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Description	Consequences	Risk Rating	Management
<p>1. Personal safety of volunteers and students and protection of personal property</p>	<ul style="list-style-type: none"> ▪ Physical injury, psychological trauma ▪ Loss/ damage to personal property ▪ Resignation of volunteers ▪ Withdrawal by students ▪ Negative publicity 	<p>Frequen 2 x impact 2 = 4</p>	<ul style="list-style-type: none"> ▪ Interview and screening procedures in place before acceptance into Program ▪ Police Clearance with additional information to be provided at applicants expense if there is a current police conviction so that the nature of the offence can be ascertained (tutor only at this stage – advice being sought at time of printing on student situation) ▪ If there is a current conviction but it is still deemed safe to be accepted into Program, the other party must be informed and given choice to accept/reject the match. Student or tutor consent for release of information needed for this. ▪ Importance stressed of neutral, public venue for all tutoring where possible to avoid tutoring or Coordinator assessments of students in private homes ▪ Concerns discussed with RWN Central office immediately ▪ Students will be given contact phone no. of tutor and Coordinator and be encouraged to discuss any problems ▪ If student or tutor is on medication, the effects of missed medication and the consequences to be ascertained at interview stage

<p>2. Repercussions for volunteer if an accident occurs while carrying out volunteer duties</p>	<ul style="list-style-type: none"> ▪ Personal hardship/loss of income ▪ Volunteer sued by student ▪ Resignation of volunteers ▪ Negative publicity 	<p>Frequen 2 x impact 2 = 4</p>	<ul style="list-style-type: none"> ▪ When student is referred by agency, additional information that may impact upon tutoring outcomes will be sought where possible. ▪ Police Clearances for volunteers introduced in 2007 ▪ 2008 to review if Police Clearances should be requested for all students as routine operation ▪ Policy of non-acceptance for sex offenders and other crimes of violence (advice currently being sought) ▪ Host College responsible for providing insurance cover for volunteers ▪ Volunteers liability is minimised under “Volunteer Protection from Liability Bill” ▪ Volunteers advised not to offer students transport. If tutors still choose to transport a student in private vehicle, the only cover they have is own third party insurance. Their responsibility to ensure their vehicle is roadworthy. ▪ Volunteers to be protected by same OSH standards that apply to paid staff.
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<p>3. Maintaining good will of volunteers in times of change</p>	<ul style="list-style-type: none"> ▪ Volunteer resignations ▪ Reduced services to the community ▪ Negative publicity ▪ Political lobbying 	<p>Frequen 3 x impact 2 = 6</p>	<ul style="list-style-type: none"> ▪ Adherence to Guidelines for Public Sector Agencies Working with Volunteers (which state that “Volunteers should be consulted when organisational changes are planned that are likely to impact on their activities”) ▪ Dep’t to give advance notice of impending change to allow time for consultation with volunteers ▪ Gain support of Coordinators to promote the change in a positive light and involve them in discussions as to the best way to maintain tutors and services to students ▪ Tutors Newsletter to explain impending change and reasons for it
<p>4. Maintenance of good public relations</p>	<ul style="list-style-type: none"> ▪ Adverse media or ministerials resulting in loss of support for Program by volunteers, students, host College, Department of Education and Training, networking agencies ▪ Undermine student’s faith in the Program ▪ Damage to reputation of Program 	<p>Frequen 3 X Impact 3 = 9</p>	<ul style="list-style-type: none"> ▪ To reduce likelihood of adverse media or ministerials, follow the Guidelines as above ensuring good communication ▪ If RWN Manager is aware of possible action by volunteers/students, the College Director or Managing Director to be briefed immediately and Dep’t advised accordingly ▪ If situation escalates, correct factual data to be documented and disseminated to appropriate stakeholders to minimise damage ▪ Prompt attention given to lesser incidences of individual complaints directly to RWN Central office, will be responded to courteously within 5 working days ▪ Prompt attention to student/tutor concerns through consultation, mediation and possible rematching. ▪ Grievance procedures in place.

