

Protecting and supporting your community



Adelaide Education Forum

Building Resilience in Times of Change & Governing for Vulnerable People

Wednesday 2nd October

Schedule

Topic & Speakers	
Welcome and Introduction	Nick Henley, State Manager
Keynote Speaker 1: Building Resilience in Times of Change	Adriaan den Dulk, Senior Risk Consultant
Morning Tea @ 10:20am (15 minutes)	
Keynote Speaker 2: Governing for Vulnerable People	Diana Borgmeyer, CEO Ansvar Risk
Q & A	Diana Borgmeyer and Adriaan den Dulk
Forum Close	Nick Henley, State Manager
Networking Lunch @12pm (30 minutes)	

Competition: Charity Donation

WIN a \$500 Donation to a charity of your choice



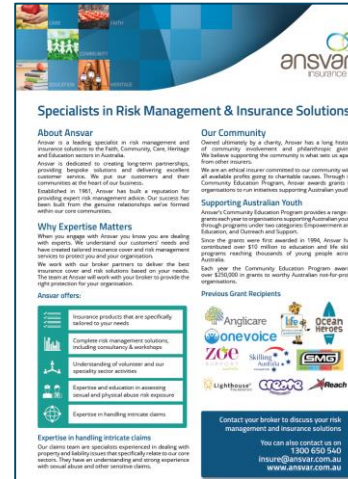
Business Card Draw

- How to enter? Put your business card in the assigned bowl
- Haven't entered yet? Enter during the morning tea break
- Don't have your business card? Tell us and we'll pop your name on a blank card to enter you
- Winner to be picked before the end of the forum

Brochure Pack

Who We Are – Take home information

- Insurance & Risk Summary
- CEP Overview – Grant applications currently open (close Monday 14th October)
- Ansvar Risk – Your Risk Expert
- Online Risk Tools
- Risk Partnerships – such as Employee relations advice line
- Consultancy & Workshops – Risk maturity model
- Good Governance – Actions to take now
- Risk Quality Surveys – Multitude of risk engineering services, also fee-for-service
- Business Resilience Handbook – Digital version on Ansvar Risk website
- Ansvar's approach to the Disability Royal Commission
- SA Contact list



Protecting and supporting your community



Who We Are

Nick Henley,
SA, State Manager

Who We Are



Ansvar is a specialist risk and insurance provider to the Australian Care, Community, Education, Faith and Heritage/ Property Owners sectors.

Ansvar is a wholly-owned subsidiary of UK based Ecclesiastical Insurance Group (EIG).

The principal shareholder of EIG is AllChurches Trust – one of the UK's largest charities.

Community Giving

CONTRIBUTING OVER \$10 MILLION IN THE PAST 20 YEARS

Ansvar has a long history of Community Giving, providing support to community groups through:

- Strategic Partnerships
- Sponsorships
- Donations
- Staff Volunteer Days
- **Community Education Program Grants** (*see brochure in your pack for details*)



Our Vision

Our Vision

“To be the most trusted and ethical specialist insurer within our core sectors”

We risk manage & insure

LEADING SPECIALIST PROVIDER TO FIVE CORE SECTORS

Community



Care



Faith



Education



Property Owners



Ansvar Risk



We know that keeping your organisation resilient and your people safe is more than providing insurance cover and compensation. It's about supporting, educating and providing risk management tools so your organisation is fully equipped to manage risks.



Enterprise Risk Management

- Consultancy & Workshops; educational forums
- Online Risk Tools
- Risk Partnerships such as employee relations advice line



Risk Engineering

- Sum Insured Assessments
- Roof Inspections
- Vegetation Stress
- Insightful Reporting
- Fee for Service

Speakers

Diana Borgmeyer
Ansvar Risk CEO



Adriaan den Dulk
Ansvar Senior Risk Consultant





Building Resilience in Times of Change



Adriaan den Dulk MAICD, ANZIIF (Snr. Assoc.), CIP
Ansvar Risk Senior Risk Consultant

Building Resilience in Times of Change

☐ 1. Recent Royal Commissions

☐ 2. Global trends in issues

☐ 3. Changing times

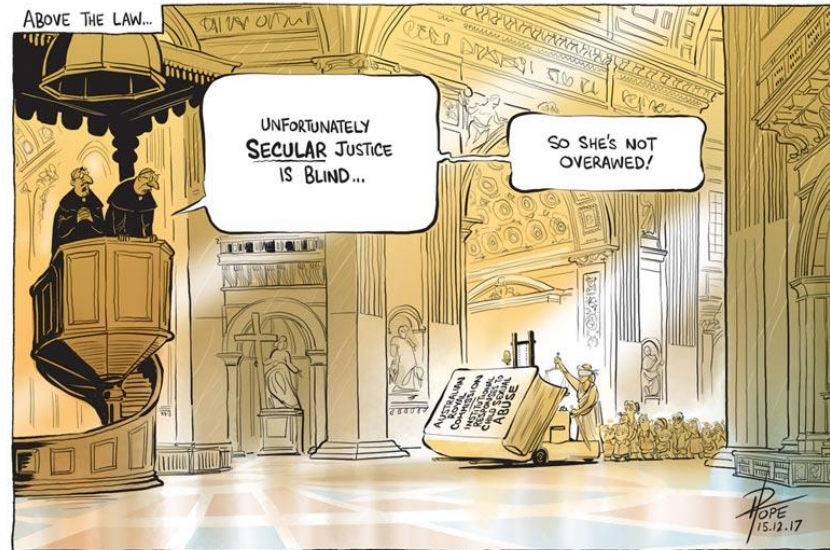
☐ 4. Building resilience

☐ 5. How ANSVAR can help

1. Recent Royal Commissions



“Temper
your sense
of Justice” —
How CBA's Ian Narev
decided to keep
selling useless credit
card insurance

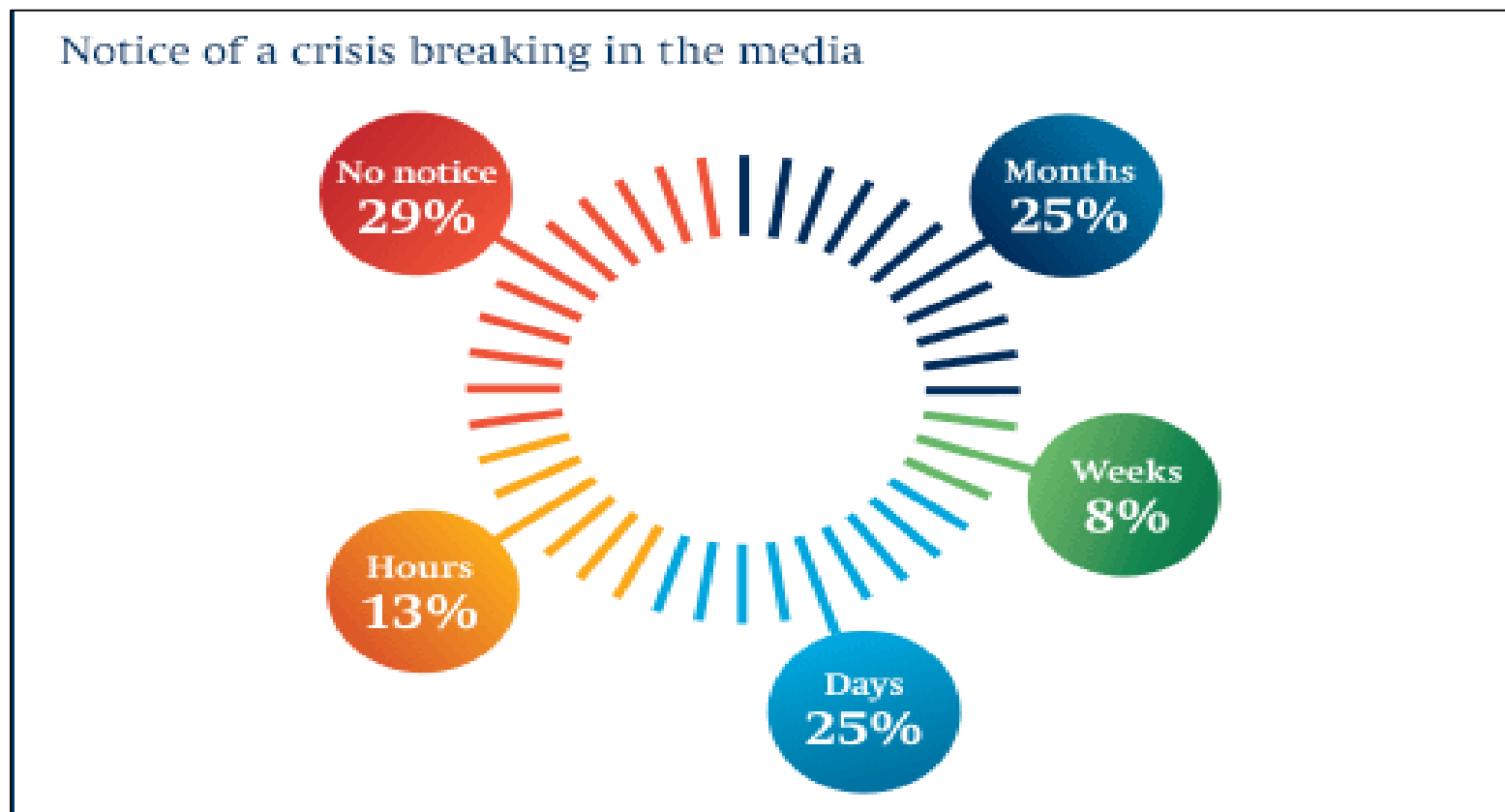


2. Global trends in issues

- Escalating media reporting, more invasive approach
- The multiple roles of social media
- Greater “accountability” demands
- From oil spills through corporate collapses to sexual harassment
- Employees and management mostly responsible
- Reputation of an organisation increasingly recognised as a legitimate corporate asset

2. Global trends in issues (continued)

- 14 per cent 'sudden' without warning
- 86 per cent 'smouldering'



