



CWAA Risk Management Manual: Operations and Activities

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Introduction

It is important for Cycling Without Age Australia (CWAA) to integrate risk management into the operations of Chapters working across Australia. Risk management is part of good governance and the framework used by CWAA is based on the standard ISO 31000.

This Risk Management Manual Trishaw Operations provides CWAA Management Committee, management, and Chapter Captains with a structured approach to assess and manage risks associated with trishaw rides at the operational level to ensure safe and enjoyable rides.

The approach can be expanded to apply to any other operations requiring risk management.

What is Risk Management

CWAA is working to create a culture where risks are considered part of normal operational practices. In running the operations, we need to accept that there will be some level of risk and take action to minimise this or accept it based on how severe the consequences could be.

All risks can never be avoided or mitigated; therefore, all Chapters need to accept some level of residual risks.

The role of CWAA

Responsible for facilitating and coordinating risk management across Chapters.

CWAA advises Chapters on the Risk Management Policy and Risk Management Guidelines.

Risk Management Policy

Policy purpose

This policy establishes the approach to risk management at Cycling Without Age Australia (CWAA) and outlines the guiding principles and framework.

Policy outcome

Key risks are assessed, and preventive actions are taken to minimise risk, resulting in the safe operations of CWAA rides provided to the community.

CWAA aspires to be a reputable and highly regarded organisation that ensures safe, consistent, and reliable cycling rides and services to the community.

Policy scope

This policy applies to all Chapters governed by CWAA.

It applies to all staff and volunteers involved in providing cycling rides and associated services to the community.

Policy statement

CWAA is committed to applying a risk management approach that is consistent with AS ISO 31000: 2018 Risk Management – Guidelines.

Risk ratings & risk appetite

Risks are assessed to determine the net risk rating after preventive action has been planned. Ratings are **Extreme, High, Medium, Low**.

Extreme and High rated net risks related to rides, are to be reduced to ensure the safety of passengers and volunteers.

Where a net risk is extreme or high, rides are not to be undertaken without the Chapter Captain's approval.

Medium and low net risks are acceptable if within the tolerance range set by a Chapter.

Risk types

Operational risks

These are risks associated with the process of riding a trishaw, they include loading/unloading passengers, condition of trishaw and equipment, and skills of the pilot to ride trishaws.

Site-specific risks

These are risks likely to be unique to the geographic location where rides are held.

Additional Notes:

Workplace Health and Safety (WHS) risks are considered under Operational and Site-specific risks. If a WHS Manual is issued to Chapters, then specific WHS risks may need to be identified.

Roles and responsibilities

All Chapter personnel have a role in risk management. This includes the Chapter Captain and volunteers involved with operations to provide safe cycling rides.

Measurement of success

Results from the implementation of this policy include:

- Good risk management planning in place across Chapters.
- The number of incidents with cycling rides is minimal and being reviewed annually by CWAA Management Committee.
- Where incidents happen, the impact is minor.
- A formal review of risks associated with trishaw operations is incorporated in decision making by CWAA Management Committee.

Definitions

“**Risk**” the chance of something happening that will have an impact on objectives.

“**Gross Risk Rating**” is the rating of a risk if nothing was done to minimise it.

“**Net Risk Rating**” is the rating of a risk after preventive action has been planned.

Risk Management Guidelines

Introduction

This guideline sets out the requirements for implementing CWAA Risk Management Policy. CWAA has committed to an approach that includes how risks will be identified and managed, monitored and reviewed. Specifically, this guideline outlines the risk management process and how it is to be applied by Chapters.

Risk Management Process

The risk management process is set out below and applies to trishaw operational risks and site-specific risks:

Operational Risks

The following focus areas must be considered when identifying trishaw operational risks:

- Passengers - Loading/travel/unloading trishaws.
- Trishaw condition – trishaws operate in a safe manner.
- Pilots - Skill level of pilots to ride a trishaw safely.
- Other risks unique to a local Chapter (not covered above)

A sample template is included (Appendix A) covering typical trishaw operational risks to be considered and preventive actions to ensure a safe ride. This is a sample only. Each Chapter must assess their own risks and Preventive Actions and modify the content of the template accordingly.

In addition, a register should be established to record and identify volunteers assessed as competent to ride specific types of trishaws.

The Chapter needs to keep:

- A risk register, for trishaw operational risks associated with “passengers” and “trishaw condition”.
- A register of volunteers assessed as competent to ride trishaws.

