

## In this issue:

Welcome	1
Inter-jurisdictional Managed Fund Forum	2
Contributions Review 2006-07	2
Whole-of-Government Risk Management Policy and Framework	3
TRMF Unit Staffing Update	3
Occupational Health and Safety Working Group	4
Managing Aggressive External Clients	4
Risk Management – Business Continuity Management	5
Information Sharing Sessions, Seminars and Workshops	6
Motor Vehicle Benchmarking	6
Upcoming Training	7
Upcoming TRMF Meetings	7
Treasury Contacts	7

Advance  
Notice

### ONE-DAY WORKSHOP

Full details of a one-day workshop on developing a business continuity plan can be found on page 6 of this newsletter.

**Contributions** to *riskmatters* on any subject relating to insurance or risk management can be forwarded via email to [trmf@treasury.tas.gov.au](mailto:trmf@treasury.tas.gov.au).

## Welcome

Welcome to the July 2006 edition of the Tasmanian Risk Management Fund (TRMF) newsletter, *riskmatters*, published by the Department of Treasury and Finance.

Every six months, the Inter-jurisdictional Managed Fund Forum provides an opportunity for government insurance entities to discuss issues and concerns on a national basis. It was interesting to note that at the most recent forum held on 18 May 2006, business continuity management and risk management across public sector bodies were both raised as areas of common interest.

Business continuity management (BCM) has emerged as a major issue for Tasmanian agencies. In response to this, the TRMF Unit hosted an introductory seminar on BCM in March 2006, and is currently in the process of engaging a facilitator to develop and conduct a workshop for agencies on preparing a business continuity plan (see page 6).

Also, the TRMF Unit, in consultation with agencies, has drafted a whole-of-government risk management policy and a proposed approach to a supporting risk management framework (see page 2).

A report on the Inter-jurisdictional Managed Fund Forum can be found on page 2.

Also in this edition, is information on the inter-agency Occupational Health and Safety Working Group and a summary of issues that have recently been discussed by the Group.

Di Hope  
Editor

## ***Inter-jurisdictional Managed Fund Forum***

### **The Inter-jurisdictional Managed Fund Forum was held in Canberra on 18 May 2006.**

The forum comprises representatives from government insurance entities in all other jurisdictions (except the Northern Territory), including the Australian Government, and meets on a six-monthly basis.

The forum provides an excellent opportunity for sharing information on emerging trends and issues on a national basis. Agenda items included inter-jurisdictional agreements, an update on cerebral palsy research being supported by the South Australian Insurance Corporation (SAICORP), methods of collecting exposure information, trends in reporting of medical indemnity claims (Victoria) and motor vehicle benchmarking. In addition, each member of the group provided an update on current activities.

**RiskCover (WA) recently issued a Premier's Circular on risk management and business continuity planning.**

It was interesting to note that RiskCover (West Australia) reported that it had recently issued a Premier's Circular on risk management and business continuity planning (BCP). The circular states that "all public sector bodies must practice risk management, regularly undertake risk assessment processes, be able to demonstrate the management of risk and where appropriate have continuity plans in place to ensure that they can respond to and recover from any business disruption". The policy also includes a number of reporting requirements.

In view of the recent work being undertaken by the TRMF Unit's, Sub-committees and agencies in relation to BCP, the Unit intends to follow up with RiskCover to obtain further information on its approach to this issue.

If you would like further information in relation to any of the agenda items mentioned above, please contact Amelia Jones on 6233 3684 or email [amelia.jones@treasury.tas.gov.au](mailto:amelia.jones@treasury.tas.gov.au)

### ***Contributions Review 2006-07***

#### **Fund contributions for restructured agencies are being reviewed.**

The Fund's Actuary, Bendzulla Actuarial Pty Ltd, is reviewing 2006-07 contributions for agencies that were restructured following the recent State Government election.

The overall contribution pool for each risk category will not change. The reallocation of contributions will be limited to restructured agencies only.

Where insignificant changes to staffing and asset levels have occurred, contribution adjustments may not be necessary.

It is expected that restructured agencies will be notified of any amendments to their 2006-07 contributions in July 2006.

## ***Whole-of-Government Risk Management Policy and Framework***

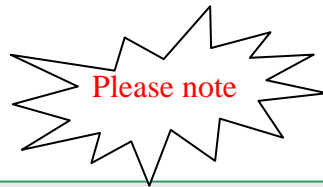
**In 2005, the then Minister for Finance gave in-principle approval to a risk management policy position for the Tasmanian Government, and to the development of a supporting risk management framework, for Cabinet consideration in 2006.**

In consultation with agencies, the TRMF Unit has produced a draft policy that recognises the importance of integrating systematic risk management into the strategic and day-to-day operations of all agencies so that the Government and agencies can be assured that they are meeting their social, economic and environmental responsibilities, and are able to take advantage of emerging opportunities, as well as proactively managing risks.

The Unit has also produced an overview of a proposed approach to the supporting framework.

