

Tours Risk Register

RISK REFERENCE	RISK IDENTIFIED ON 15.10.14	RISK DESCRIPTION (Statement)	COMMENT ON RISK (What could happen)	LIST EXISTING CONTROLS	CONTROL EFFECTIVENESS (refer table)	LIKELIHOOD SCORE (refer table)	CONSEQUENCE SCORE (refer table)	RISK SCORE (refer table)	RISK OWNER	IS RISK TREATMENT REQUIRED FOR THIS RISK (YES/NO) IF YES, GO TO TREATMENT SCHEDULE
1		Problems associated with accessing Cockatoo Island via Sydney ferries	Injury or harm during transport to and from Cockatoo Island via Ferry Service. Disruptions to ferry services resulting in cancellations, delays.	Schools or community organisation must have adequate ratio of adults for supervision when children are present - supervisors are in control of their charges whilst on ferry and disembarking. according to school or community groups safety plans. Rangers patrol docking and passenger arrivals and departures	(2) Satisfactory	3	3	Medium	Manager Marketing & School Supervisor	NO
2		General safety of children, and staff on Guided tour of Cockatoo Island including outdoor space and building structures.	injuries occur due to industrial nature of site such as trips, slips, falls, cuts due to uneven ground, old machinery and area to be covered	Guides will brief tour groups initially on emergency procedures, hazards that will be found on the site, pre contract ask for participants to have sun protection, sturdy closed shoes	(2) Satisfactory	3	3	Medium	Manager Marketing	NO
3		Child getting lost while on tour	injury or panic in group	Schools to roll call at the beginning and supervisors regularly check their charges at each stop	(1) Good	2	3	Low	Manager Marketing	NO
4		Lack of amenities for people with disabilities or frail and aged patrons	people not being able to access areas or unable to take full tour	wheelchair available from Ranger, buggy may be available	(1) Good	3	2	Low	Manager Marketing	NO
5		Problems with seagulls diving at patrons during nesting season causing panic and possible injury	injury, panic	tours diverted from nesting areas at this time, tour participants warned of danger before tour begins, no food to be offered to seagulls on site	(1) Good	4	2	Medium	Manager Marketing	NO
6		Children or people with allergies such as asthma, ant or bee, food.	serious illness, evacuation from island,	Schools and community groups to let tour guides know prior to tour, Tour Guides reiterate it is the responsibility of the participant or carer to carry epipens, asthma or other medication and to administer those as guides have no training	(1) Good	1	3	Low	Supervisor school group & Manager Marketing	NO
7		Possibility of participant falling in harbour	drowning, becoming wet, psychological damage, contamination from harbour water	Tour Guides ask participants to keep to paths, and notify supervisors about dangers of going close to water's edge	(1) Good	1	3	Low	Supervisor school group & Manager Marketing	NO
8		Vehicles on island and possibility of collision,	injury, panic	Vehicle procedures to be adhered to on the island and checked by Rangers, participants warned to keep to the left when walking on roads, Supervisors told of controls before tour commences	(1) Good	3	3R	Medium	Supervisor school group & Manager Marketing	NO
9		Use of scissors and other craft materials causing injury	cuts	Supervisor to notify tour guide of problems that participants may have with scissors, Tour Guides closely monitor use of scissors	(1) Good	1	2	Low	Supervisor school group & Manager Marketing	NO

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10		safety of children under 18	child predator, prohibitive sexual acts	All Guides and teachers have current working with Children Checks and children are not alone with any one person during tour	(1) Good	1	4	Medium	Supervisor school group & Manager Marketing	NO
11		severe weather whilst on tour	injury, panic, evacuation	Tour guides to check weather before commencing tour, participants asked to bring wet weather gear. Evacuation plans known to all before tour commences	(2) Satisfactory	1	4	Medium	Supervisor school group & Manager Marketing	NO
13										

CONTROL EFEFCTIVENESS		
SCORE	DESCRIPTION	PERCENT EFFECTIVE
(1) Good	Nothing more to be done except review and monitor the existing controls. Controls are well designed for the risk, address the root cause and Management believes that they are effective and reliable at all time.	83 to 100%
(2) Satisfactory	Most controls are designed correctly and are in place and effective. Some more work to be done to improve operating effectiveness or Management has doubts about operational effectiveness and reliability.	66 to 82%
(3) Poor	While the design may be largely correct in that they treat most of the root causes of the risk, they are not currently effective OR Some of the controls do not seem correctly designed in that they do not treat root causes, thouse that are correctly designed are operating effectively.	41 to 65%
(4) Very Poor	Significant control gaps, either controls do not treat root causes or they do not operate at all effectively.	21 to 40%
(5) Uncontrolled	Virtually no credible control. Management has no confidence that any degree of control is being achieved due to poor control design and /or very limited operational effectiveness	0 to 20%

LIKELIHOOD TABLE		
SCORE	DESCRIPTION	EXAMPLE
5	ALMOST CERTAIN	The event will occur on an annual basis. Once a year or more frequently.
4	LIKELY	The event has occurred several times in your career. Once every three years.
3	POSSIBLE	The event might occur once in your career. Once every 10 years.
2	UNLIKELY	The event does occur somewhere from time to time. Once every 30 years.
	RARE	Heard of it occurring elsewhere. Once every 100 years.