Site-specific risks

Site-specific risks relate to the geographic location (route) where trishaw rides are held. The condition of the route to be ridden is assessed and preventive actions planned to ensure a safe ride.

A sample site risk assessment checklist is included (Appendix B). Again this is a sample only. Each Chapter must assess their own risks and preventive actions and modify the content of the template accordingly. A risk assessment would be recorded for each regularly used ride location. It should be reviewed at least annually for relevance.

The Chapter needs to keep:

A site risk assessment for each location (routes regularly used) where trishaw rides are held.

Managing risks at ride location

The most effective way to manage risks is to review risks prior to the first trishaw ride from a location on that day.

To assist, a typical list of risks that likely apply to all Chapters is provided in Appendix C. It is a sample template only, and each Chapter must assess their own risks and preventive actions and modify the content of the template accordingly. The Meet and Greet officer or Ride Coordinator should review this list and discuss any concerns with volunteers and act as required.

The Chapter needs to keep and review:

A checklist for managing risks at the ride location.

Calculating the level of risk

All risk types (Operational and Site-specific) are assessed to determine the net risk ratings using the risk calculator trishaw operations (Appendix D).

The likelihood and consequence of a risk are considered to determine the residual risk rating after action is planned to minimise risks.

Appendices

Operational risk assessments (Appendix A) - sample template to be individualised by each Chapter

Site-specific risk assessment (Appendix B) - sample template to be individualised by each Chapter

Managing risk at ride location - checklist (Appendix C) - sample template to be individualised by each Chapter

Risk calculator trishaw operations (Appendix D)

Operational risk assessment (Appendix A)

Passengers - loading/travel/unloading	Preventive action	Risk Rating (after action)
A passenger falls and is injured while attempting to enter/exit a trishaw.	Ensure a trained volunteer is involved with loading and unloading. Follow safe loading practices explained at training.	LOW
	Ensure a pilot is on the seat prior to loading and unloading and the brakes are applied. Use a stability stand is used (if the local Chapter uses these).	LOW
A passenger damages skin on leg while stepping through deck.	Install a foam/rubber protective barrier when the removable deck is taken out (if assessed as needed by local Chapter)	LOW
A passenger slips off a trishaw and is injured	Seatbelts to be firmly affixed for all passengers; passengers to remain seated until unloaded by a trained volunteer.	LOW
A passenger has a serious medical event during travel	Assess passenger, limit rides to passengers appearing capable of riding in a safe manner. Carer to co-ride unless the risk is low.	LOW
Overall weight of passengers is likely to be over 160 kilograms and unsafe.	Limit one person to a trishaw if needed to keep the weight under 160 kilograms.	LOW

Adapt the template to suit the risks of your Chapter. This sample template is not an exhaustive list.

Having a risk register of the typical 5-8 risks is important. Take preventive action to minimise an incident/accident. Evidence of having this register could be requested by CWAA, its insurer, government agency, legal authorities.

Operational risk assessment (Appendix A)

Chapter Name:

Assessment Date

Trishaw condition	Trishaw 1	Trishaw 2	Trishaw 3
Minor Assessment and Service (6 monthly)			
• Brakes - condition good, assessed as safe	YES	YES	YES
• Battery and electrical motor - assessed as operating safely			
• Frame of trishaw – assessed as solid, no cracks or damage			
• Seat – assessed as secure and adjustable, in good condition			
• Seatbelts - condition assessed as operating safely			
• Tyres - condition assessed as safe			
• Wheels – spokes, bearings, and alignment assessed as good			
Major Assessment and Service (annually)			
Has Trishaw had a complete service and fine tuning every year/2000 km serviced by trained and qualified bike mechanic? (this is the manufacturer specification for Triobike Taxis)			
Maximum speed for rides is 8-12 km/h THIS IS MANDATORY			

Adapt the template to suit the risks of your Chapter. This sample template is not an exhaustive list.

Keep a record (per template) covering condition of trishaws, assessed by an experienced volunteer or bike mechanic every 6 months. Develop a log for maintenance of trishaws.

Annually/2000km have a trained and qualified mechanic assess and service trishaw. Specific control points for each service: brakes, gears, battery status, spokes, bearings.

In the event of an accident, evidence of the condition assessment and a maintenance log could be requested by CWAA, its insurer, government agency, legal authorities.