The overview sets out the objective of the project, the principles upon which it shall operate and the outcomes it seeks to achieve. The framework will include tools and resources, such as templates, checklists and examples of 'best practice' policies to assist agencies with the identification, quantification and treatment of risk.

Whilst it is intended to achieve consistency in the approach to risk management across agencies, it is not intended that the risk management framework be prescriptive in its approach, as it is recognised that many agencies have well-established risk management systems and processes already in place.



The TRMF Unit will be consulting with all agencies during July to seek feedback on the draft whole-of-government risk management policy and supporting framework.

---

### ***TRMF UNIT STAFFING UPDATE***

Jan Wilson has returned after an absence of eight months and is once again happily answering your queries on contributions and liability issues.

The TRMF Unit thanks Annette Wright for stepping in to Jan's role during her absence and we wish her well back at DoE.

Tim Bingham has replaced Linda Voumard as part of Treasury's cadetship program. Thank you Linda for your contribution over the past year.

## ***Occupational Health and Safety Working Group***

**The inter-agency Occupational Health and Safety Working Group meets bi-monthly to share knowledge on occupational health and safety issues affecting government agencies.**

This forum provides an opportunity for agency OH&S officers to identify, develop and implement strategies, and discuss common issues, initiatives and solutions to improve the whole-of-government approach to occupational health and safety.

Issues recently discussed at the forum include:

- strategies and policies for managing aggressive behaviour by external clients towards Crown employees;
- contractor management in the workplace and agencies' duty of care;
- managing stress in the workplace through performance management; and
- ergonomic training.



If you would like further information about the Working Group, or would like to attend a meeting, please contact Tim Bingham on 6233 6710 or e-mail the TRMF Unit at [trmf@treasury.tas.gov.au](mailto:trmf@treasury.tas.gov.au)

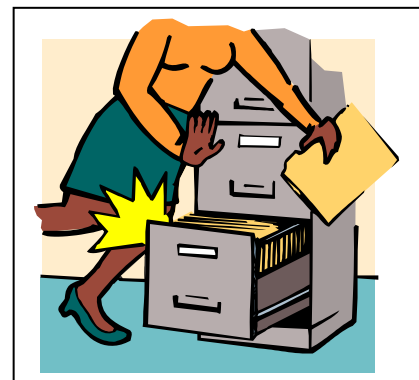
## ***Managing Aggressive External Clients***

**Ways of managing aggressive behaviour from external clients was a recent issue discussed by the Occupational Health and Safety Working Group.**

The development and improvement of processes relating to managing aggressive behaviour from external clients has been a particularly topical issue due to a marked increase in agencies experiencing this type of behaviour.

The Working Group discussed the need for agencies to be more pro-active and encourage their employees to:

- be involved in the development of workplace specific safety management plans; and
- report incidents when they occur, rather than accepting aggressive behaviour as part of their job.



## Risk Management

### Business Continuity Management

**Business continuity management - an integral part of risk management.**

- Australian Standard HB 221:2004

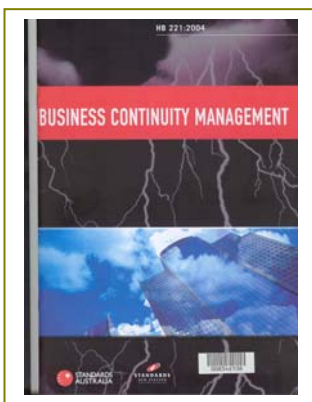
There are a number of steps required to produce a business continuity plan (BCP) and to ensure that it is properly maintained.

The steps which form the business continuity management process include:

- commencing the project;
- identifying key business processes;
- undertaking a business impact analysis;
- designing treatments;
- formulating a BCP; and
- testing and maintaining the BCP.

As with any other preventative risk control, the BCP needs to be monitored and reviewed for effectiveness. This requires that it be tested regularly. It also requires that the impact of organisational changes or any other changes to circumstances be considered to ensure the plan maintains its currency.

Source: - Better Practice Guide – Business Continuity Management Australian National Audit Office.



### The Business Continuity Plan is a risk treatment.

Example of a structure for a business continuity plan

1	Cover page	<input type="checkbox"/> Title <input type="checkbox"/> Concise statement of objective of continuity plan <input type="checkbox"/> Organisational signoff
2	Table of Contents	<input type="checkbox"/> Contents of document
3	Event log	<input type="checkbox"/> Event log page to be filled in by Recovery Coordinator after an outage
4	Management of recovery plan	<input type="checkbox"/> Disaster escalation process <input type="checkbox"/> Team assembly arrangements <input type="checkbox"/> Recovery phase steps <input type="checkbox"/> Interim processing phase steps <input type="checkbox"/> Restoration phase steps
5	Service area recovery plans	<input type="checkbox"/> Recovery phase steps <input type="checkbox"/> Team assembly arrangements <input type="checkbox"/> Interim processing phase steps <input type="checkbox"/> Restoration phase steps
6	Referenced procedures	<input type="checkbox"/> Telephone re-direction procedures <input type="checkbox"/> Outsourced vendor agreements
7	Technical recovery items	<input type="checkbox"/> Server configurations <input type="checkbox"/> Communication configurations <input type="checkbox"/> Pre-written programs for IT recovery
8	Contact lists	<input type="checkbox"/> Internal contact lists <input type="checkbox"/> Emergency services contact lists <input type="checkbox"/> External/stakeholder contact lists <input type="checkbox"/> Staff contact lists
9	Inventory	<input type="checkbox"/> Supply inventory <input type="checkbox"/> Additional resources/budget required
10	Limitations	<input type="checkbox"/> Limitations under which the plan was developed
11	Testing and maintenance	<input type="checkbox"/> Schedule of testing to be performed <input type="checkbox"/> Review/update timetables and deadlines

