

Program / function overview

Program / function: AIS Tours

Branch / Division: Site Services, Corporate Operations Division

Responsible officer: Kirsty Clough

Business objective(s): To provide an experience for visiting groups and public to visit one of Canberra's most popular tourist attractions and go behind the scenes at Australia's premier elite sporting precinct.

Date completed: Jun-16

Review date: Jul-17

Completed by: Kirsty Clough / Ali Parvizi / Sam Ceravolo

Risk ref. #	Category	Event <i>*Description of the risk</i>	Cause <i>*What could cause the risk to happen?</i>	Impact <i>*Describe the impact / consequence to the ASC if the risk event was to happen</i>	Risk owner	Risk treatment owner	Existing controls	Control risk level			Planned controls	Target risk level			Monitor and review	
								Likelihood	Consequence	Rating		Likelihood	Consequence	Rating	Date reviewed	Comments
1	Safety	Accident during bus arrival or departure.	Congestion or poor traffic management.	Injury to tour participant.	DGM, Site Services	Manager (Tours)	Sufficient bus arrival slip lane provided in front of AIS Visitor Centre as well as in front of AIS Arena. Sufficient bus parking after passengers depart bus or before they board bus available in marked public bus parking area.	Unlikely	Major	Medium	No further controls required.	Unlikely	Major	Medium		
2	Safety	Tour route and buildings inaccessible.	Fire in Sportex or Visitors Centre, malicious damage, malfunctioning electrical appliance.	Safety of employees and tour participants compromised. Damage to infrastructure, Loss of revenue.	DGM, Site Services	Manager (Tours)	Smoke detectors and automated early warning systems in place, delegated fire wardens complete ongoing training	Unlikely	Major	Medium	No further controls required.	Unlikely	Major	Medium		
3	Operational	Tour route and buildings inaccessible.	Power failure from internal malfunction of electrical systems or external incident.	Tour unable to be conducted. Loss of revenue - tours and ancillary services.	DGM, Site Services	Manager (Tours)	Emergency lighting system installed, evacuation procedures in place	Unlikely	Minor	Low	No further controls required.	Unlikely	Minor	Low		
4	Safety	Tour route and buildings inaccessible.	Damage to building from severe weather eg high winds, hail, leaks, flying debris.	Safety of employees and tour participants compromised. Damage to infrastructure, Loss of revenue.	DGM, Site Services	Manager (Tours)	Maintenance team on rapid / emergency callout, procedures to remove visitors from risk situations or use alternate routes, using emergency procedures to evacuate if required	Unlikely	Moderate	Medium	No further controls required.	Unlikely	Moderate	Medium		
5	Safety	Medical incident or other accident whilst on route.	Visitor with existing medical condition, visitor injured or new medical condition within the Visitors Centre or on route.	Injury to tour participant.	DGM, Site Services	Manager (Tours)	First aid kit located in Tours office, all ongoing staff First Aid trained. All Tour Guides carry basic first aid bumbags and two-way radios. Tour Guides aware that there is a First Aid officer in every building. Reporting / investigation of any serious incident through ASC WHS officer. Tour route along safe passageways made safe in accordance with broader ASC safe practices. An adult group leader must be present on tour with any groups of children, providing adequate supervision at all times.	Possible	Minor	Medium	No further controls required.	Possible	Minor	Medium		
6	Operational	Failure of exhibits in Sportex.	Defective display technology or infrastructure.	Reduced enjoyment of tour participants, possible loss of revenue (if discounted tours need to be offered), reputation impacted.	DGM, Site Services	Coordinator (Exhibits & Works)	Callout procedures for contractors established, daily inspections and preventative maintenance in place, maintain quality contractors.	Possible	Minor	Medium	No further controls required.	Possible	Minor	Medium		
7	Operational	Poor quality tour as a result of tour guide capability or availability.	Not enough tour guides employed to take number of tours, tour guide not showing up, tour guide sick, poor quality tour guide.	Loss of revenue and reputation.	DGM, Site Services	Manager (Tours)	Liase with sporting organisations and sports studies students at University of Canberra, office staff trained as back up guides. Forsee busy periods and actively employee guides in advance. Assessment of all guides to maintain quality standards	Unlikely	Minor	Medium	No further controls required.	Unlikely	Minor	Low		
8	Operational	Inability to use Centaman.	Hardware or software malfunction, interruption to power supply, network failure.	Unable to service employees, tour and coach companies and tour participants effectively through Centaman thus slowing response times and compromising customer service / reputation.	DGM, Site Services	Manager (Tours)	Hard copy of diary pages and guide roster printed out one month in advance. All bookings are made via email and are filed electronically within a shared email inbox and kept for 12 months. Centaman system resides on ASC server which has risk mitigation strategies.	Unlikely	Minor	Low	No further controls required.	Unlikely	Minor	Low		

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9	Financial	Reduction in tour participant numbers.	Lack of interest in visiting the AIS Canberra site due to price sensitivity or lack of appeal.	Loss of revenue and reputation.	DGM, Site Services	Manager (Tours)	Marketing in conjunction with appropriate partners in the Tourism industry. Pricing strategy with reference to competitors and affordability. Regular customer surveys to obtain feedback on the tours (and action to address suggestions for improvement).	Possible	Minor	Medium	Consider targeted marketing for shoulder periods, target absent markets (eg seniors), refresh tours product offering, provide premium tour product, cross promote tours.	Unlikely	Minor	Low		
10	Reputational	Breach of copyright / licence for image use	Image used without authorisation.	Loss of reputation, legal proceedings, fines or costs imposed.	DGM, Site Services	Manager (Tours)	Tours Manager always seeks appropriate licencing when purchasing image rights, this includes how they are being used and the timeframe they will be displayed for.	Unlikely	Moderate	Medium	No further controls required.	Unlikely	Moderate	Medium		
11	Reputational	Embarrassment to the ASC that is spread across the social media community.	Negative social media posting by a customer or inappropriate posting by ASC staff.	Loss of reputation and revenue.	DGM, Site Services	Manager (Tours)	Multiple ASC staff assigned as social media authors monitoring the social media channels. Ability to delete inappropriate postings. ASC social media policies and procedures applying to staff.	Unlikely	Minor	Low	No further controls required.	Unlikely	Minor	Low		