

In this issue:

Welcome	1
Contributions 2004-05	2
Workplace Safe Week 2004	2
Marsh Update	2
Choosing a car – What colour is safest?	3
Quotable Quote	3
TCCI Workshops	3
Risk Management – Revised Standard	4
Risk Management Education	4
Risk Management of Public Events	4
Risk Management Process – Identify Risk	5
Information Sharing Sessions and Seminars	6
Volunteers under the Spotlight at DPIWE	6
Information Sharing and Seminar Diary	7
Seminar - Remote Area Operations	7
Workshop – Reducing Costs of Workplace Injury	7
Are you about to head overseas?	8
RMIA is Born	8
Upcoming Events	9
Treasury Contacts	9

Welcome

Welcome to the October 2004 edition of the Tasmanian Risk Management Fund (TRMF) newsletter, *riskmatters*, published by the Department of Treasury and Finance.

This is my first Welcome as Chairman of the Fund and I am looking forward to the challenge of building on the success of my predecessor, Philip Mussared. Philip played a key role in the inception and development of the TRMF and I would like to thank Philip for his vision in establishing the TRMF as an effective whole-of-government risk management arrangement.

During the next few weeks both business and Government will be focusing on workplace safety which will culminate with activities planned across the state for Workplace Safe Week, beginning 25 October 2004.

The TRMF Unit will be contributing to the activities by conducting an Information Sharing Session on Reducing the Cost of Workplace Injury. This session will be held on 28 October 2004 (see page 7 for details). State Service employees are encouraged to participate in activities, which have a safety focus and to 'spot the hazard before it spots you'.

Tony Ferrall
Chairman
Tasmanian Risk Management Fund
Steering Committee

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

Contributions 2004-05

Increases in contribution pools for workers' compensation and motor vehicles have been offset by reductions in general property and liability contributions for 2004-05.

Workers' Compensation

The contribution pool for workers' compensation is \$19.9 million. This represents an increase of 11.6 per cent from the 2003-04. The increase is due to inflation and allowances made for changes to the schedule of weekly benefits that came into effect from 29 June 2004.

General Property

The contribution pool for the general property risk category is \$2.71 million. This is a 10 per cent reduction from the 2003-04 contribution pool and is due to low claims experience.

Motor Vehicles

Both light and miscellaneous vehicle contribution pools increased for 2004-05. The increase for the light vehicle fleet took into account the average cost of claims over the past three years (with adjustments for inflation) and increases in the size of the fleet. The increase for the miscellaneous vehicle contribution pool was due to the availability of more accurate information regarding the number and nature of vehicles held by agencies.

General Liability

The contribution pool of \$1.7 million for general liability represents a reduction of 10 per cent from 2003-04. The reduction is as a result of continuing low claims experience.

Workplace Safe Week 2004

25 October – 29 October

The theme for this year's Workplace Safe Week is 'Spot the hazard'.

Spotting hazards is the first step in the 'Play it SAFE' steps of risk management:

**Spot the hazard
Assess the risks
Fix the problem
Evaluate the results**

Workers and employers are encouraged to participate in activities which have a safety focus.

Various seminars and workshops will be held during Workplace Safe Week.

The October edition of Workplace Standards' newsletter *Workplace issues* provides full details of all Workplace Safe Week activities.

Source: *Workplace Issues* No 32 July 2004. A publication of Workplace Standards Tasmania. www.wsa.tas.gov.au

Marsh Update

The successful upgrade to STARS 8 was completed early in September.

STARS 8 provides more report writing functions, greater customising capabilities and new features which make navigation easier.

A STARS Web User Group meeting is planned for 20 October 2004.

This will provide an excellent opportunity for users to 'hone' their skills and become familiar with functions they may not currently be using. Contact Jo Lovell on 6281 3131 if you are interested in attending.

Choosing a car – What colour is safest on the road?

Silver cars are much less likely to be involved in a serious crash than cars of other colours, reports *New Scientist* after a new study of over 1000 cars.

People driving in silver cars were 50 per cent less likely to suffer serious injury in a crash compared with drivers of white cars, the research by the University of Auckland in New Zealand found.

White, yellow, grey, red and blue cars carried about the same risk of injury. But those taking to the roads in black, brown or green cars were twice as likely to suffer a crash with serious injury.



Source: *motornews*, the magazine of the Royal Automobile Club of Tasmania Limited. August/September 2004.