3. Changing times (continued)


THE GLOBAL RISK OUTLOOK FOR 2019

Types of Risks:  ENVIRONMENTAL  GEOPOLITICAL  SOCIETAL  TECHNOLOGICAL  ECONOMIC

Top 5 Global Risks in Terms of **Impact**

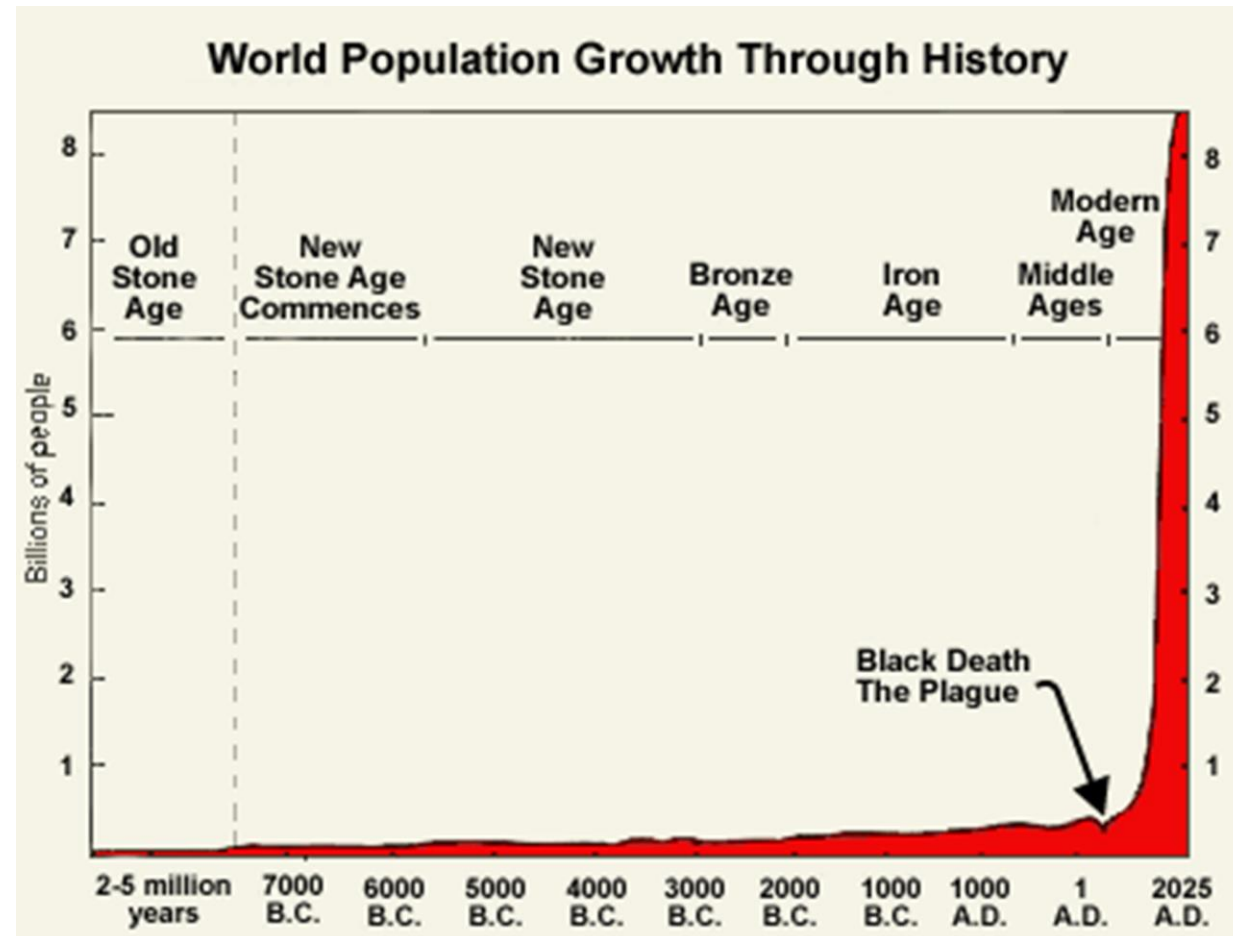
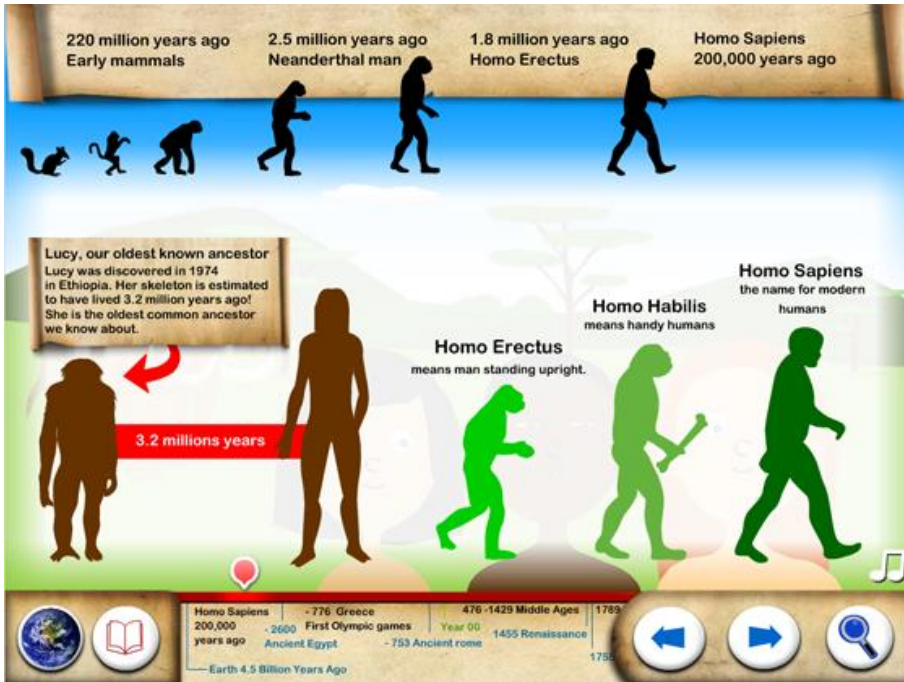
-  **1** Weapons of mass destruction
-  **2** Failure of climate-change mitigation and adaptation
-  **3** Extreme weather events
-  **4** Water crises
-  **5** Natural disasters

Top 5 Global Risks in Terms of **Likelihood**

-  **1** Extreme weather events
-  **2** Failure of climate-change mitigation and adaptation
-  **3** Natural disasters
-  **4** Data fraud or theft
-  **5** Cyber-attacks

SOURCE: World Economic Forum – Global Risks Report 2019

3. Changing times (continued)

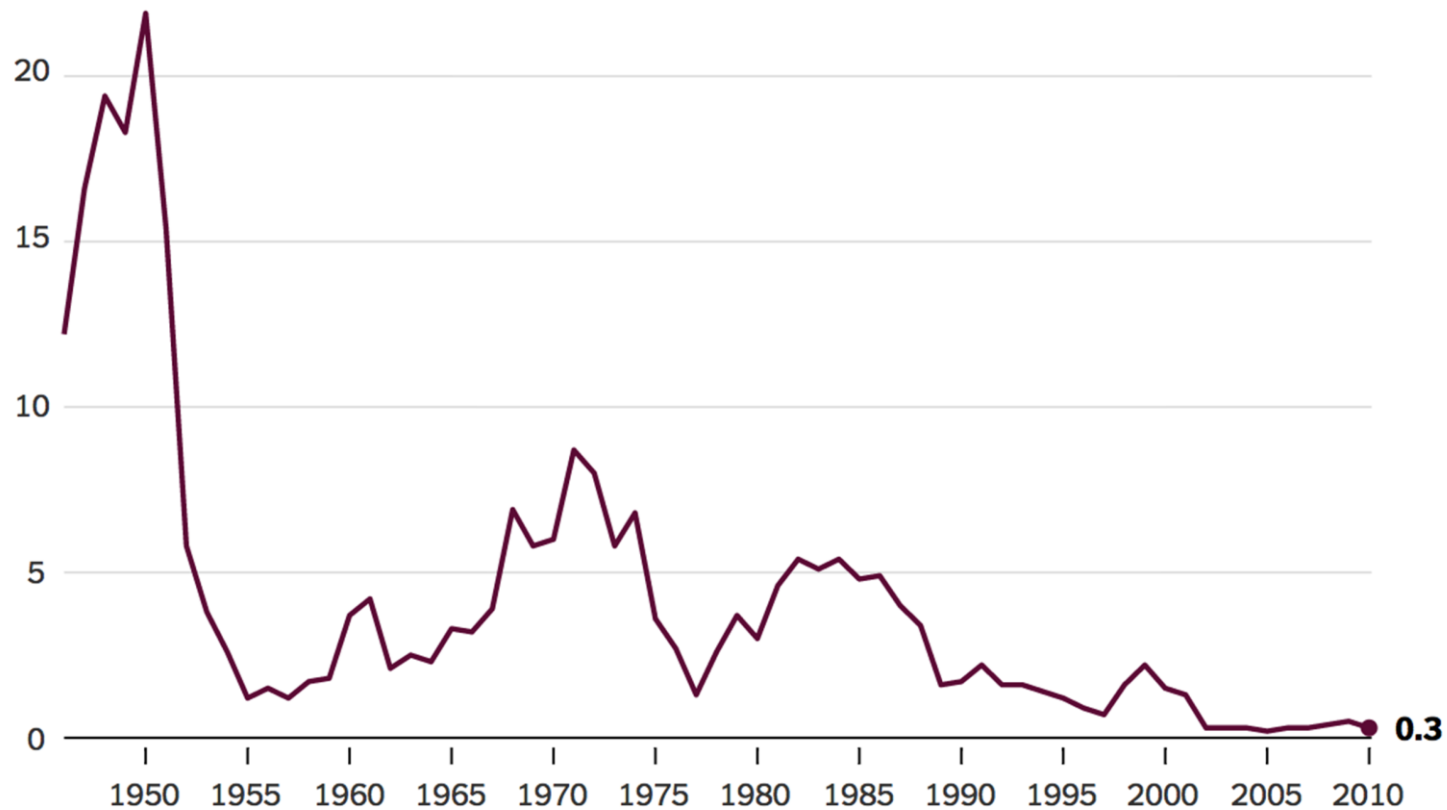


3. Changing times (continued)

A Safer World

The number of people who have died in wars has declined sharply since the 20th century.

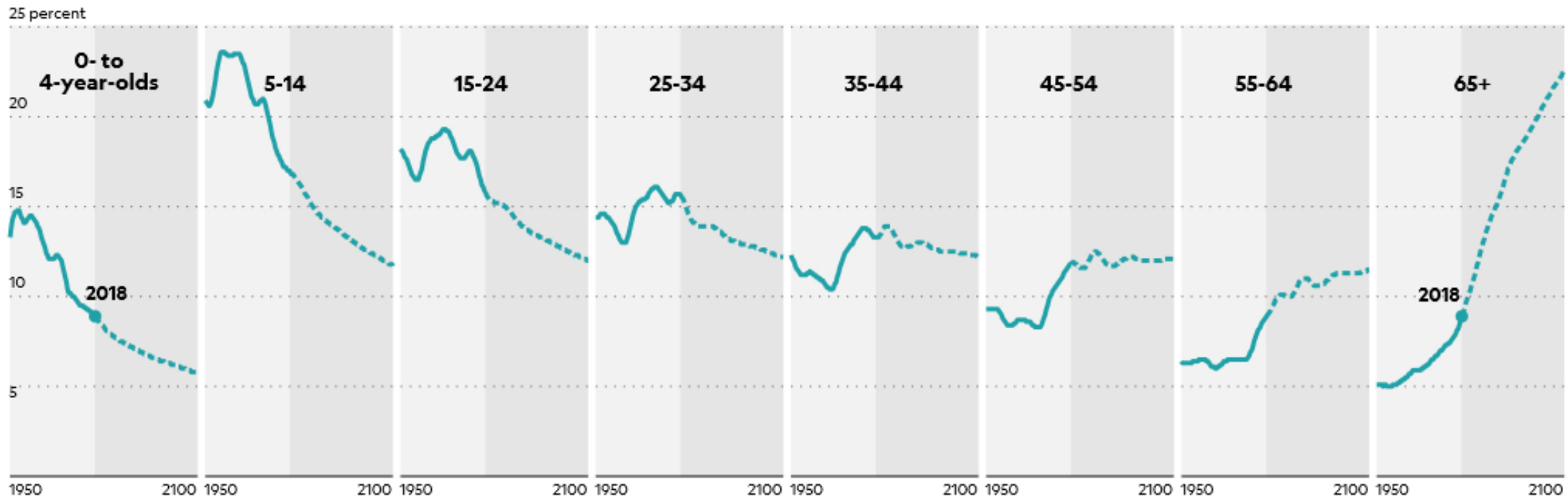
Battle-related deaths per 100,000 people*



