icare™
Insurance and Care NSW

Useful Tips

Your Risk Maturity Declaration Form

Risk Maturity Declaration Form

This form will require input from your Risk Management people.

Understanding your agency risk maturity in the context of the Treasury Managed Fund is important, particularly given the escalating costs of claims (risk consequences).

Each government agency presents a unique risk profile. This form focuses on basic risk management questions. Your response to each question will allow measurement of your risk maturity. This is a constructive exercise, and defining in terms of understanding risk appetite, levels of risk tolerance and areas which may potentially be improved, or perhaps accepted - if within risk appetite.

Completion of this process includes risk metrics, which are meaningful indicators outlining your levels of risk maturity.

Each question has 3 response types:

- No - means something your agency should have but don't currently have in place.

- N/A - means the question is not applicable to your agency operations.

Yes - A yes response has a drop-down option of responses. Please choose one option that best describes your agency practices, there is an "other" option if none of the specified responses apply. Please provide additional detail if other is selected.

Always Save a Copy of Your Work

1. It is recommended that PDF copies of all sections and forms are retained by each Delegate and Coordinator prior to submitting information for final approval.

2. When using the Download PDF button, Delegates will receive a PDF of the specific section of the form which they have completed.

3. 'Download PDF' will generate the contents of the entire Declaration Form, including all the Sections within it, as a PDF document.

4. If you are attaching any file to your TMF Declaration, please keep a copy. This includes the Excel spreadsheets that have been generated from the Ventiv system.

Sections

The Risk Maturity Declaration Form has been separated into two sections so that the co-ordinator can delegate to the appropriate persons to complete. The separate sections are:

- Training – Tools - Programs

- Risk Appetite – Culture – Governance

Training – Tools - Programs

Capability and Training

Your agency should have a process in place for new starters and refresher training for existing employees with resources and policies for review, including any manuals, policies, procedures and a set frequency of training in place.

1. Do you provide staff risk management training – tools – manuals – standards?
   If you respond 'yes', please select the option that best describes your practices:

   • On-Line Training with knowledge tests

   • On-Line Training with knowledge tests and personal training session and walk through

   • Ongoing training for all staff annually and new staff within first week

   • Ongoing training for all staff more regularly than annually

   • Staff training as required / ad-hoc

   • Staff are only trained once

   • Access to tools and manuals only

   • Other – If Other, please provide further details in the free text field.

Methodologies & Tools

Systems / platforms should be in place to collect reported risks in a central register / database to assist in identifying common themes / issues generating risk.

2. Do you have a risk reporting database system (risk register) to collect risk reports and lodgements by staff for evaluation (thematic reports.....etc)?
   If you respond 'yes', please select the option that best describes your practices:

   • System accessed online and is maintained

   • Process of reporting to a person, or email box

   • Paper system is used

   • There is an expectation for staff risk reporting, but no compulsory requirement

   • Other – If Other, please provide further details in the free text field.

A business wide risk management program, which provides for risk management components in all areas of business operations should be embedded into your agency's business. Using risk tools as a normal component of business operations should be required to manage risk taking / decision making.

Programs & Operational Performance

3. Do you have an enterprise-wide risk management framework embedded into your operational business and decision making model?
    If you respond 'yes', please select the option that best describes your practices:

    - Enterprise risk management framework in place and embedded into operations

    - Risk management framework, but it's not actively used in taking measured business decisions

    - Risk management tools and process included in most important decisions, but not compulsory

    - Risk management is used in more audit and compliance and some business decisions

    - Other – If Other, please provide further details in the free text field.

4. Are your Agency risk management policies and risk tools reviewed and improved regularly?
    If you respond 'yes', please select the option that best describes your practices:

    - Annually

    - Every 2 or 3 years

    - Only when advised by an external audit & compliance activity

    - Ad-hoc

    - Rarely

    - Other – If Other, please provide further details in the free text field.

5. Do you have risk management committee/s involved in agency activities (survey, work processes, WHS, etc…)?
    If you respond 'yes', please select the option that best describes your practices:

    - Monthly meetings with minutes

    - Quarterly meetings with minutes

    - Bi-Annually with minutes

    - When required on an ad-hoc basis

    - Other – If Other, please provide further details in the free text field.

Your agency should retain evidence that new projects are risk managed and maintained to achieve planned outcomes, on-time, on budget.

6. Are your projects & new initiatives risk reviewed (start - end dates, delivering on clear objectives, cost quality & scope)?
    If you respond 'yes', please select the option that best describes your practices:

    - Projects / new initiatives are risk managed and measured to achieve planned outcomes

    - Only important projects / initiatives are risk managed

    - We manage project and new initiatives on an ad-hoc basis

    - Other – If Other, please provide further details in the free text field.

Business continuity is a critical risk management activity. This should be tested (most have since Covid).

7. Do you have an effective, well tested Business Continuity Plan (BCP) in place?
    If you respond 'yes', please select the option that best describes your practices:

    - Our BCP– is effective - has been tested – Annually

    - Our BCP– is effective - has been tested – Bi-Annually

    - Our BCP– is effective - has been tested – Ad-Hoc

    - Our BCP – is planned for but has not been tested

    - Other – If Other, please provide further details in the free text field.

Risk Appetite – Culture - Governance

Provide a yes/no response and/or additional information as requested:

Risk Appetite

Risk appetite is the level of risk that an organization is prepared to accept in pursuit of its objectives, before action is deemed necessary to reduce the risk.

There should be at least 2 sets of eyes reviewing the contract to confirm it is fit for purpose with performance obligations built in with consequences for non-performance.