Quotable Quote

“You know, it’s funny that there is never time to do things properly, but there is always time to do things twice”.

Peter Alexander of DHHS during the Information Sharing Session held on 26 August 2004. Original source unknown.

‘Spot the Hazard’ Risk Management Workshops

During Workplace Safe Week, the Tasmanian Chamber of Commerce and Industry will be running workshops about Tasmanian workplace safety legislation and how you can use risk management to help meet your legal obligations.

- Hobart** **Wednesday**
27 October 2004
TCCI 30 Burnett Street
North Hobart
9 am – 11 am

- Launceston** **Wednesday**
27 October 2004
Launceston Function
Centre, Charles Street
Launceston
4 pm – 6 pm

- Burnie** **Thursday**
28 October 2004-
Burnie Civic Centre
Burnie
9 am – 11 am

For further information, contact Fransina Barns at the TCCI on 6236 3638.

Risk Management



AS/NZS 4360:2004 Risk Management

The revised **Australian Standard for Risk Management** provides greater emphasis on the importance of embedding a risk management culture into an organisation and on the management of potential gains as well as losses.

What is the same?

The basic process and steps of risk management remain the same.

What is different?

- There are some minor changes to definitions.
- The importance of the step 'Establish the Context' is explained more fully in the companion Handbook.

To obtain a copy contact Standards Australia
www.standards.com.au

Risk Management Education

Are you interested in enhancing your knowledge and skills in risk management - perhaps one of the following is for you?

Monash University

The Australasian Risk Management Unit (ARMU) at Monash University offers the following courses:

- ◆ Bachelor of Business (Risk Management)
- ◆ Executive Certificate in Risk Management
- ◆ Graduate Certificate in Risk Management
- ◆ Graduate Diploma in Risk Management
- ◆ Master of Risk Management

Courses are offered on campus and by distance learning. For further information, see www.buseco.monash.edu.au/dpts/aaf/centres_arm.php or telephone 03 9903 2861.

University of New South Wales

UNSW runs a Graduate Certificate, Graduate Diploma and Masters Degree in Risk Management which aim to provide the knowledge and competencies required by risk managers in public sector and industry organisations. Courses are offered on campus and by distance learning. For further information, see www.risk.unsw.edu.au or telephone 02 9385 5344.

Risk Management of Public Events

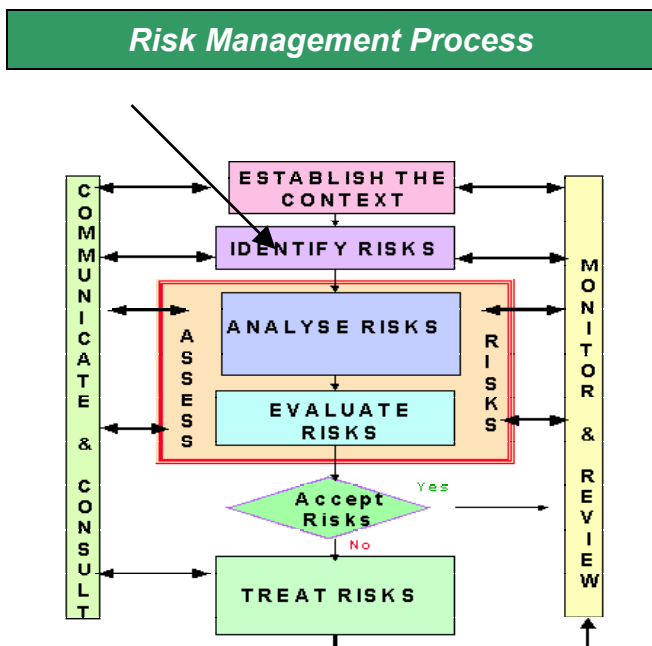
Recently released for public comment by Workplace Standards: *Code of Practice for Risk Management of Public Events (COP012)*

The purpose of the Code is to provide practical guidance for standards of management to minimise risks from hazards and the prevention of injury where persons are engaged in public events.

The Code applies to all areas where public events take place and addresses the following issues as they relate to public events:

Duty of care	Temporary structures
Animals	Permanent buildings
Amusement devices/rides	Vehicle movement
Food business	Staff training
Fire safety	Worker safety
Side shows	Alcohol
Communications	Disability access
Emergencies	Place of assembly licence

A copy of the Code is available on the Workplace Standards Web site at www.wsa.tas.gov.au or by contacting Workplace Standards on 1300 366 322.



