



RISK REGISTER

* Note responsible person ownership of the risks and has oversight of the controls, they do not necessarily carry out the work themselves

Area	Risk #	Risk	Current treatments to manage risk	Current Risk Rating			Action Plan (additional controls required)	Target Risk Rating			Person Responsible*
				Likelihood	Consequence	Rating		Likelihood	Consequence	Rating	
Governance	1	Disputes between members or harassment/discrimination may result in loss of reputation or breach of statutory obligations	<ul style="list-style-type: none"> Code of conduct policy Complaints and grievances policy 	Possible	Moderate	Moderate	<ul style="list-style-type: none"> Monitor grievance process to identify any change in frequency Improve availability and knowledge of Code of Conduct 	Possible	Moderate	Moderate	<ul style="list-style-type: none"> President

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Environment	2	We fail to provide a safe environment for our members	<ul style="list-style-type: none"> • COVID Safe Safety Plan • Safety and Wellbeing policy • Safety Information for course leaders • Fire drills at U3A premises • Appointment of Facilities Manager 	Possible	Major	High	<ul style="list-style-type: none"> • Monitor and respond to government advice re COVID 	Possible	Major	High	<ul style="list-style-type: none"> • Facilities Manager

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	3	Run down nature of Hughes facility may make it unsuitable for use especially under COVID limitations	•	Almost certain	Moderate	High	<ul style="list-style-type: none"> • During COVID assist course leaders finding alternate solutions (venues, online) • Longer term <ul style="list-style-type: none"> ○ Lobby government to improve facilities/provide alternative premises ○ Explore alternate providers southside 	Almost certain	Minor	Low	<ul style="list-style-type: none"> • CSC, CLAT, Room bookings • Sherrill Bell; Rhonda Jolly)

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	4	Social distancing means we won't have big enough rooms for larger class sizes	•	Almost certain	Moderate	High	<ul style="list-style-type: none"> During COVID assist course leaders finding alternate solutions (venues, online) 	Almost certain	Minor	Low	CSC, CLAT, Room Bookings
Information	5	Strategic and operational decision making based on anecdote, or personal preference may lead to poor choices	<ul style="list-style-type: none"> Regular reports from teams to committee Committee based decisions 	Possible	Moderate	Moderate	<ul style="list-style-type: none"> Member survey to provide an evidence base for change <ul style="list-style-type: none"> Strategic Plan Refreshed risk register 	Unlikely	Moderate	Moderate	President

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Finances	6	Reserves may be eroded below acceptable threshold due to: <ol style="list-style-type: none"> 1. Unmanaged spending 2. Lack of income from rooms, especially due to social distancing, and reduced attendance 3. Loss of membership 4. Online financial scams 	<ul style="list-style-type: none"> • Monitoring by committee via Treasurers reports, planned Budget (1&2) and membership reports (3) • Managed financial delegation (1) • Appoint grants officer to help diversify income streams • Monitoring for online financial scams 	Almost certain	Major	High	<ul style="list-style-type: none"> • Setting of upper and lower limits for reserves as trigger for action (1) • Plan for reassessment of income streams and possible changes March 2021 • Implement required changes in 2022 • Lobby for continued rent relief • Reassess budget in March • Apply for and manage appropriate grants • Lobby for rent relief from Government 	Possible	Moderate	Moderate	Treasurer

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People	7	<p>Aging membership demographic reflects inability to attract and/or keep:</p> <ol style="list-style-type: none"> new younger members new culturally diverse members 	<ul style="list-style-type: none"> Brochure creation Communication Strategy 	Likely	Moderate	High	<ul style="list-style-type: none"> Develop membership roadmap as part of strategic plan 	Unlikely	Minor	Low	Alex Gosman; (with Dorothy Zenz)
	8	Increasing complexity of skills expected from volunteers (especially IT), may make it harder to get the right people for the job	<ul style="list-style-type: none"> Include expected IT skills in job descriptions Ensure system development/purchase includes usability requirements 	Likely	Moderate	High	<ul style="list-style-type: none"> Address aging demographic (risk 7) 	Possible	Moderate	Moderate	Alex Gosman, Dorothy Zenz & IT Strategic Coordinator

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	9	The move to online delivery, may result in: <ol style="list-style-type: none"> 1. a permanent change in expectations from members, which may be difficult to meet, 2. disenfranchising some members. 3. not meeting our primary social objective 	•	Almost certain	Major	High	<ul style="list-style-type: none"> • Assess 2021 course delivery choices • Develop delivery plan as part of strategic roadmap 	Possible	Moderate	Moderate	Gary Davis & Caroline Fitzwarryne
	10	Insufficient succession planning for volunteer roles may result in loss of organisational knowledge or delivery capacity	•	Likely	Moderate	High	<ul style="list-style-type: none"> • Ensure all positions (especially on the Committee and sub-committees) are filled • Encourage periodic turnover (3-5 years) where not already mandated 	Possible	Moderate	Moderate	President

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	11	Volunteers do not feel sufficiently valued	<ul style="list-style-type: none"> • Long service awards • Outstanding service awards • Volunteer Liaison Officer position to catch any issues 	Possible	Moderate	Moderate	<ul style="list-style-type: none"> • Re-instate volunteer morning tea, post COVID • Use stories from existing volunteers about the rewards to help drive recruitment 	Possible	Minor	Moderate	President
Programs and Services	12	Mismatch between course offerings and expectations resulting in disengagement by members who can't access courses of interest to them	<ul style="list-style-type: none"> • 	Likely	Moderate	High	<ul style="list-style-type: none"> • Develop courses offerings plan as part of strategic roadmap • Improve enrolment processes to make them more transparent/egalitarian (this may include automation) 	Possible	Minor	Moderate	Keith Huggan; Malcolm Pye; Simone Clark, Caroline Fitzwarryne

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	13	No clear hand over of the walks and tours program due to COVID, may threaten its ongoing viability	<ul style="list-style-type: none"> Establishment of support team 	Almost certain	Major	Very High	<ul style="list-style-type: none"> Identify individuals within or outside support team to take on part of role, if unwilling to take over everything Re-advertise if needed 	Possible	Moderate	Moderate	President