# Risk Management

Cluster Manager Forum November 2013

*Annette MacDonald*
*Remutaka Cluster (27)*

# What is risk?

Risk:  "the effect of uncertainty on objectives”

The key aspect of understanding risk is understanding the effect of an uncertain event on objectives.

Because risk is directly linked to objectives, risk is not inherently "bad". Many objectives can only be achieved by being willing to accept at least some risk. If risk can be managed effectively, opportunities can be exploited and hazards avoided.

*ISO 31000  in The NZ Society for Risk Management Inc*

# What is risk management?

“Risk management provides a disciplined and structured way of describing what you want to achieve (objectives), working out what might affect that, how likely it is, deciding what systems and protocols to put in place to address those situations, and putting them in place.”

Good risk management means two way communication with those affected, and continually monitoring what is going on.

The most common misconception about risk management is that its purpose is to avoid risk. In fact, its purpose is to make success more likely. As one commentator put it, "effective risk management allows you to run faster".

*ISO 31000 in The NZ Society for Risk Management Inc*

# Why identify risks in our clusters?

- To draw attention to possible risks amongst the team
- To collaboratively develop processes so that some risks may be eliminated and others minimised
- To communicate expectations in a constructive way

# When should we be managing risks?

- As part of our cluster strategic and annual planning
- When setting objectives
- When developing procedures and policies