3. Changing times (continued)

Older populations are rising

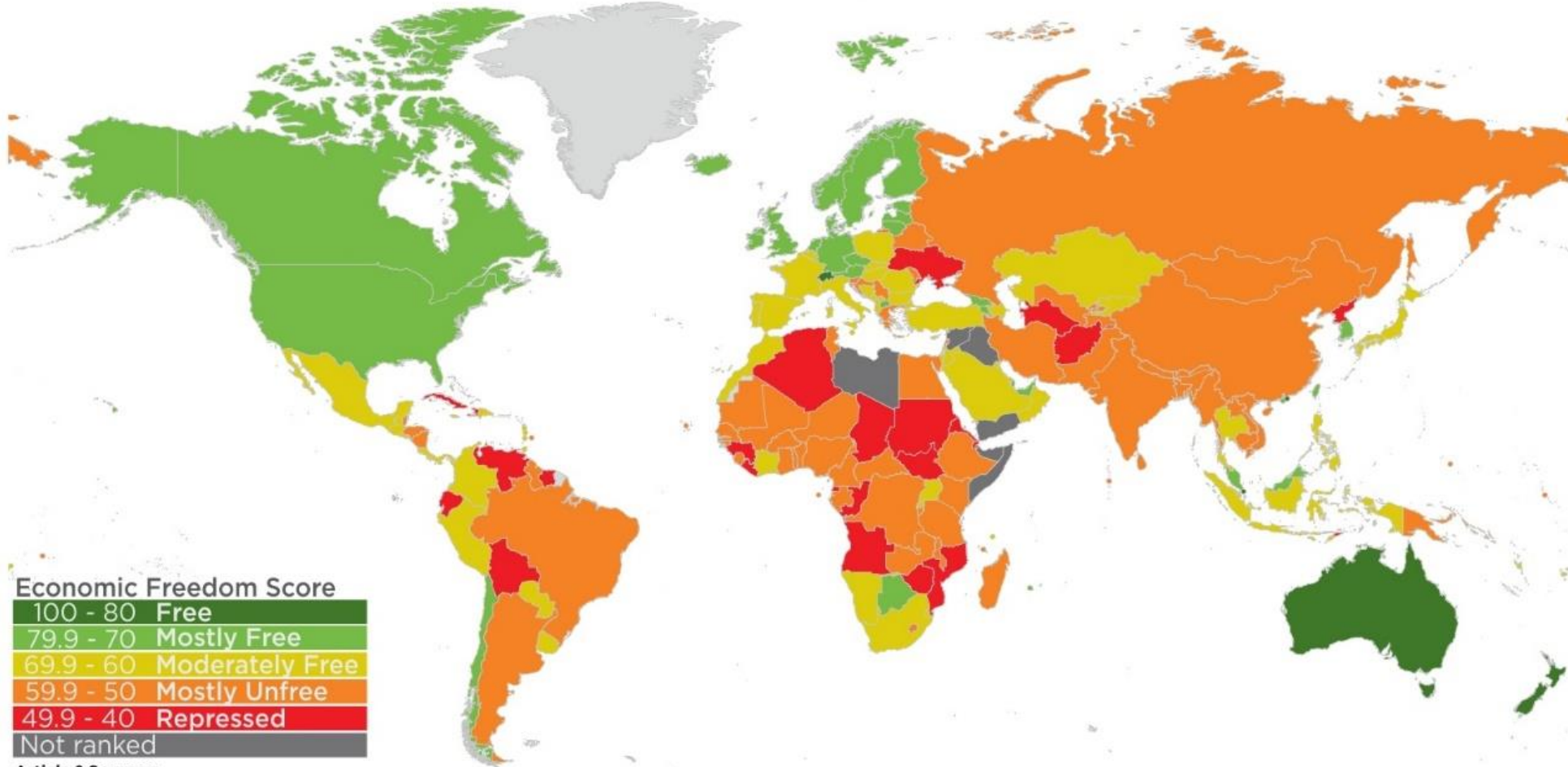
By 2100, almost one in four people will be 65 years old or older, while one in 20 will be younger than five.



KENNEDY ELLIOTT, NGM STAFF.
SOURCE: UNITED NATIONS

3. Changing times (continued)

2017 Index of Economic Freedom



Article & Sources:

<https://howmuch.net/articles/economic-freedom-gdp-per-capita>

<http://www.heritage.org/>

<http://www.imf.org>

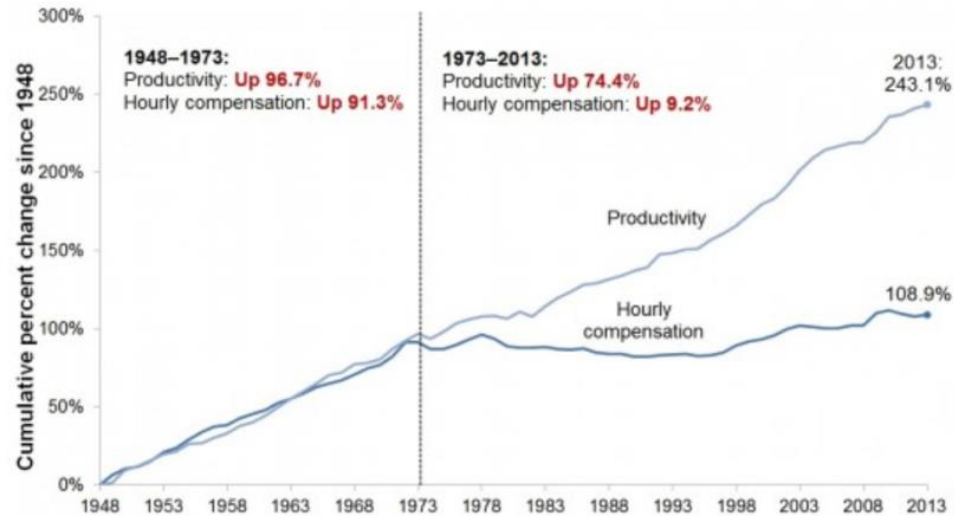
howmuch^{net}

ansvar^{risk}

Global trends in issues

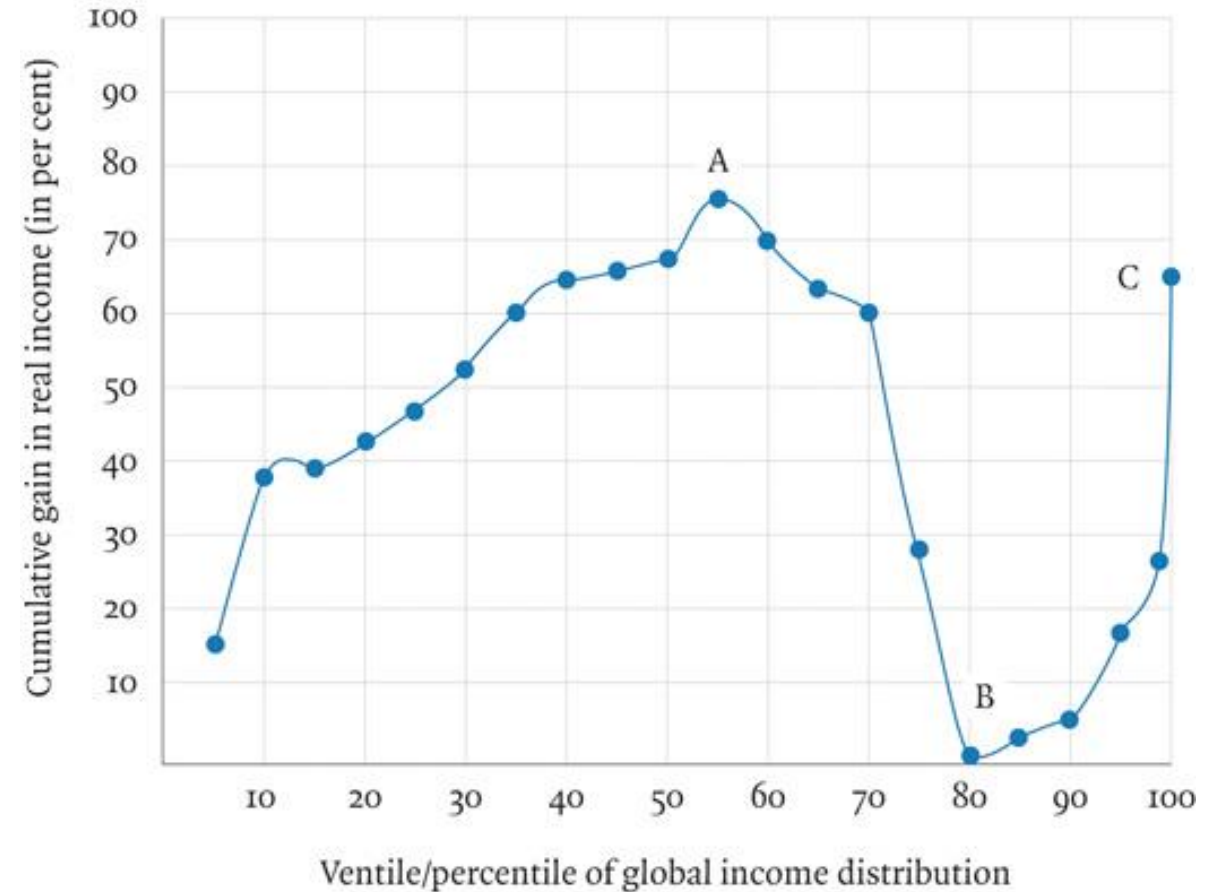
Workers produced much more, but typical workers' pay lagged far behind

Disconnect between productivity and typical worker's compensation, 1948–2013



Note: Data are for compensation (wages and benefits) of production/nonsupervisory workers in the private sector and net productivity of the total economy. "Net productivity" is the growth of output of goods and services less depreciation per hour worked.

Source: EPI analysis of Bureau of Labor Statistics and Bureau of Economic Analysis data



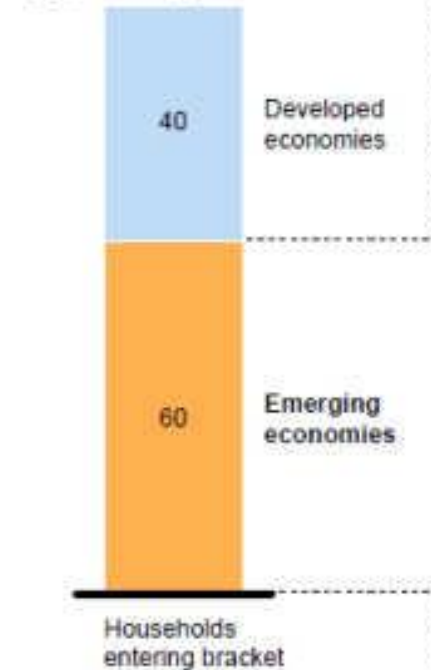
3. Changing times (continued)

Cities in emerging markets will account for 60 percent of new high-income households by 2025

Growth in urban households with income above \$70,000, 2010–25¹

%, million

100% = ~90



	Million households		Country share of global growth, %	Top three cities by growth in region
China	15	2 17	19	<ul style="list-style-type: none"> • Beijing • Shanghai • Dongguan
India	4	2 6	6	<ul style="list-style-type: none"> • Delhi • Mumbai • Kolkata
Russia	3	1 4	4	<ul style="list-style-type: none"> • Moscow • St. Petersburg • Samara
Brazil	3	1 4	4	<ul style="list-style-type: none"> • São Paulo • Rio de Janeiro • Belo Horizonte
Mexico	2	1 3	3	<ul style="list-style-type: none"> • Mexico City • Monterrey • Guadalajara
Rest of developing countries	16	6 22 24		<ul style="list-style-type: none"> • Istanbul • Taipei • Hong Kong

ESTIMATES

Emerging 440

Other cities

¹ Annual income at 2005 PPP.