Source: AS/NZS 4360:2004

In this edition of *riskmatters* we continue our focus on the risk management process.

Identify Risk

This is the second step in the process and is often seen as the heart of risk management.

Identify the Risk

Risk identification is used in risk management to answer the questions:

What can happen?
How can it happen?

Some rules

- List each part of the project.
- Don't assume anything.
- Don't omit any potential risk.

What are risks?

Risks are uncertainties that have the potential to impact on organisational objectives, people and/or operations. They may be positive or negative.

Why identify risks?

There are practical considerations such as meeting safety expectations or complying with legislative requirements. In addition, unidentified risks cannot be managed.

How can risks be identified?

Typically this is addressed in two ways – either prescriptively or creatively. Both are important but must be carefully managed to ensure cost-effectiveness.

What are some of the methods that are typically used?

- ◆ Brainstorming
- ◆ Interviews with stakeholders
- ◆ Scenario, business analysis and events tree modelling
- ◆ Dependency modelling
- ◆ Experience from other projects etc
- ◆ Check lists

Should Risk Registers be periodically reviewed?

Yes. Risk management is a continuous process. In addition to embedding risk management into all aspects of a project, the Risk Register should be periodically reviewed.

What are the key elements in the identification of a project's risk?

- ◆ Identify
- ◆ Review throughout the project in accordance with the Risk Management Plan
- ◆ Document the risk in the Risk Register
- ◆ Encourage wide participation
- ◆ Use a formal process and appropriate methods and techniques
- ◆ Consider all risk sources.

Source: Risk Management Guidelines, The Department of Commerce, Office of Information and Communication Technology.

AS/NZS 4360 should be consulted for further information on the process.

Information Sharing Sessions and Seminars

Around 40 participants, representing seven agencies participated in recent Information Sharing Sessions hosted by the Tasmanian Risk Management Fund.



Armin Howald, presenting at the session held on 21 July 2004.

The Departments of Education and Health and Human Services took leading roles in the sessions, which took place in July and August 2004.

Session leaders included:

From Education
Armin Howald
Tim Gourlay

From Health and Human Services
Peter Alexander
Peter Stanwix
Theresa Geiran and
Bill Cochrane

The successful sessions provided an opportunity for agency representatives to learn and be inspired by the risk management successes of others.

Topics covered in the sessions included:

- an Overview of the Implementation of Risk Management in the Department of Education;
- a review of the pilot project to test risk management in the Lindisfarne Primary School;
- DoE's Property Protection Scheme; and
- a Risk Assessment of DHHS's Property Portfolio. This session included a demonstration of a geographic asset management mapping system.

The sessions provided excellent examples of how to move risk management from theory to practice.



Peter Alexander (seated) and Peter Stanwix, both of DHHS at the August 2004 session.

The Tasmanian Risk Management Fund Unit would like to thank the presenters for their leading role in the area of risk management.

Volunteers under the Spotlight at DPIWE

The Department of Primary Industries, Water and Environment (DPIWE) held a Volunteer Forum for its volunteer co-ordinators at Campbell Town on 23 September 2004.

The objective of the full-day forum was to discuss initiatives to improve the way the Department manages volunteers and to promote a uniform approach to volunteer management that is adaptive to divisional needs. Items discussed included:

- DPIWE's Volunteer Management Plan;
- The risk assessment process for voluntary activities;
- Volunteer selection; and
- Cover for agency volunteers through the TRMF.

The forum was a good opportunity for open discussion about issues associated with volunteer management.

For further information, contact Julia Suban at DPIWE on 6233 3451.

TRMF Sponsored Seminars and Information Sharing Sessions.

Sessions to note in your diary

Date	Subject	Type of Session
14 Oct 04	Working in Remote Areas	Seminar/Information Sharing
28 October 04	Reducing the Cost of Workplace Injury	Workshop
Dec 04	New TRMF Procedures Manual & web site	Information Sharing

Does your agency have a risk management story to tell?