<p>5. Protection of statistical data for reporting requirements</p>	<ul style="list-style-type: none"> ▪ Loss of data and inability to report accurately may reduce funding ▪ Loss of data/quality monitoring may result in failure to meet AQTF req't. 	<p>Frequen 2 X Impact 1 = 2</p>	<ul style="list-style-type: none"> ▪ Proformas in place to collect data within regional groups at determined intervals ▪ Training provided for Coordinators in Access database ▪ Data collected in regions and sent to RWN office for compilation on central database ▪ Database backed up by College IT section ▪ Coordinators keep hard copy of forms until 3 months after the end of year report
<p>6. Protection of volunteers responsible for money</p>	<ul style="list-style-type: none"> ▪ Funds misused ▪ Distress to volunteers ▪ Loss of re-imburement if records not kept ▪ Poor reflection on image of volunteers 	<p>Frequen 1 X Impact 1 = 1</p>	<ul style="list-style-type: none"> ▪ Procedures in place for accounting for re-imburement of funds ▪ Electronic funds transfer into group accounts ▪ All cheque accounts to have minimum of 2 signatories ▪ All receipts must be kept
<p>7. Providing confidentiality for students</p>	<ul style="list-style-type: none"> ▪ Student suffers embarrassment, loss of confidence ▪ May jeopardise employment ▪ Integrity of RWN program diminished 	<p>Frequen 2 X Impact 1 = 2</p>	<ul style="list-style-type: none"> ▪ Need for confidentiality stressed on training course and at regional tutor meetings (first name only used if discussing student) ▪ Coordinator's records kept secure ▪ System in place to flag students who must not be contacted by phone or mail ▪ System in place for student to sign waiver if he/she gives permission for his/her literacy progress to be discussed with a third party

<p>8. Implementation of standards requiring volunteer tutors to complete accreditation</p>	<ul style="list-style-type: none"> ▪ Highly qualified or long-term tutors may resent need to gain/complete Course in Tutoring an Individual Adult in Literacy/Numeracy 	<p>Frequen 2 X Impact 2 = 4</p>	<ul style="list-style-type: none"> ▪ Importance of achieving accreditation to ensure quality of service to students is communicated to all current and new tutors and clear details of requirements provided ▪ System for Recognition of Current Competencies in place ▪ No charge to volunteers
<p>9. Turn over of regional Coordinators</p>	<ul style="list-style-type: none"> ▪ Collapse of region when a Coordinator suddenly retires ▪ Loss of service to community/students ▪ Loss of investment in tutor training in the region ▪ Loss of volunteer tutors 	<p>Frequen 5 X Impact 3 = 15</p>	<ul style="list-style-type: none"> ▪ Coordinators encouraged to put in place Succession Planning and give as much notice as possible if they plan on leaving the Program ▪ Coordinators encouraged to have all records up to date before they hand over ▪ All Coordinators supported and encouraged to cultivate a team to share the load in the region (volunteers other than literacy tutors) ▪ At Coordinator meetings opportunity provided for discussion on how teams are working ▪ If necessary, advertisements placed in local papers to attract support team members ▪ Training and support provided to Coordinator and team ▪ Regular contact kept with regional teams so they have a sense of belonging to the Program and know they are valued

<p>10. Protection of Website</p>	<ul style="list-style-type: none"> ▪ Possible attack by hackers ▪ Website partially or fully disabled ▪ Loss of promotion for the Program and reduced volunteer applications ▪ In appropriate over-writing on content ▪ Demands on staff time to rewrite and rebuild 	<p>Frequen 3 X Impact 2 = 6</p>	<ul style="list-style-type: none"> ▪ Professional, hosting company with reliable back-up system to save website ▪ Software to develop the site to have security encoded to protect against hackers ▪ RWN office to also have all web content saved and electronically secure
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Risk Rating Calculation

How to Determine Likelihood of Risk

Frequency	Description	Score
<once in 15 years	Rare	1
At least once in 10 years	Unlikely	2
At least once in 3 years	Moderate	3
At lease once per year	Likely	4
>once per year	Almost Certain	5

How to Determine Consequence of Risk

Measures	Score
High impact	3
Medium impact	2
Low impact	1

How to determine the Risk Rating

Risk Rating = Likelihood X Consequence	
L X C	