1. Do you risk assess contracts for procurement of products and services prior to entering into any binding contractual agreements?
   If you respond 'yes', please select the option that best describes your practices:

   • Contractual terms and conditions are peer reviewed and legally reviewed, prior to signing

   • Contracts are of a prescribed nature, we only amend the conditions and context to suit the need

   • We have a formal risk managed approach, or other equally high quality process in managing contracts. If selected, please describe and provide further details in the free text field.

   • Other – If Other, please provide further details in free text field.

2. Do you have a risk appetite statement with defined risk tolerances used in managing business operations?
   If you respond 'yes', please select the option that best describes your practices:

   • Risk appetite is prioritised - Quarterly

   • Risk appetite is prioritised - Bi-annually

   • Risk appetite is prioritised - Annually

   • Risk appetite is reviewed - Ad-hoc

   • Risk appetite has not been reviewed

   • Other – If Other, please provide further details in the free text field.

When embarking on new initiatives, your agency should plan and manage these for success. Usually there will be risk management tools used, project management planning, checks and balances with risk measures documented.

3. Are risk assessments required for new initiatives, or changes to business process, including vendor on-boarding?
   If you respond 'yes', please select the option that best describes your practices:

   • Risk tools and processes are in place and working well for new initiatives including vendor on-boarding

   • We don't risk manage new initiatives, but we do risk manage vendor on-boarding

   • We don't risk manage vendor on-boarding, but we do risk manage new initiatives

   • Nothing formal in place, but we review risk for all initiatives and vendor risk. If selected, please describe how your risk is managed in the free text field.

   • Other – If Other, please provide further details in the free text field.

Risk workshops should deliver effective education for staff and vendors, topics may include safe work, cyber security, strategic planning, and obligations.

Risk Culture

4. Do you have risk workshops for staff and vendors?
   If you respond 'yes', please select the option that best describes your practices:

   - Staff are trained annually as a minimum (not vendors)

   - Staff and Vendors - are trained annually - as a minimum

   - Other – If Other, please provide further details in the free text field.

Risk management can include governance, compliance and audit activity. These action outcomes, when reported, will include common themes and risk measures by severity, which should be reported on a thematic report. This should be summarised and included in reports to senior management and the Board.

5. Are the Board and Senior Management provided risk reports for feedback and consideration of risk issues?
   If you respond 'yes', please select the option that best describes your practices:

   - Risk Reports prioritise and detail risk issues

   - Risk reports are not detailed, just high level

   - Other – If Other, please provide further details in the free text field.

6. Is risk management promoted from the senior management and cascaded into the agency work force?
   If you respond 'yes, please select the option that best describes your practices:

   - Risk townhall meetings are run and sponsored by senior management

   - Risk townhall meetings are run and sponsored by senior management and risk report updates are provided and are accessible for all management employees

   - Risk reports are not broadly provided, but risk management is occasionally promoted by senior management

   - Risk Management reports are provided via self help with promotion from management

   - Other – If Other, please provide further details in the free text field.

Your risk management policies should be in an accessible place for all employees / contractors to access, such as intranet or internet site.

7. Does your Agency have risk management policies in place and are these available for all employees to review?
   If you respond 'yes', please select the option that best describes your practices:

   - Risk management policy accessible by anyone with system access

   - Risk management available, but not easily accessible (rely on distribution by email, or require permission to access)

   - Other – If Other, please provide further details in the free text field.

8. Is risk management included in your code of conduct provided to employees / contractors?
   If you respond 'yes', please select the option that best describes your practices:

   - Employee annual review includes mandatory risk management goals

   - Employee and Contractors are measured annually for risk management compliance / goals

   - Employees and Contractors are not measured in relation to risk management performance reviews annually

   - Other – If Other, please provide further details in the free text field.

Risk Governance

As a component of risk management, it is compulsory to have WH & S in place. Your system should line up with expectations of the WH & S Act 2011, or the latest version as applicable.

9. Does your workplace health and safety risk management align with NSW Work Health and Safety?
    If you respond 'yes', please select the option that best describes your practices:

    • WHS Risk management policies and procedures have been signed off and reviewed by the risk / safety committee

    • WHS Risk management is in place – unsure if the policies have been signed off

    • Other – If Other, please provide further details in the free text field.

Climate risk is the potential for climate change to create adverse consequences for human or ecological systems. Your agency should review the "Climate Risk Ready NSW Guide" and incorporate this into your risk management practices.

10. Does your agency factor climate risk into risk management considerations?
    If you respond 'yes', please select the option that best describes your practices:

    • Our agency has specifically included climate risk into risk analysis and evaluations

    • Climate risk is considered through the ordinary course of our risk management

    • Other – If Other, please provide further details in the free text field.

Risk Management ISO 31000 provides guidance in risk management process. Your agency's risk management tools and processes should follow the logic provided for in the risk management standards.

11. Are your risk management processes and procedures based on Risk Management Standard ISO31000?
    If you respond 'yes', please select the option that best describes your practices:

    • Our risk management processes follow the principles of ISO 31000

    • Our risk management processes have been audited, evaluated and approved, but may not completely align with ISO 31000

    • Other – Including use of other risk management tools and processes other than ISO 31000. If Other, please provide further details in the free text field.

Your agency should have a risk and governance committee that functions (for example, has staff and performs risk and governance duties, such as audits, compliance, risk reports etc...).

12. Do you have an audit and risk committee?
    If you respond 'yes', please select the option that best describes your practices:

    • We have an audit and risk committee with meeting minutes and audit reports

    • We have an audit and risk committee which meets, performs audits / provides thematic analysis.

    • We have a risk committee, but no audits performed internally

    • Other – If Other, please provide further details in the free text field.

If you require further assistance with this, please contact your icare Client Engagement Manager or email declarations@icare.nsw.gov.au.

icare.nsw.gov.au