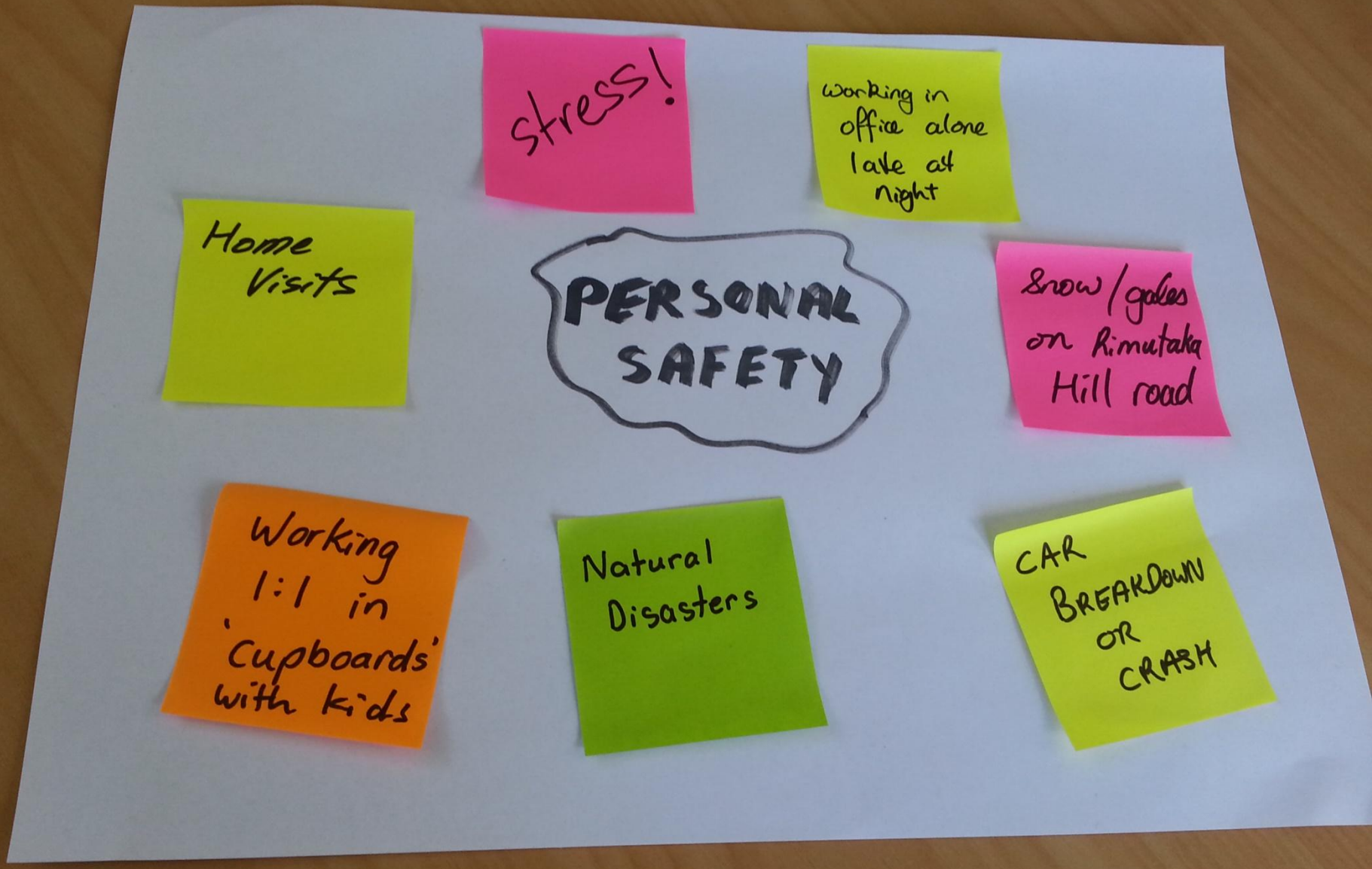
SWOT Analyses

| STRENGTHS | WEAKNESSES |
| --- | --- |
| | |
| OPPORTUNTIES | THREATS |
| | |

# What we did in Remutaka Cluster:

In groups of 3:

- Identify any risks we may need to consider as a cluster
- Write these on ‘post-its’
- Place risk on sheets of paper under the ‘best fit’ category


stress!
working in office alone late at night
Home Visits
PERSONAL SAFETY
Snow/gales on Rimutaka Hill road
Working 1:1 in 'cupboards' with kids
Natural Disasters
CAR BREAKDOWN OR CRASH

# Types of Risk

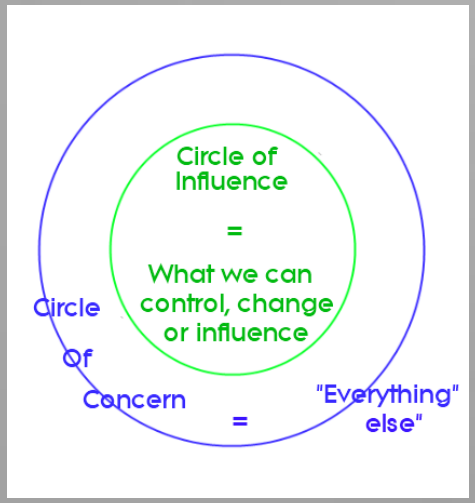
- Personal safety
- Professional safety
- Cultural safety
- Cluster reputation
- Privacy/confidentiality

# Personal safety

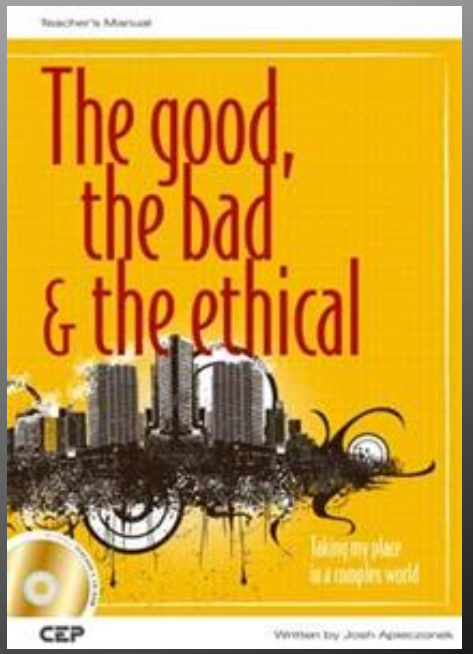
- Natural Disasters
- Safety on the road
- Home visits
- Working alone with students
- Working alone after hours
- Well-being

# Professional safety

- Traumatic Incidents in cluster schools
- RTLB working at the limits of or beyond their competence, due to Severe Behaviour waitlists or personal skill level
- RTLB working outside the scope of the RTLB role
- RTLB not adhering to agreed procedures
- Ethical Dilemmas
- Teacher competency/student safety issues