SOURCE: McKinsey Global Institute Cityscope 2.0

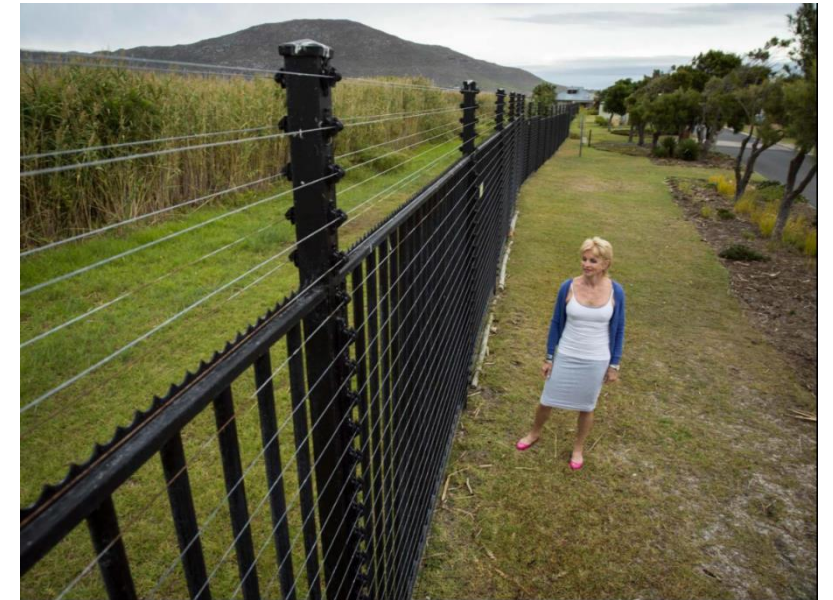
3. Changing times (continued)



“Unaddressed Anxieties Lead to Mutinies”

– Paul Collier

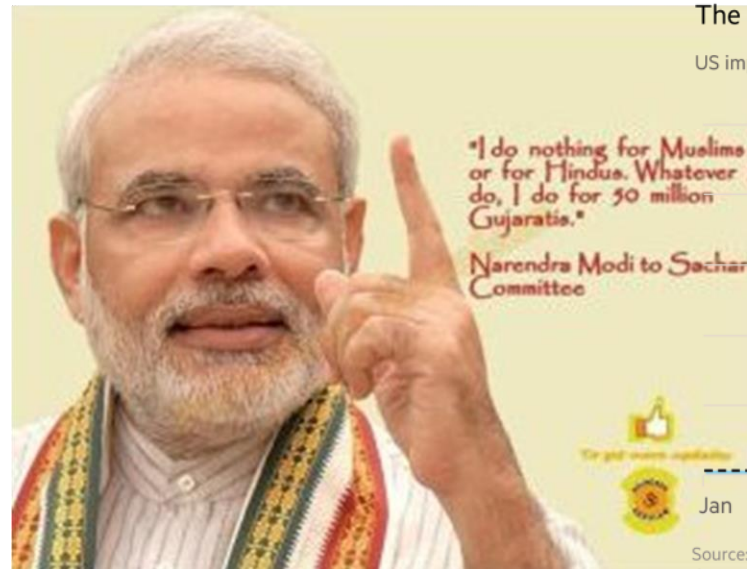
Within the bottom billion the interests of ordinary citizens seldom prevail in the struggle for power. The international community has yet adequately to face this grim fact. Policies have lurched between the passivity that allowed genocide in Rwanda and the aggression that produced the invasion of Iraq.



3. Changing times (continued)

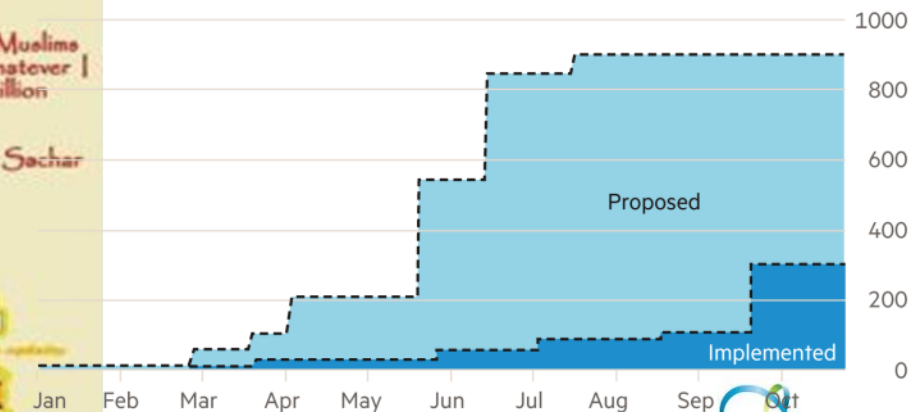


“If you believe you are a citizen of the world, you’re a citizen of nowhere”,
British Prime Minister, Theresa May at the Conservative
Party Conference 7th October 2016



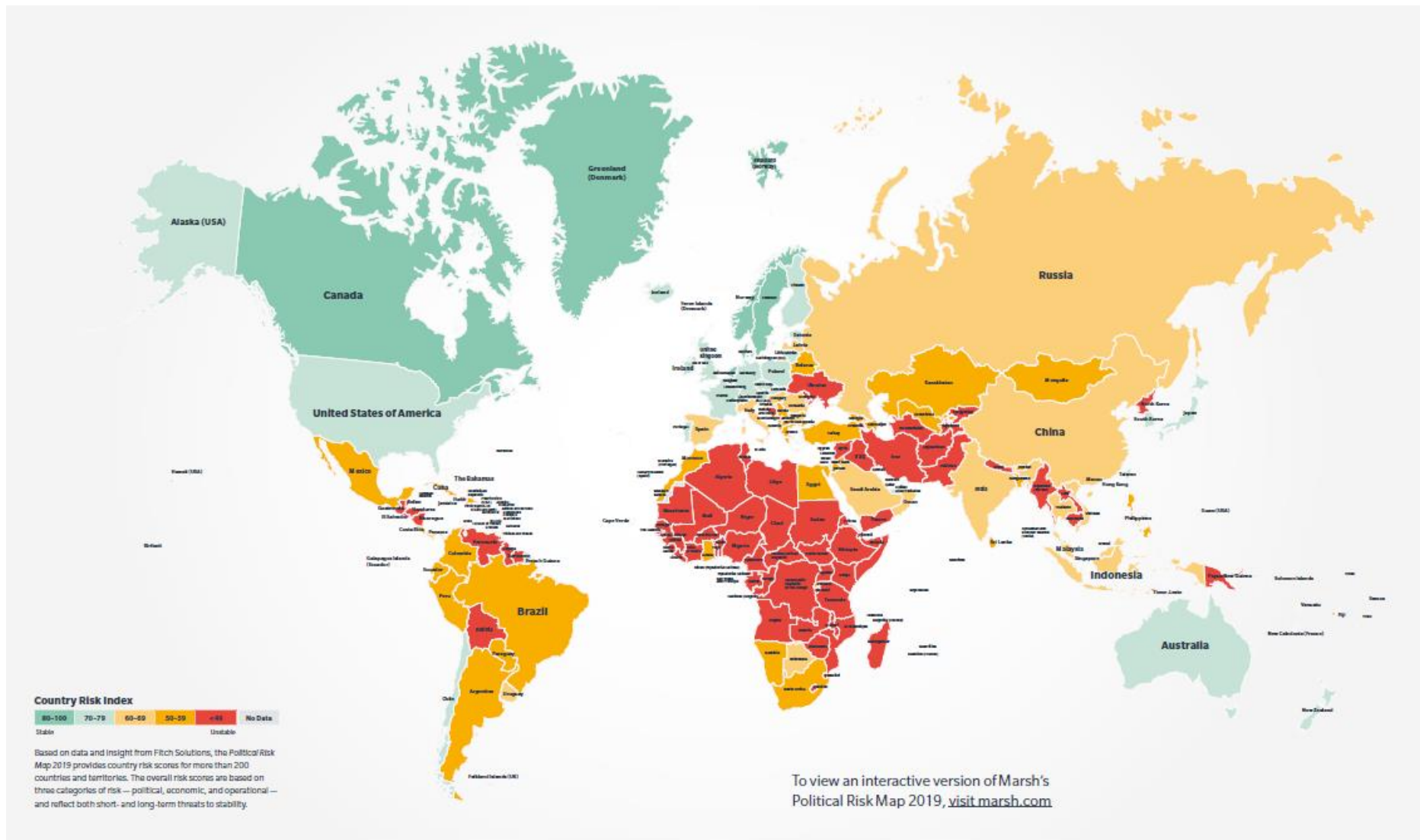
The US has turned towards protectionism

US imports subject to tariffs, 2018 (\$bn)



Source: Goldman Sachs
© FT

3. Changing times (continued)



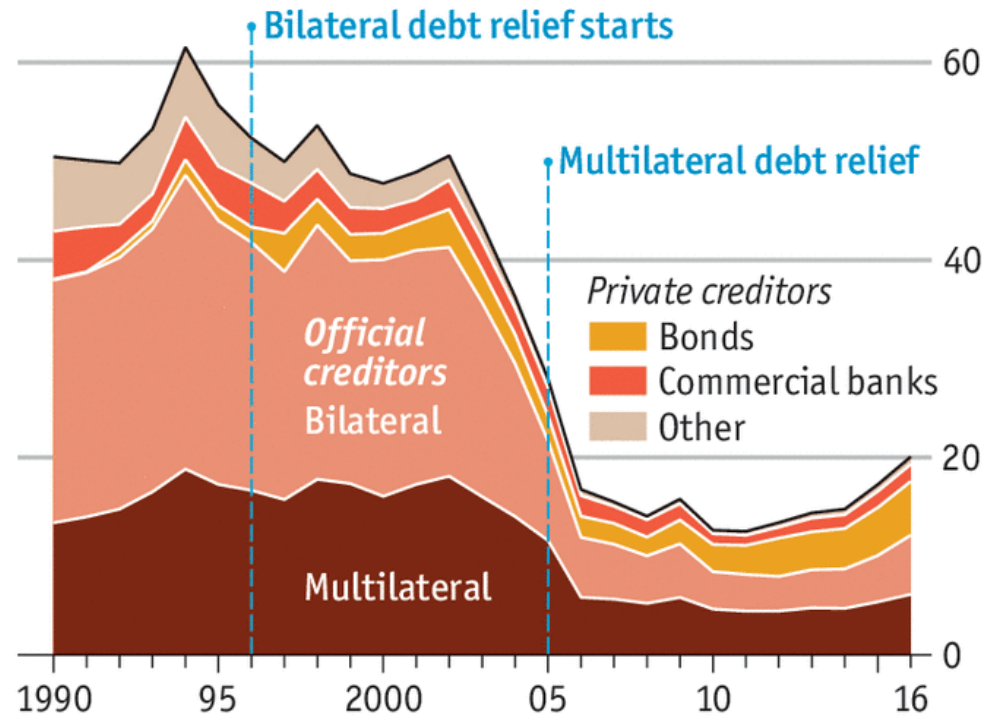
3. Changing times (continued)

Distressing

Sub-Saharan Africa*

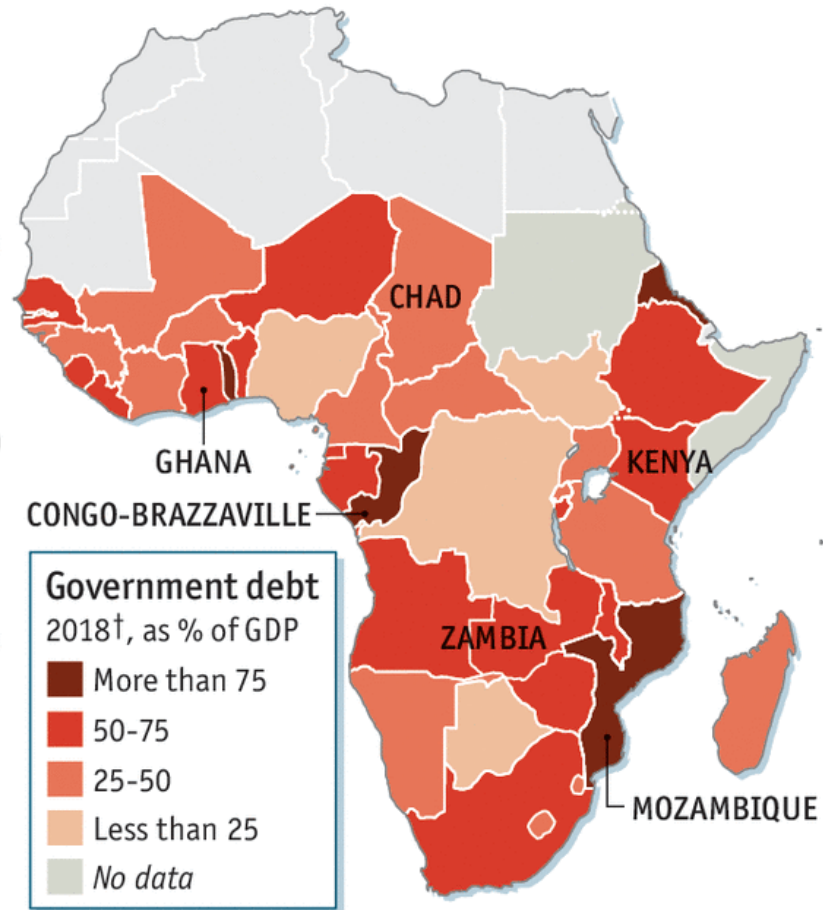
Public and publicly guaranteed external government debt

