

## Learning Services Risk Management Plan

The Risk (what can happen if inadequate controls are in place)	Possible Impacts	Inherent Risk			Controls to be implemented (include existing controls)	Reassessment of Risk (with proposed controls in place)		Residual Risk	Section/ Person Responsible	Timeframe for implementation
		Likelihood	Consequence	Risk Rating		Likelihood	Consequence			
<b>1. Injury or Illness to staff, visitor, contractor or volunteer</b>										
Insufficient staff to run programs due to illness or injury	Unable to accommodate all bookings	Mod	Major	Major	Sufficient part-time presenters employed to cover illness/injury	Unlikely	Minor	Low	Learning Services	
Insufficient volunteers to assist with programs due to illness/injury	Unable to accommodate all bookings	Likely	Minor	Medium	Sufficient volunteers to be able to call in at short notice. Sufficient presenters to cover when volunteers are absent	Likely	Minor	Medium	Visitor Services - Volunteers	
Student is ill or injured while at the museum	Disruption to program	Mod	Mod	Medium	Suitably trained staff to deal with illness/injury	Likely	Minor	Low	Security	
Staff under stress due to demanding work schedule	Sick leave taken may mean timelines are not adhered to and other staff have to pick up extra work	Mod	Major	Medium	Monitoring of workloads and the number of projects staff work on	Likely	Significant	Major	Learning Services	
NMA staff fail to ensure appropriate consents have been obtained for publication of team photographs on the museum website for school groups that play <i>The Museum Game</i> .	Teachers, students or parents/guardians complain about interference with privacy of students (or teachers)	Mod	Medium	Low	Five controls are put in place:  Information about <i>The Museum Game</i> on the Museum's website includes information about the Museum's usual practice of publishing images of participating students and teams on the Museum website.  Schools/teachers are advised of the process for obtaining consent for publication of participating	Rare	Minor	Low	Learning Services and Community Outreach	

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					<p>student/group images on the Museum website. That is, the Museum is not able to manage individual consents for participating students, but expects that schools will manage this through their usual procedures for obtaining permission from parents/carers for students to take part in excursions and/or for the use of student images</p> <p>The risk is identified and managed in accordance with the procedures set out in the Risk Management Plan, which is available to schools via the Museum website as part of the process for arranging school visits.</p> <p>Prior to the Program starting, teachers are asked to sign a form confirming that they are aware of the Museum's usual practice of publishing images of participating students and teams on the Museum website, and that they have obtained appropriate consents for the Program.</p> <p>If teachers are not able to sign, photographs of participating students will not be stored or published on the website following completion of the Museum Game, and will not be available for use 'back at school' as described on the website. Images of the participating students will also be deleted from the iPad/tablet devices which were used for that Program</p>					

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<b>2. Damage to Building</b>										
Student damages building. eg. breaks window, sets off alarms etc	Disruption to general visitors. Cost of repair	Rare	Major	Medium	Learning Services team and teachers to supervise students	Rare	Minor	Trivial	Learning Services	
Insufficient space available for program delivery	Unable to develop programs for temporary exhibitions	Likely	Medium	Medium	Looking at other possible spaces in the Museum for program delivery. Developing temporary exhibitions with inbuilt space for program delivery	Unlikely	Minor	Low	Senior Executive	
<b>3. Loss of Corporate Knowledge</b>										
Staff with corporate knowledge leave	Loss of knowledge of philosophy used when planning programs	Unlikely	Minor	Low	Regular planning sessions with all staff	Unlikely	Minor	Low	Learning Services	
<b>4. Loss/damage/theft of assets, including Collection material, ICT equipment and monetary loss</b>										
Damage to exhibits caused by students	Collection material damaged	Rare	Significant	Low	Teachers and Learning Services staff supervise students	Rare	Minor	Trivial	Learning Services	
Theft/damage of cameras and iPads used in programs	Programs compromised due to insufficient equipment	Rare	Significant	Low	Teachers and Learning Services staff supervise students use of equipment. Sufficient replacement equipment available	Rare	Minor	Trivial	Learning Services	
Theft /damage to Education Collection objects	Programs compromised due to lack of objects	Rare	Minor	Trivial	Teachers and Learning Services staff supervise student use of objects. Sufficient replacement objects to deliver programs	Rare	Insignificant	Trivial	Learning Services	

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<b>5. Inability for Staff/Volunteers to perform their duties</b>										
Insufficient staff/volunteers to take programs	Programs cancelled	Unlikely	Significant	Medium	Adequate staff /volunteers to cover emergencies	Unlikely	Minor	Low	Learning Services / Visitor Services - Volunteers	
<b>6. Damage to the environment from NMA operations</b>										
<b>7. Failure to meet statutory, moral and ethical obligations</b>										
Staff/volunteers treat students in an inappropriate way	Complaints made by students /teachers	Rare	Significant	Low	Staff and volunteers carefully recruited and trained re appropriate behaviour. All staff working with students undertake a police check before they are recruited	Rare	Minor	Trivial	Learning Services	
<b>8. Reduced visitor numbers due to external factors (ie not including building infrastructure or content)</b>										
Less students in Canberra due to external factors	Falling visitation	Mod	Major	Major	Programs have sufficient reputation to attract maximum numbers	Mod	Minor	Medium	Learning Services	
ACT govt makes excursions difficult for ACT schools	ACT schools do not visit Museum	Mod	Mod	Major	Programs are seen to be of value to schools	Mod	Minor	Medium	Learning Services	
<b>9. Loss of reputation</b>										
Poor programming results in loss of reputation	Number of schools visiting drops	Rare	Significant	Low	Continuous revising of programs plus developing new programs so that quality remains high	Rare	Significant	Low	Learning Services	