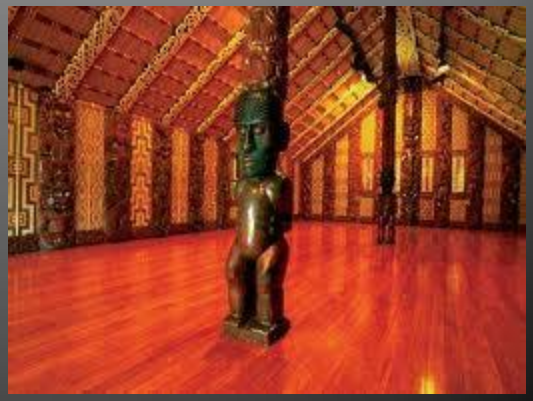



*Covey*



# Cultural safety

- Working at the edge of our cultural competence, some actions may unwittingly cause offence
- Being unaware of cultural differences
- We have just one fluent speaker of Te Reo in the team – risk of overload or capture by kura and immersion classes
- Disengaged parents/whanau
- Ignorance of cultural & religious practices



# Cluster reputation

Minimal effectiveness due to lack of skill, health issues etc

Negative media attention

Over-promising and under-delivering

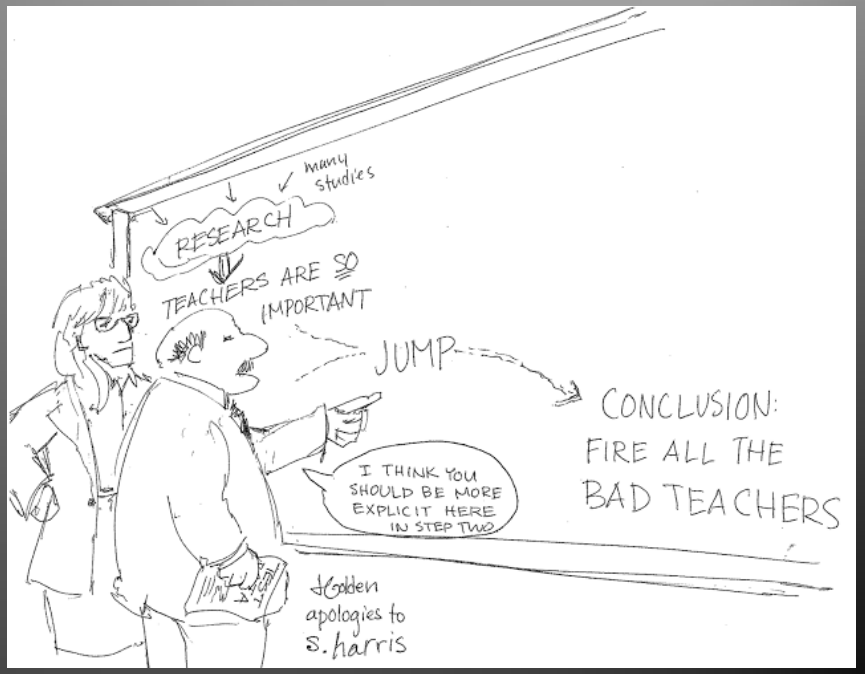
Negative feedback about RTLB practice

Misunderstandings about the role of RTLB leading to inaccurate expectations

Misuse of cluster funds

RTLB not adhering to good practice

Misuse of technology



# Privacy / confidentiality

- Consent to work
- Privacy breaches
- Email Protocols
- Access to files
- Family Court & Official Information Act (OIA) requests
- Misuse of technology
- Sharing of student information with other agencies
- Confidentiality between colleagues
- Private family information
- Security and storage of student files and other work records

# Next Steps

- How can we mitigate these risks?

- Prevent them
- Eliminate them
- Lessen them
- Reduce their impact
- Get back on track

- What actions can we take?

- Who is responsible?

| Risk Management: | | |
|---|---|---|
| RISK | MITIGATION<br>How can we eliminate, prevent or minimise this risk? | WHOSE RESPONSIBLITY? |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

# Where to from here?

- Must Dos
- Should Dos
- Could Dos

*With thanks to the RTLB in Remutaka Cluster*