As % of gross national income



Source: IMF

Economist.com



*Excluding Mauritania and Djibouti †Forecast

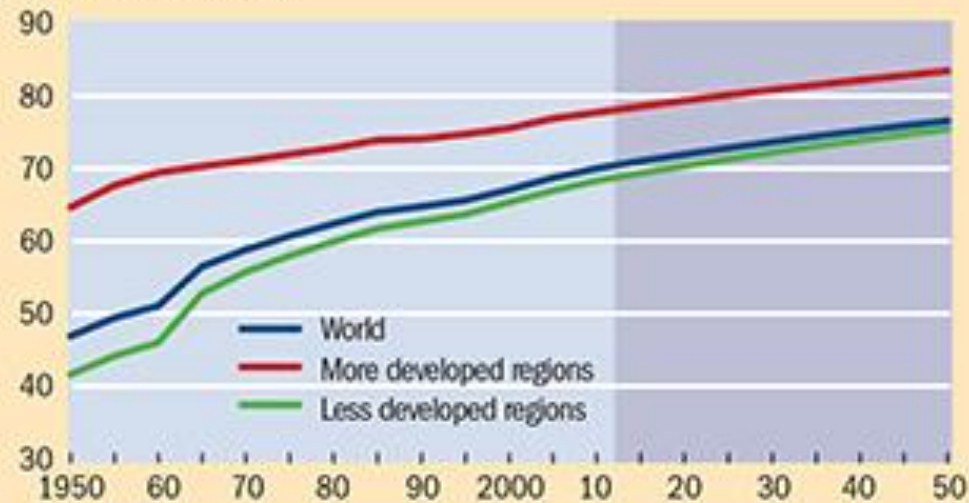
3. Changing times (continued)

Chart 1

Living longer

Life expectancy is increasing worldwide and is projected to continue to rise in coming decades.

(life expectancy, years)



Source: United Nations, World Population Prospects (2013).

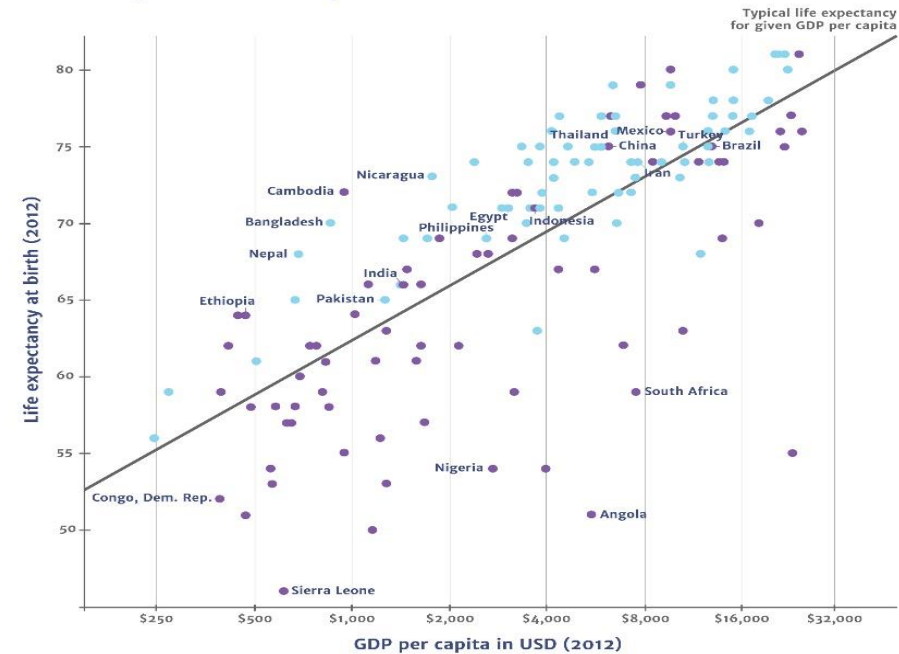
Note: The United Nations Population Division classifies the "more developed regions" as Europe, North America, Australia/New Zealand, and Japan; the "less developed regions" comprise Africa, Asia (excluding Japan), Latin America and the Caribbean, Melanesia, Micronesia, and Polynesia. Data after 2012 are projected.

LIFE EXPECTANCY IS LONGER WHERE THERE IS BETTER SANITATION

Controlling for income, increasing access to sanitation in a country by 50% is correlated with more than nine years of additional life expectancy.

Access to sanitation, given income is:

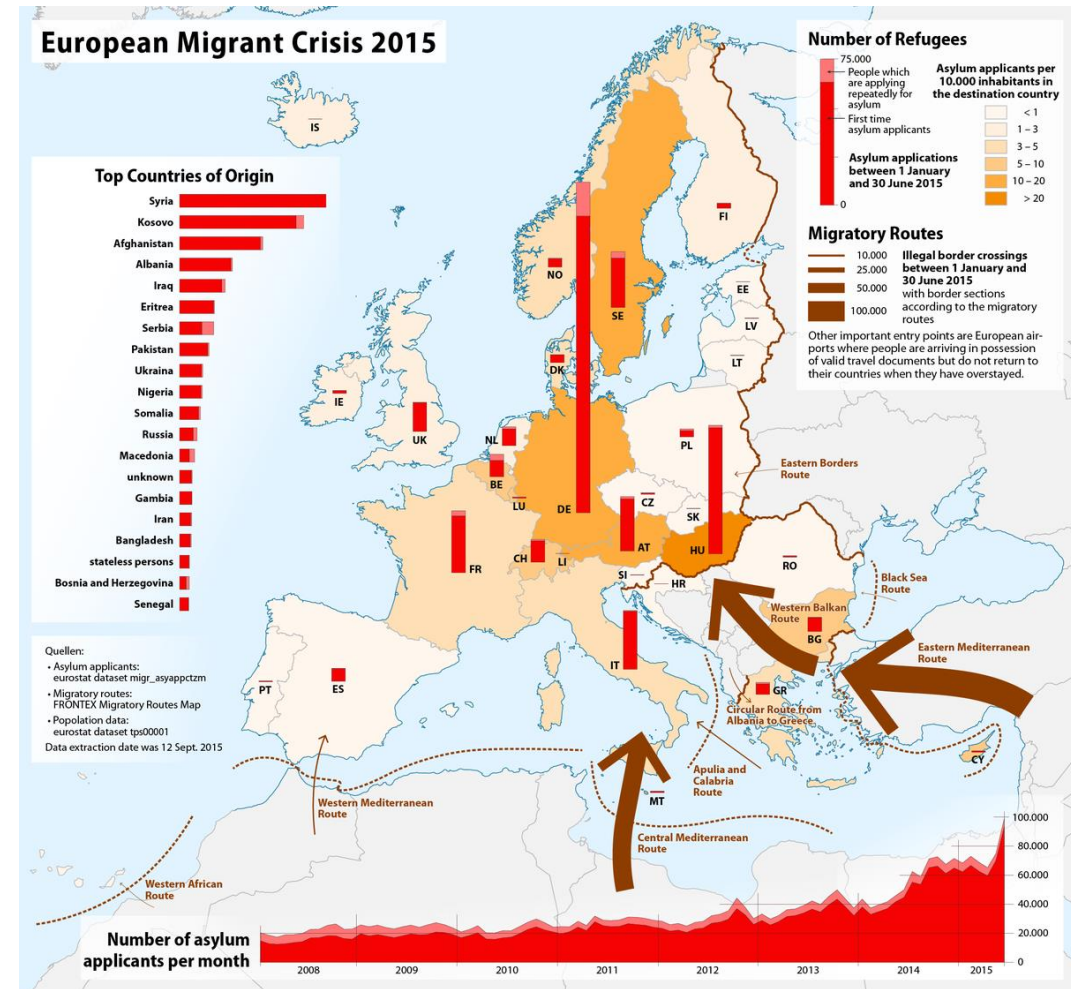
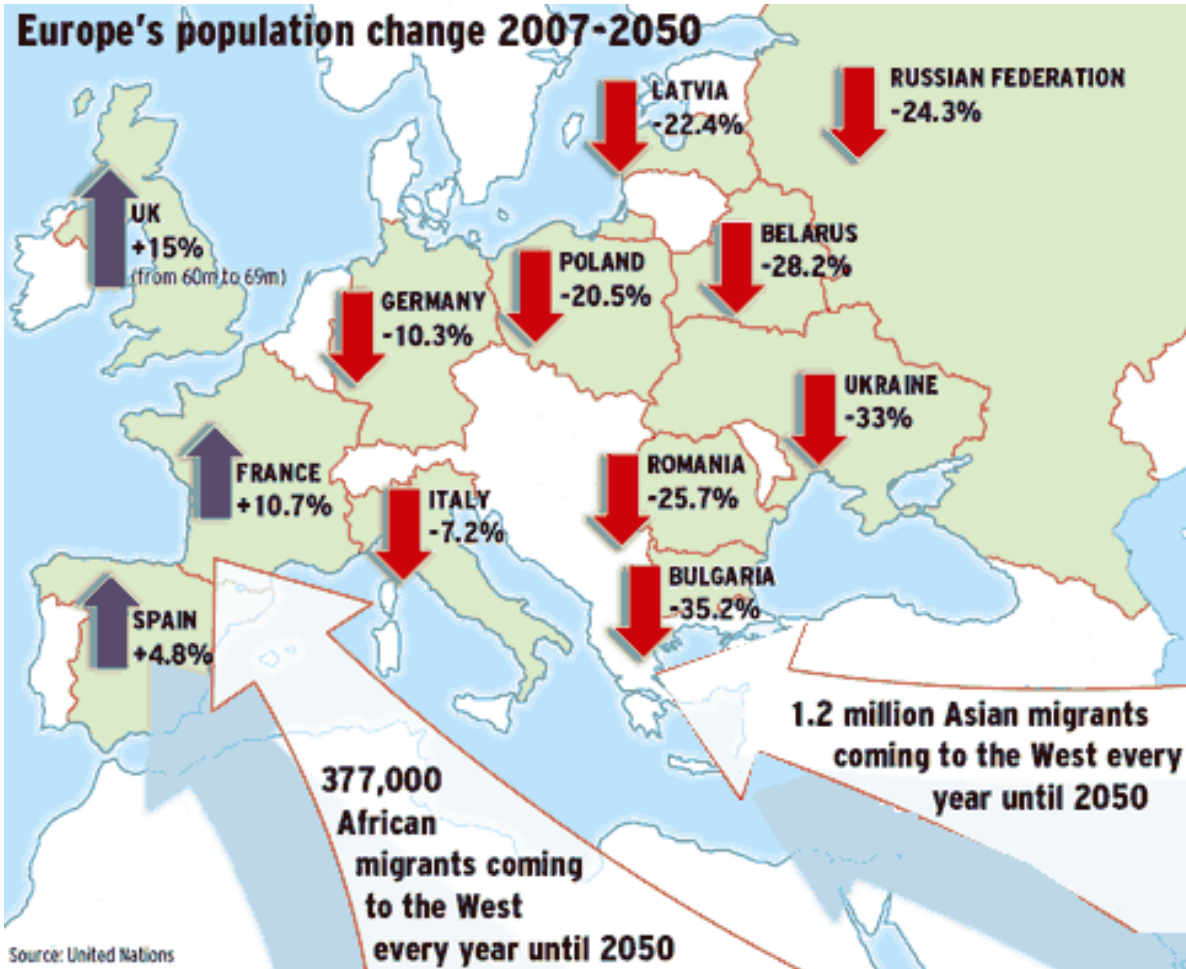
● Better than expected ● Worse than expected



Graph includes all countries with a GDP per capita of less than \$25,000 for which data was available, high-income countries were excluded as almost all have close to 100% sanitation rates. Sanitation and life expectancy data are from the World Health Organization, income data is from the World Bank and the calculations are the Review's own. Results are statistically significant at 1%, T-value=5.33, p-value=0.000.