Are there other risk management issues you would like discussed? Contact the TRMF Unit on telephone 6233 6597 or e-mail trmf@treasury.tas.gov.au

Seminar/Information Sharing Session

Remote Area Risk Management

You are invited to an Information Sharing session hosted by the **Tasmanian Risk Management Fund.**

Staying Alive Survival Services, a Queensland-based training and consultancy company, will be presenting a session on **Remote Area Operations & Procedures and the Management of Remote Area Emergencies**

Cost: \$100

Venue: Training Room, 21 Murray Street, Hobart

Date: 14 October 2004

Time: 9.30 am – 4.00 pm

Enrol Now

Lunch Provided

To book your place or for further information, please contact:

Alison Lyne on telephone 6233 3677 or e-mail Alison.Lyne@treasury.tas.gov.au

Workshop

Reducing the costs of workplace injury

Managing OHS effectively requires not only strong injury management processes, but also proactive prevention strategies.

Cost Reductions

Claims Management, Injury Management, Contribution

Cost Preventions

OHS Management – Strategy, Systems, Structure, Leadership

The workshop will cover:

Direct and indirect costs of injuries, effective claims management/injury management, OH&S Management Systems – the key elements and developing a safety culture.

Cost: \$100

Date: 28 October 2004

Time: 9.30 am to 4.30 pm

Venue: 21 Murray Street

Lunch Provided

To book contact:

Sarah Wilson on telephone 6233 8531 or e-mail

Sarah.Wilson@treasury.tas.gov.au

Are you about to head overseas on a work related trip?

Contact your agency TRMF representative for an ACE Travel Assistance Card.

What is Provided?

- Worldwide 24 hour telephone access to ACE Assistance Network
- Emergency travel assistance
- Emergency medical evacuation
- Medically supervised repatriation
- Assistance in replacing a lost or stolen passport
- Legal assistance
- Interpreter access and referral
- Compassionate visit if travelling alone and hospitalised for more than a week
- Assistance in tracing delayed or lost luggage
- Payment of approved medical services by claims process or redirection of hospital accounts to ACE

Who you should contact?

DED	Mark Ballard
DoE	Armin Howald
DHHS	Tom Saltmarsh
DIER	Andrew Wright
Justice	Lianne Hassell
DPPS	Ian Latham
DPAC	Peter Wright
DPIWE	John Doering
DTPHA	Tony Prenter
DOTAF	Michael Gluskie
TAFE	Pat Cummins

RMIA is Born

A new entity has been formed to represent Australasian risk management practitioners.

The Risk Management Institution of Australasia Ltd (RMIA) has been formed by a merger of ARIMA Pty Ltd, the former peak representative body, and the Australasian Institute of Risk Management (AIRM), the educational and professional development organisation for risk management practitioners.

Members of both organisations voted late last year to go ahead with the proposed merger and the process has now been ratified by the Supreme Court of Tasmania, in accordance with Corporations Law requirements. The birth of RMIA marks the end of a long history for ARIMA and AIRM. ARIMA was formed in 1975 and incorporated in 1977. Until 2000, when members voted to change the rules to admit individual members, its members represented corporate entities. The ARIMA board established AIRM in 1987 to focus on professional development and education. It has always had individual members.

RMIA’s first annual general meeting will be held during the annual RMIA conference in Hobart from 14 to 17 November 2004.

Source: Corporate Risk, August 2004.

Upcoming Events

Work Place Safe Week

25 – 29 October 2004

Contact: workcover.tas.gov.au

HEMSEM Courses

- Workers' Compensation Courses
The Tribunal
26 October 2004, Hobart
- Advanced Workers Compensation
19 - 20 October 2004, Launceston
- Rehabilitation Coordinators Course
2 – 5 November, Hobart

Contact: ahemming@austarnet.com.au

RMIA 2004 Annual Conference

14 – 17 November 2004

Hobart, Tasmania

Contact: rmiacnf@im.com.au

Committee Meetings

TRMF Steering Committee

26 October 2004, Hobart

TRMF Workers' Compensation Sub-Committee Meeting

25 November 2004, Hobart

Contact: trmf@treasury.tas.gov.au

riskmatters

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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.

Treasury contacts

Di Hope (Property)

Senior Policy Analyst

Ph: 6233 6597

Alison Lyne (Workers' Compensation)

Senior Policy Analyst

Ph: 6233 3677

Penny Macintyre

Principal Policy Analyst

Ph: 6233 6626

Jan Wilson (Liability)

Senior Policy Analyst

Ph: 6233 6710

Sarah Wilson

Assistant Research Officer

Ph: 6233 8531

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