

Learning Services Risk Management Plan

RISK	POSSIBLE IMPACTS	INHERENT RISK			CONTROLS	REASSESSMENT OF RISK			SECTION OR PERSON RESPONSIBLE
		Likelihood	Consequence	Risk Rating		Likelihood	Consequence	Residual Risk	
1. INJURY OR ILLNESS TO STAFF, VISITOR, CONTRACTOR OR VOLUNTEER									
Insufficient staff to run programs due to illness or injury	Unable to accommodate all bookings	moderate	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 Team
Student is ill or injured while at the Museum	Disruption to program	moderate	moderate	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	moderate	major	medium	Monitoring of workloads and the number of projects staff work on	likely	significant	major	Learning Services
2. DAMAGE TO BUILDING									
Student damages building. eg. breaks window, triggers alarm	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	Cancellation of booked school programs	likely	medium	medium	Looking at other possible spaces in the Museum for program delivery	unlikely	minor	low	Learning Services
3. LOSS OF CORPORATE KNOWLEDGE									
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

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4. LOSS/DAMAGE/THEFT OF ASSETS									
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 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 made available	rare	minor	trivial	Learning Services
Theft of /damage to Education Handling Collection objects	Programs compromised due to lack of objects	rare	minor	trivial	Teachers and Learning Services staff supervise students' use of objects. Sufficient replacement objects to deliver programs	rare	insignificant	trivial	Learning Services
5. INABILITY FOR STAFF/VOLUNTEERS TO PERFORM THEIR DUTIES									
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
6. FAILURE TO MEET STATUTORY, MORAL AND ETHICAL OBLIGATIONS									
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 <i>Working With Vulnerable People</i> check before commencement	rare	minor	trivial	Learning Services
7. REDUCED VISITOR NUMBERS DUE TO EXTERNAL FACTORS (not including building infrastructure or content)									
Fewer students in Canberra due to external factors	Falling visitation	moderate	major	major	Programs have sufficient reputation to attract maximum numbers	mod	minor	medium	Learning Services
Schools in Canberra take less excursions due to competing priorities	ACT schools do not visit Museum	moderate	moderate	major	Programs are seen to be of value to schools	mod	minor	medium	Learning Services

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8. LOSS OF REPUTATION									
Poor programming results in loss of reputation	Number of schools visiting drops	rare	significant	low	Continuous revising of programs, development of innovative and engaging programs	rare	significant	low	Learning Services