Review on
Antimicrobial
Resistance

3. Changing times (continued)



3. Changing times (continued)

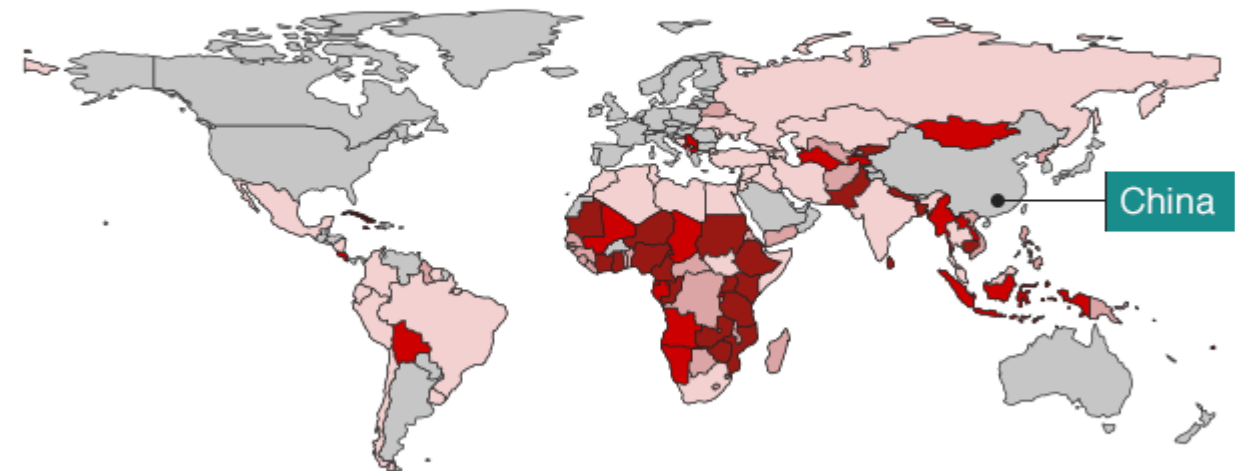
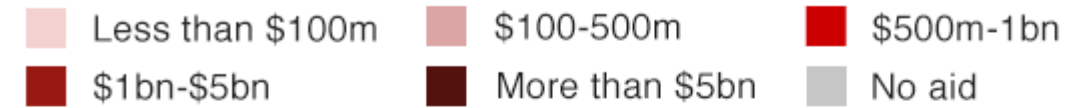


3. Changing times (continued)



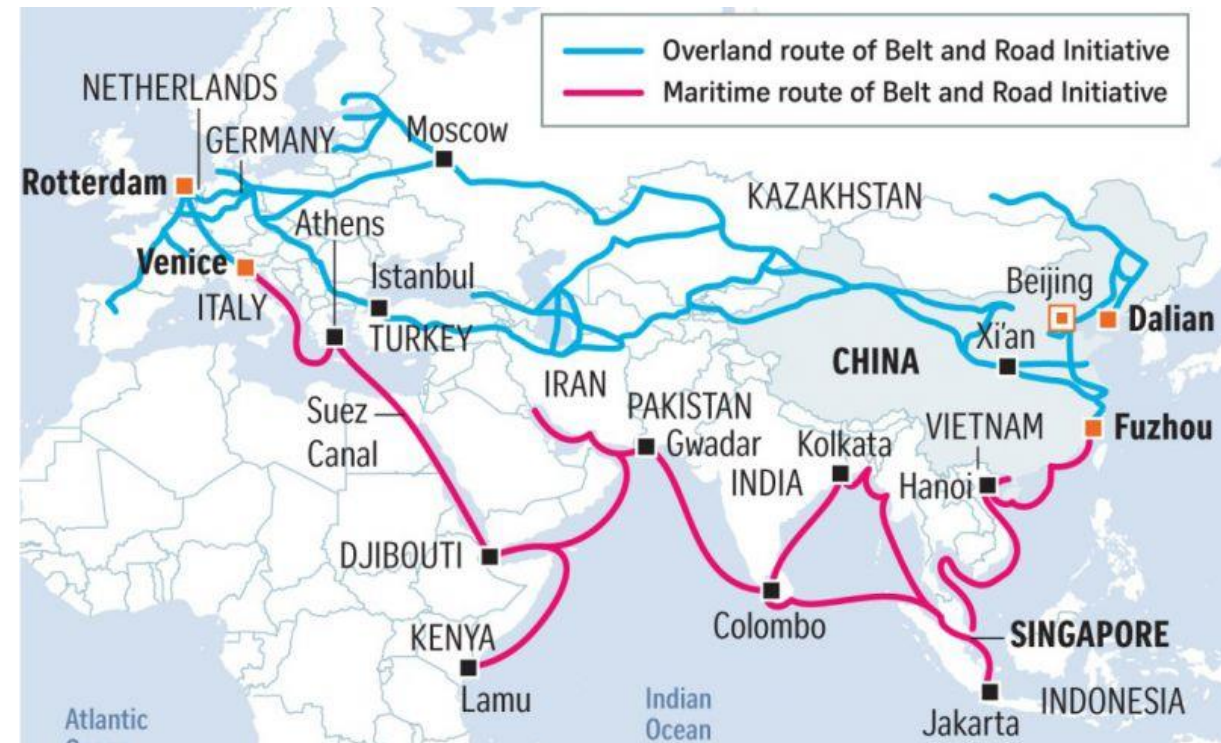
3. Changing times (continued)

Where China sends aid, 2000-2014



Source: AidData

BBC



3. Changing times (continued)

Evolution of the earth's economic centre of gravity

AD 1 to 2025

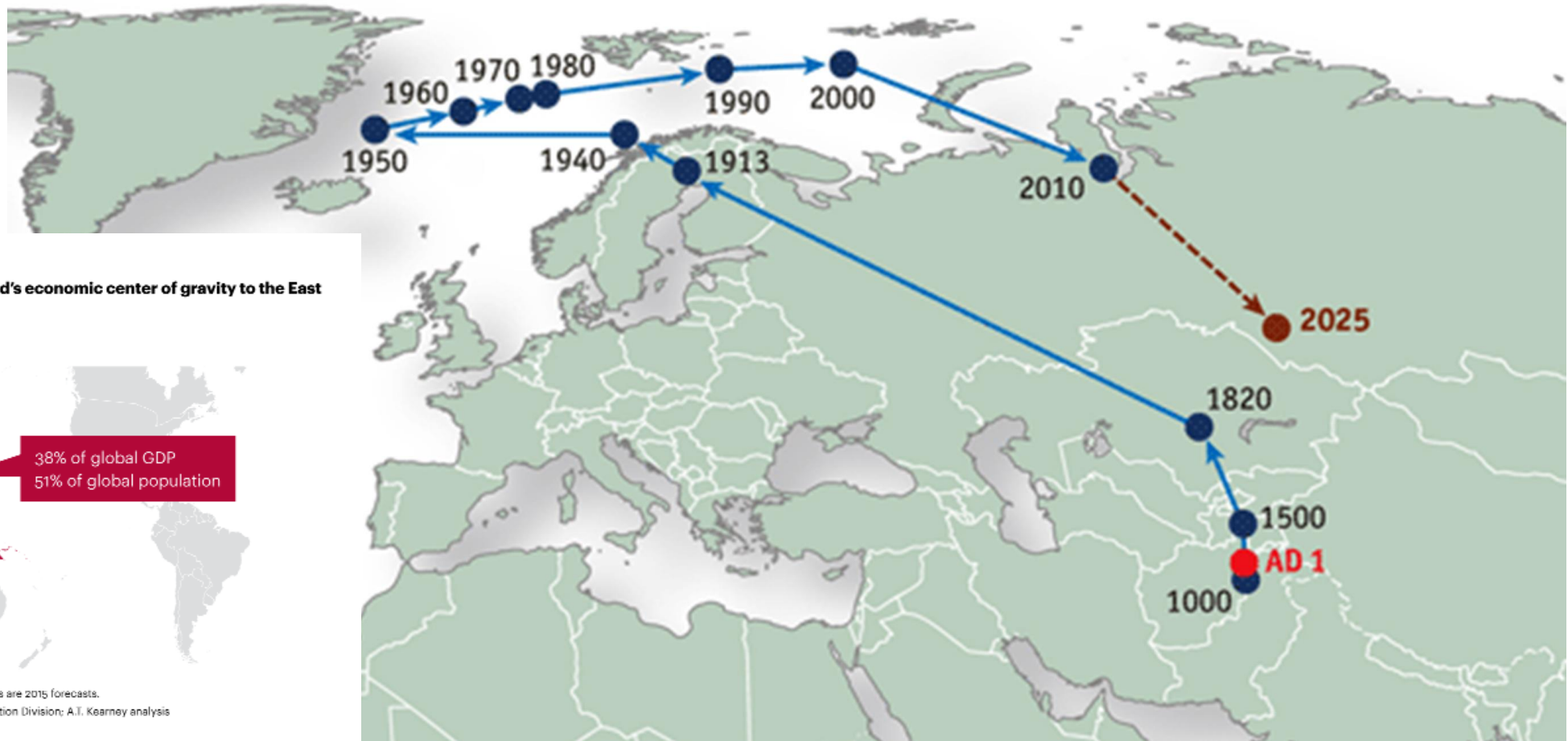
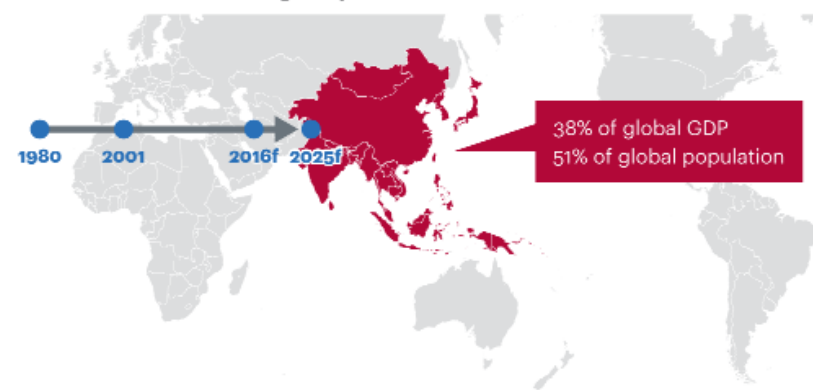


Figure 12

Asian economic power is growing, shifting the world's economic center of gravity to the East