Source: Better Practice Guide – Business Continuity Management Australian National Audit Office

The Australian Standard Handbook HB 221:2004 should be consulted for further information on the process.



**Information Sharing Sessions,  
Seminars and Workshops**

**Developing a Business Continuity Plan**

Due to the popularity of the introductory seminar on Business Continuity Management (BCM), held in March 2006, the TRMF Unit has sought proposals from a number of providers to develop and facilitate a workshop on the steps required to formulate a business continuity plan.

The focus will be on physical assets rather than information technology.

The successful facilitator will guide participants through a case study using a generic BCP that can be modified/applied by participants in their workplace. Participants will also be provided with samples of the following, or direction on where these may be found:


- tools, templates, checklists; and
- reference material.

The closing date for proposals from potential facilitators was 14 June 2006. Once a facilitator has been chosen, further details will be advised through agency TRMF Sub-Committee members or via the *riskmatters* mailing list.

Date	Subject	Type of Session
26 July 2006	Developing a Business Continuity Plan	One day workshop



The TRMF Web site at [www.treasury.tas.gov.au/trmf](http://www.treasury.tas.gov.au/trmf) is updated regularly and includes information about upcoming training, information sessions, seminars and STARSWeb User Group meetings. It also has a previous training section which provides copies of notes or presentations from past sessions.



**Motor Vehicle Benchmarking**

The TRMF Unit is currently liaising with the Insurance Commission of Western Australia (ICWA) to benchmark motor vehicle fleet data from Tasmania’s larger agencies.

Despite differences in vehicle numbers, excesses and the composition of agencies between the two jurisdictions, ICWA is confident that data matching will be possible.

Preliminary analysis has been undertaken to match Tasmanian agencies to equivalent WA policyholders.

It is anticipated that final results will be available in July 2006.

## Upcoming Training/Conferences

### **RMIA 2006 Annual Conference**

12 - 14 November 2006

Melbourne Convention Centre, Victoria

Contact: [rmiacnf@im.com.au](mailto:rmiacnf@im.com.au)

---

### **Upcoming Workshops from the Training Consortium**

#### **Occupational Health and Safety Workshops**

Don't miss your chance to get fully briefed on your and your agency's mutual obligations to occupational health and safety. What you don't know could hurt you!

#### **OH&S Awareness Workshops for Managers and Supervisors**

10 July 2006

Hobart

#### **OH&S Awareness Workshop for Managers and Supervisors**

17 July 2006

Launceston

For full information on these workshops, please visit the "What's On" page of TTC's Web-site at [www.ttc.tas.gov.au](http://www.ttc.tas.gov.au). To book, download the flyer and print the registration form on page 2, or phone TTC on 6233 6459.

### **Disclaimer**

Non-TRMF sponsored events or courses noted in this newsletter are provided for information purposes only. It is not an endorsement.

### **Unsubscribe**

If you no longer wish to receive *riskmatters* please send an e-mail to [trmf@treasury.tas.gov.au](mailto:trmf@treasury.tas.gov.au) with the word 'Unsubscribe' in the subject line.

## Upcoming TRMF Meetings

### **Committee Meetings**

TRMF Steering Committee

22 August 2006, Hobart

TRMF Workers' Compensation

Sub-Committee

25 July 2006, Hobart

TRMF Property/Liability Sub-Committee

27 July 2006, Hobart

Contact: [trmf@treasury.tas.gov.au](mailto:trmf@treasury.tas.gov.au)

### *riskmatters*

#### **Subscription Service**

Why not become a subscriber to the electronic version of *riskmatters* on [www.treasury.tas.gov.au](http://www.treasury.tas.gov.au) and receive an e-mail alert and link to the site on the day of publication.

To register, contact the newsletter editor, Di Hope, at the Department of Treasury and Finance on

(03) 6233 6597 or e-mail [trmf@treasury.tas.gov.au](mailto:trmf@treasury.tas.gov.au).

## Treasury contacts

### **Di Hope (Property and editor of *riskmatters*)**

Senior Policy Analyst

Ph: 6233 6597

### **Rachael Barron (Workers' Compensation and Personal Accident)**

Principal Policy Analyst

Ph: 6233 3677

### **Penny Macintyre**

Principal Policy Analyst

Ph: 6233 6626

### **Jan Wilson (Liability and Financial Management)**

Senior Policy Analyst

Ph: 6233 3763

### **Tim Bingham**

Assistant Research Officer

Ph: 6233 6710