pick up point</p> <p>Request SE MTB CO staff to arrange medical assistance if necessary, fill out incident report form</p>