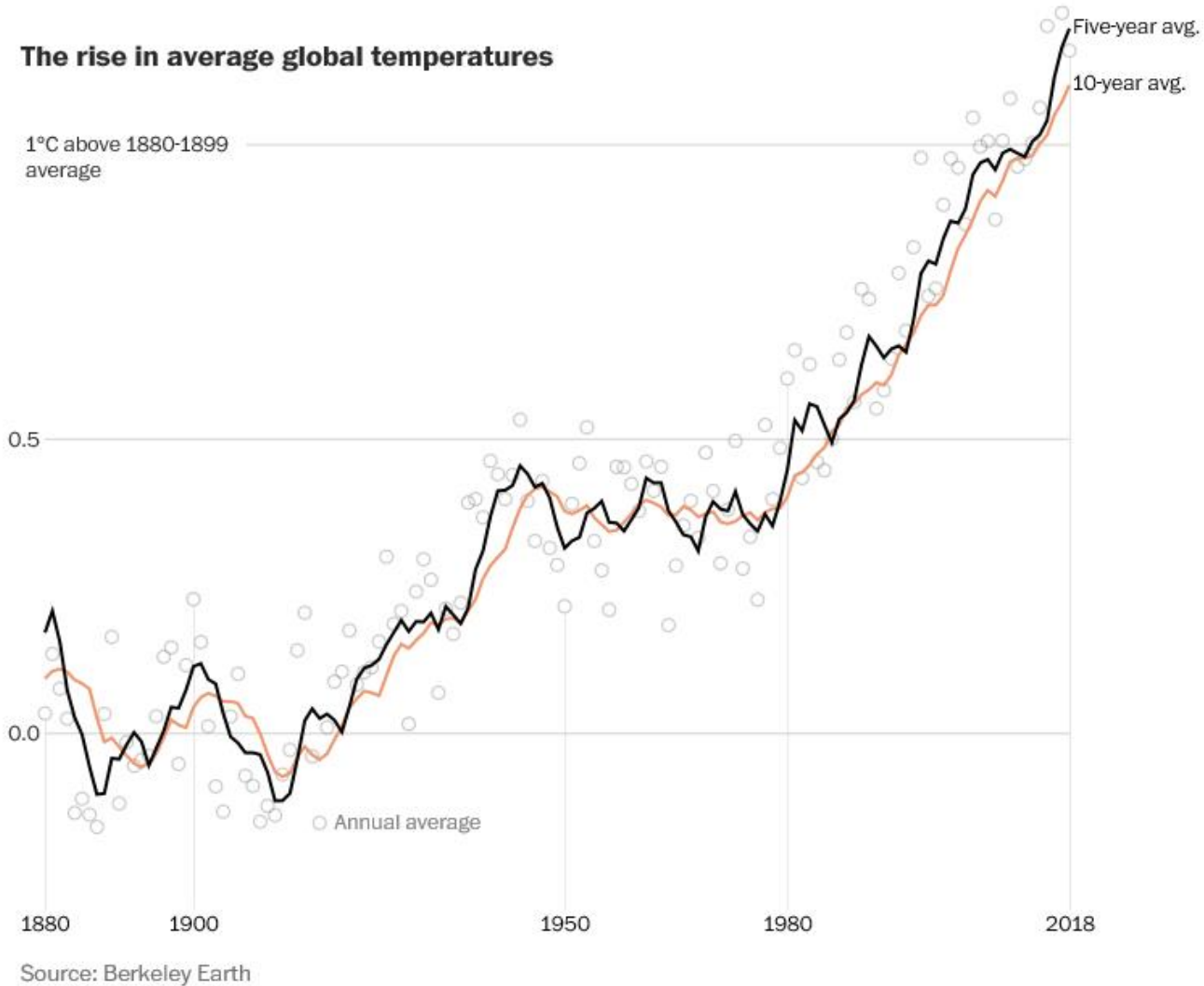
Global economic center of gravity



Notes: GDP is measured at purchasing power parity. GDP and population figures are 2015 forecasts.

Sources: Global Policy (Vol. 2, Issue 1), IMF World Economic Outlook, UN Population Division; A.T. Kearney analysis

3. Changing times (continued)

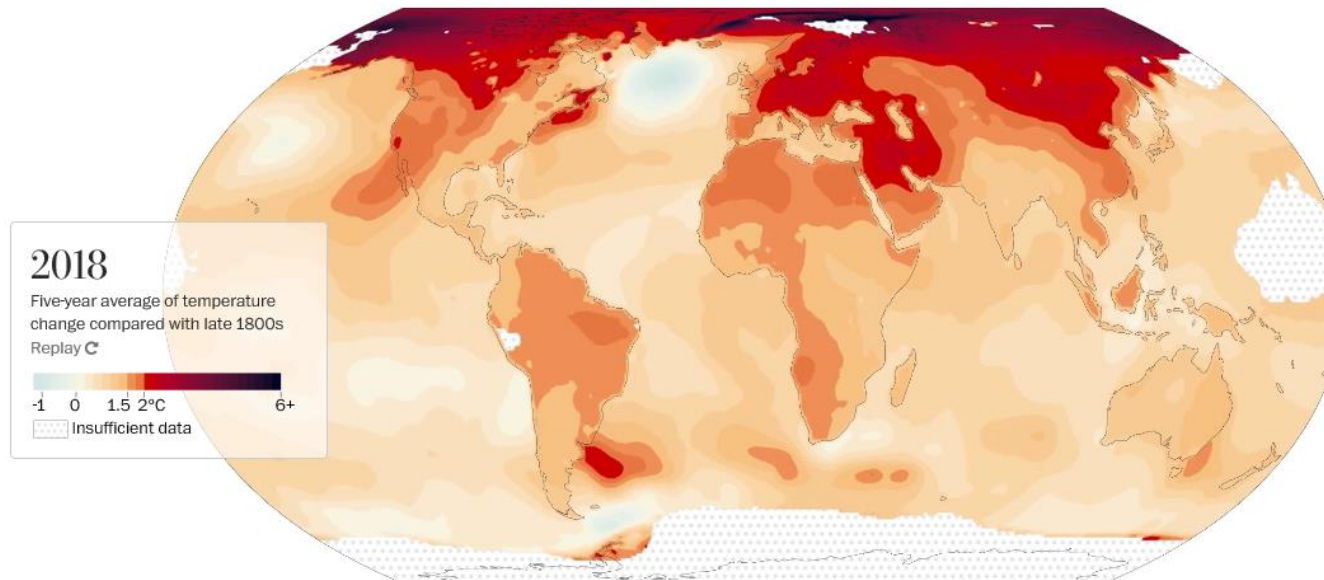


3. Changing times (continued)

The Washington Post
Democracy Dies in Darkness

2°C: BEYOND THE LIMIT

Dangerous new hot zones are
spreading around the world

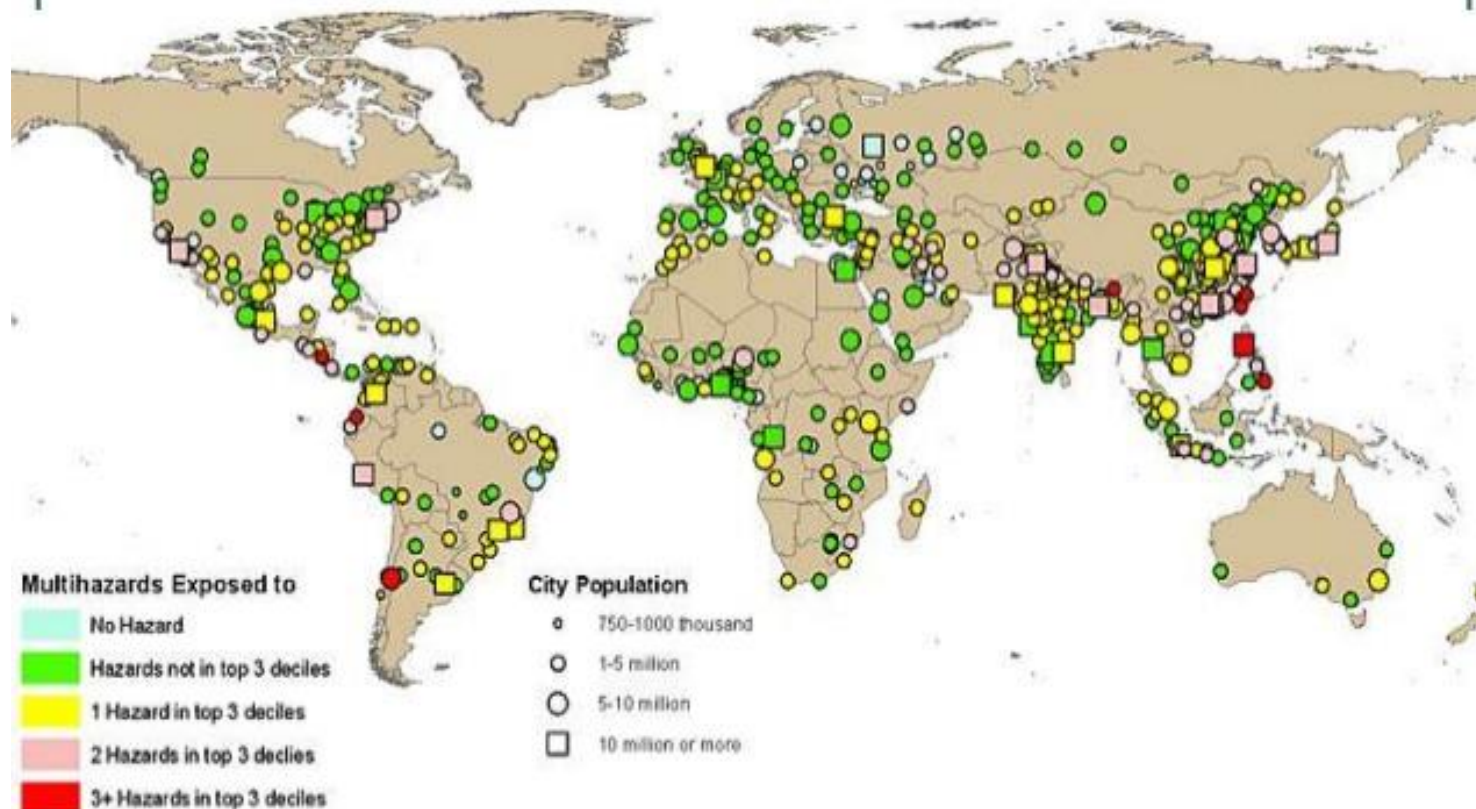


By **Chris Mooney** and **John Muyskens** | Photos and videos by **Carolyn Van Houten**