Site-specific risk assessment (Appendix B)

Route Assessment for: (location name)

Date of Assessment Assessed by:

Description	Comments (sample only)
Ride start location and route to be used	<p><i>Commences as Happy Valley, start point is under shaded trees on beach side.</i></p> <p><i>Good parking nearby with Disability Parking bays.</i></p> <p><i>Route is east and follows the coastal pathway to Kings Beach and return.</i></p>
Route condition assessment	<p>Consider:</p> <p>Width, bollards, surface condition, surface hazards, edges, corners/bends, material encroachment, intersections (other paths), road crossing.</p>
Key risks identified after route assessment	<p><i>Busy pathway used by walkers and cyclists.</i></p> <p><i>Sand on pathway during windy conditions.</i></p> <p><i>Trishaw wheel may leave pathway and hit sand at Nippers Surf Club driveway.</i></p>
How these risks will be minimised	<ul style="list-style-type: none"> • <i>Route condition assessment to be done at commencement of day. All pilots briefed.</i> • <i>Scouts used in busy periods to ride in front and provide support.</i> • <i>Alternative route is to cycle south to Leach Park – good option in peak periods.</i> • <i>Etc.....</i>
Risk rating after preventive action taken to minimise risk	<p>(see risk calculator appendix D and enter risk rating)</p> <p style="text-align: center;">MEDIUM (M32)</p>

Adapt this template for site-specific risk assessment of routes to suit the needs of your Chapter. This sample template is not an exhaustive list.

Evidence of route assessment could be requested by CWAA, its insurer, government agency, legal authorities.

Managing risks at ride location - checklist (Appendix C)

This is a typical list of risks likely to apply to all Chapters. These are prompts to consider, it is not an exhaustive list, adapt it to suit the needs of your Chapter.

Risks related to:	Risk element to consider	Checked
Trishaw Equipment	Tyres - condition and pressure checked	
	Seat belts – working correctly	
	Brakes working safely	
	Battery installed and motor tested as working well	
	Safety vests always worn by active volunteers	
	Visibility flags attached (if used by Chapter)	
Loading/unloading	CWA trained volunteers/staff involved	
	Client support staff available to assist and familiar with process	
	Stability stand, in use	
	Deck 'passenger leg protector' aid in use	
	Weather condition considered and rugs/umbrellas available	
	Safety cones/bollards placed around loading site and trailer	
	If passenger is large/heavy, then limit one person on the trishaw	
The ride	A pre-ride done on the route to assess risks	
	Pilots familiar with route and the <i>site-specific</i> risk assessment	
	Pilots competent to operate trishaw for this route	
	Pilot/scout have a phone with contact number for support	
	Scout(s) available to assist pilots on route	
Passengers	Passengers assessed as 'suitable' to ride. Consider, weight, size, physical and mental ability to enjoy ride.	

Risk Calculator Trishaw Operations (Appendix D)

Risk calculator trishaw operations	Consequence					
	Insignificant	Minor	Moderate	Major	Catastrophic	
Risk	None to minimal impact or inconvenience for rides, managed by routine procedures	Inconvenience to rides in one locality, short term effect, managed by altered operational routine	Disruption to a number of operational rides within a Chapter, to be managed by Captain or Committee member	Trishaw rides are compromised, other locations may be affected, long term effects, managed by CWAA senior mgr/Board	Total system dysfunction & shut down of operations, extensive long term impacts, gov't intervention & oversight	
<i>Almost Certain</i> is expected to occur at most times (e.g several times a week)	MEDIUM (M-28)	MEDIUM (M-40)	HIGH (H-60)	EXTREME (E-88)	EXTREME (E-100)	
<i>Likely</i> will probably occur at most times (e.g couple of times per month)	LOW (L-16)	MEDIUM (M-36)	HIGH (H-56)	EXTREME (E-84)	EXTREME (E-96)	
<i>Possible</i> might occur at some time (e.g few times per year)	LOW (L-12)	MEDIUM (M-32)	MEDIUM (M-52)	HIGH (H-72)	EXTREME (E-92)	
<i>Unlikely</i> could occur at some time (e.g once a year)	LOW (L-8)	LOW (L-24)	MEDIUM (M-48)	HIGH (H-68)	HIGH (H-80)	
<i>Rare</i> may occur in rare circumstances (e.g unlikely during the next 5 years)	LOW (L-4)	LOW (L-20)	MEDIUM (M-44)	HIGH (H-64)	HIGH (H-76)	

L i k e l y h o o d