CONSEQUENCE TABLE									
SCORE	DESCRIPTION	PUBLIC LIABILITY	PROFESSIONAL INDEMNITY	CONTRACTUAL & LEGAL	REPUTATION	FINANCIAL (Additional costs and/or loss of income)	PROPERTY & INFRASTRUCTURE	POSITIVE CONSEQUENCE	PEOPLE
5	CATASTROPHIC	Multiple fatalities or extensive long terms injuries. Total destruction of buildings affecting multiple sites	Extensive litigation, possible class action; worst case loss to the organisation.	Extensive fines and litigation with possible class action; threat to viability of program or service	Extensive public outcry; potential national media attention	Extensive financial loss (\$1M+); loss of program or business operation	Disaster with extensive loss and long term consequences; threat to viability of services or operation.	Significantly enhanced reputation, huge financial gain	Loss of more than 30% of staff or critical skills, causing shut down of services & non achievement of business objectives
4	MAJOR	Multiple severe injuries or a single fatality. Destruction of properties or damage at two sites	Major complaint with litigation and long term significance: very high loss to the Trust	Major breach with fines and litigation; long term significance and major financial impact	Serious public media outcry, broad media attention	Major financial loss (\$500,000-\$1M); severe impact on program or business operation	Critical loss or event requiring replacement of property or infrastructure; long term impact on the Trust	Enhanced reputation, major financial gain	Loss of key staff, skills, knowledge resulting in reduction of services affecting business outcomes
3	MODERATE	Significant injury involving medical treatment or hospitalisation. Significant property damage	Significant complaint involving a statutory authority or investigation or prosecution. Significant loss	Serious breach involving statutory authority or investigation; prosecution possible with significant financial impact.	Significant public criticism with or without media attention	Significant financial loss (\$50,000-\$500,000); considerable impact on program or business operations	Significant loss with temporary disruption of services: medium term impact on the Trust	Some enhancement to reputation, high financial gain	Loss of corporate knowledge or required skill sets not available affecting some operations
2	MINOR	Some medical treatment required, minimal loss to the Trust	Contained complaint or action with short term significance. Some loss to the Trust	Contained non-compliance or breach with short term significance and minor financial impact	Heightened local community concern or criticism	Minor financial loss (\$10,000 - \$50,000); minimal impact on program or business operation	Minor loss; minimal downtime: short term impact; mostly repairable through normal operations.	Small benefit, low financial gain	Individual loss of people in positions where it is difficult to replace skills
1	INSIGNIFICANT	First aid only, minor loss of or damage to property	Isolated internal or minimal adverse attention or complaint	Isolated non-compliance or breach; negligible financial impact	Isolated, internal or minimal adverse attention or complaint	Negligible financial loss (\$10,000); no impact on program or business operation	Isolated or minimal loss, short term impact, repairable through normal operations	Small benefit, low financial gain	short term vacancies or skills development delay meeting business outcomes

Risk Probability Matrix					
Likelihood Label	Consequence Label				
	1. Insignificant	2. Minor	3. Moderate	4. Major	5. Catastrophic
5. Almost Certain	Medium	Medium	High	Very High	Very High
4. Likely	Medium	Medium	High	High	Very High
3. Possible	Low	Medium	Medium	High	High
2. Unlikely	Low	Low	Medium	Medium	High
1. Rare	Low	Low	Medium	Medium	Medium

Determine the Risk Level for each identified risk and enter it in the Interim Risk Register.

HB AS4360

Risk Treatment & Corrective Action Table

Very High	High	Medium	Low
<p>Immediate control action to be initiated and the activity ceased immediately. Consider an alternative activity unless appropriate controls are implemented. Risk Action Plans to be developed and implemented under the direct control of the Executive. The risk will be recorded on the Risk Register and all documentation must be retained for future reference.</p>	<p>Consider an alternative activity unless appropriate controls are implemented. Responsible Director/s will develop Risk Action Plans. Implement controls, allocate actions and budget to mitigate risk. Report to the CGRM on the effectiveness of controls. The risk will be recorded on the Risk Register and all documentation must be retained for future reference.</p>	<p>May be handled at an Operational level, with responsible manager oversight. Develop and implement action plan and timeframe. Monitor and review effectiveness of controls.</p>	<p>Risk noted and treated appropriately by those affected. Managed by routine procedures and reporting mechanisms.</p>

Strategic	Operational	Legal/Regulatory	Financial	Knowledge	Natural
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Compliance	Physical Assets	Human Resources	Compliance	Information Management	Environmental
Resource Allocation	Building & Contents	WHS Mgt System	Accounts Payable	Strategy & Planning	Climate Change
Authority & Responsibility	Plant	Policy & Procedures	Accounts Receivable	Hardware	Storm & Tempest
Strategic Planning	Equipment	Training & Accreditation	Funding & Liquidity	Software	Sea Level Rise
Reputation	Fleet	Contracts of/for Employment	Interest Rates	Networks	
Stakeholders	Contractor Management	Compliance	Investment Strategy	Security	
Relationship Management	Insurance Program	Workers' Comp Cover		Archiving	
Risk Management	Museum Management	Fraud/Corruption		Data Base Development	
Business Continuity Plan	Archiving			Intellectual Property	
	Maintenance Program			Records Management	



RISK TREATMENT SCHEDULE

RISK REF: From Register	Any other References	LIST POSSIBLE TREATMENT OPTIONS: A, B, C	PREFERRED OPTION	CBA OUTCOME A: Accept R: Reject P: Pending	PERSON RESPONSIBLE FOR IMPLEMENTATION OF OPTIONS	IMPLEMENTATION TIMETABLE OR PROGRESS RUNNING SHEET	HOW WILL THE RISK & TREATMENT BE MONITORED
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