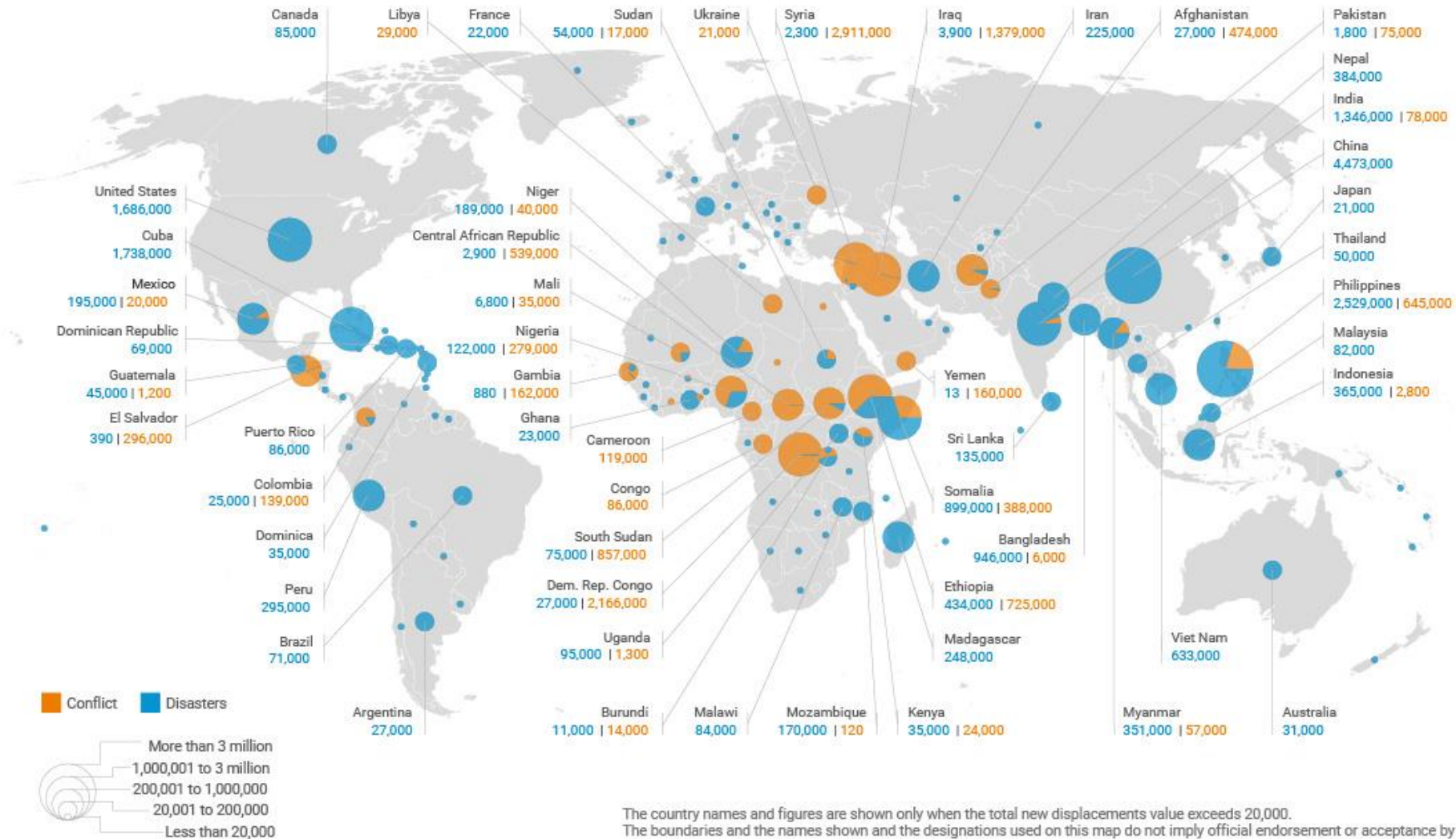
SEPT. 11, 2019

3. Changing times (continued)

Urban agglomerations by size class and potential risk of multiple natural disasters, 2025.



3. Changing times (continued)

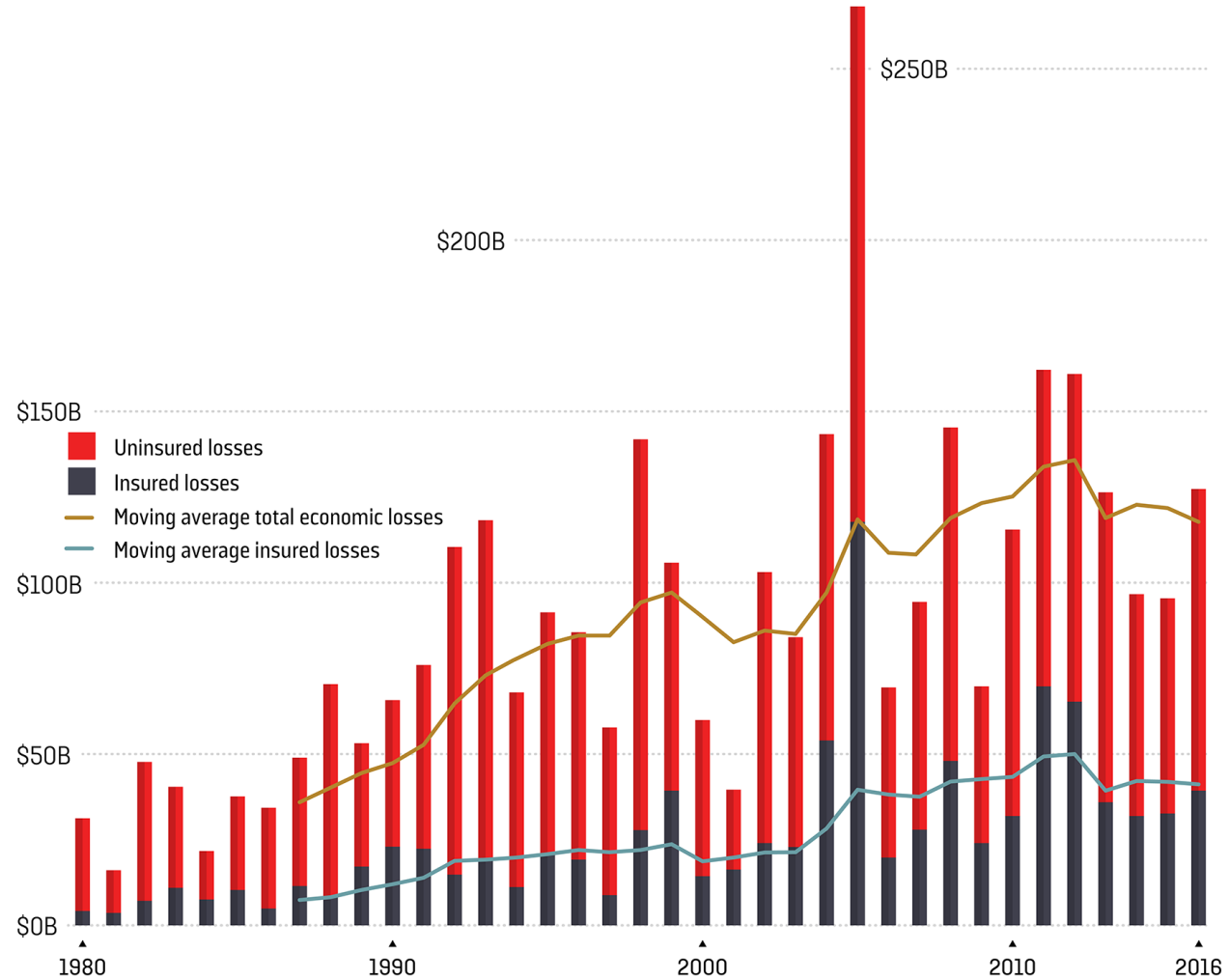


The country names and figures are shown only when the total new displacements value exceeds 20,000.
The boundaries and the names shown and the designations used on this map do not imply official endorsement or acceptance by IDMC.

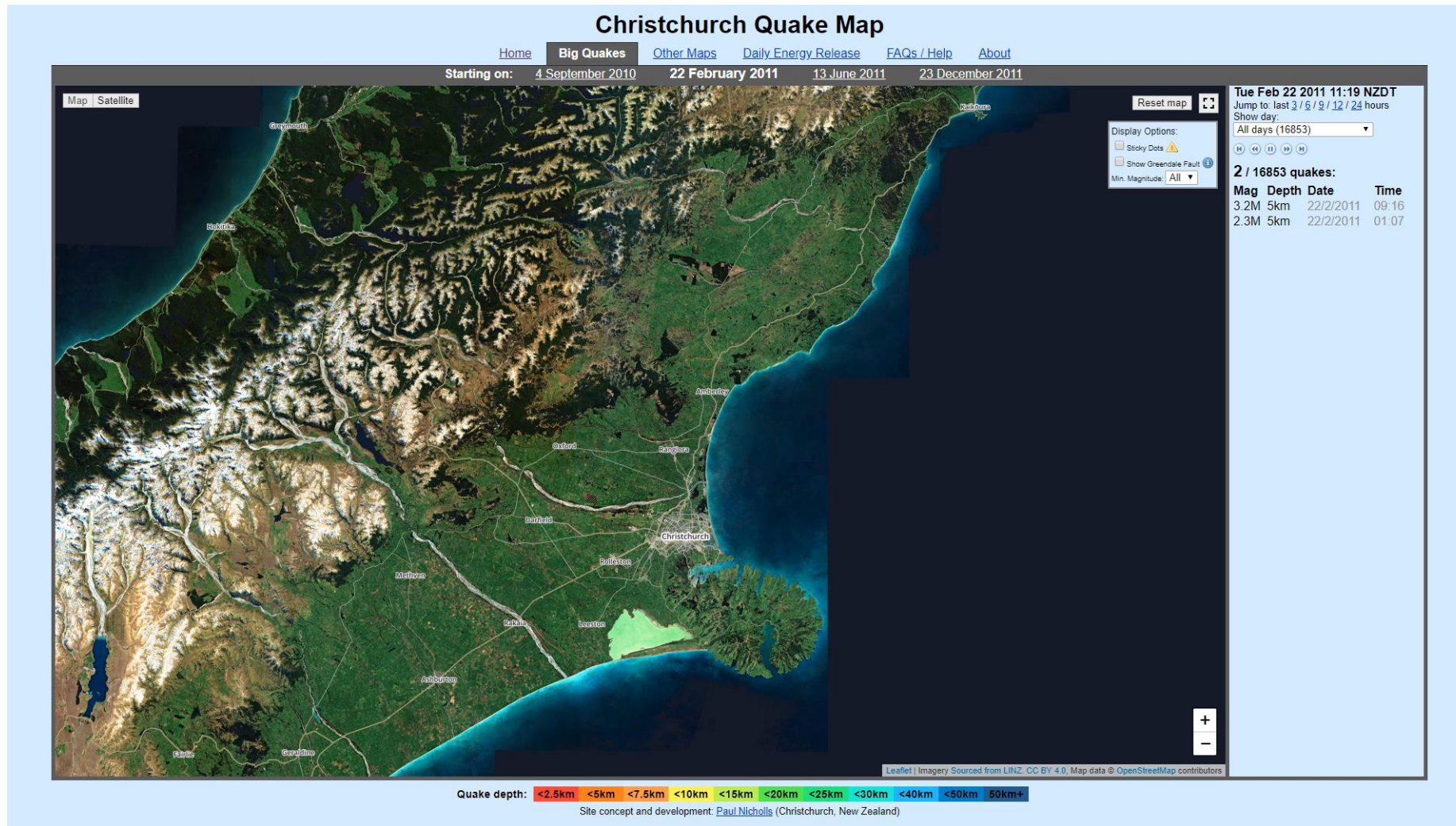
3. Changing times (continued)



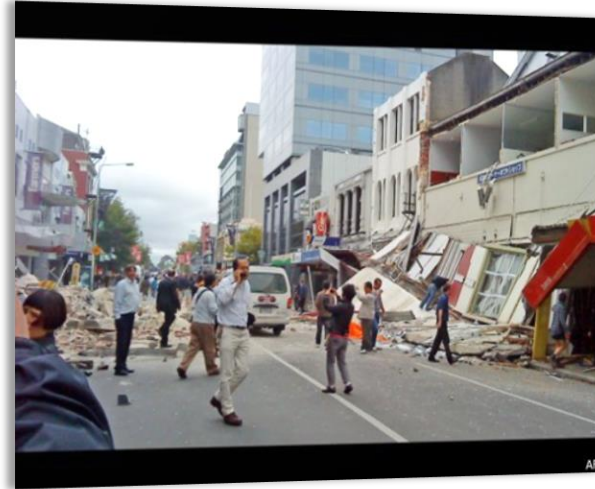
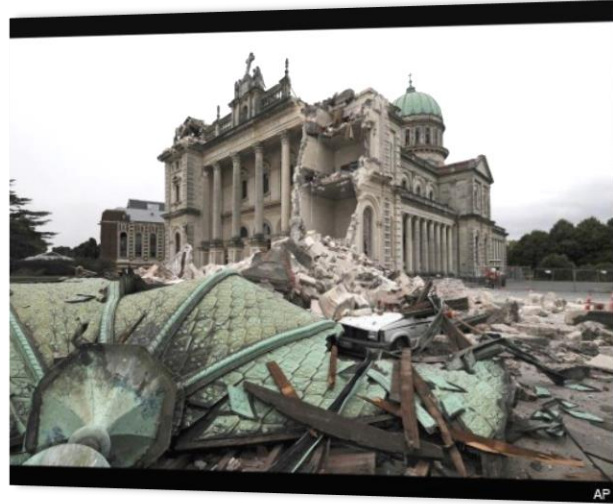
3. Changing times (continued)



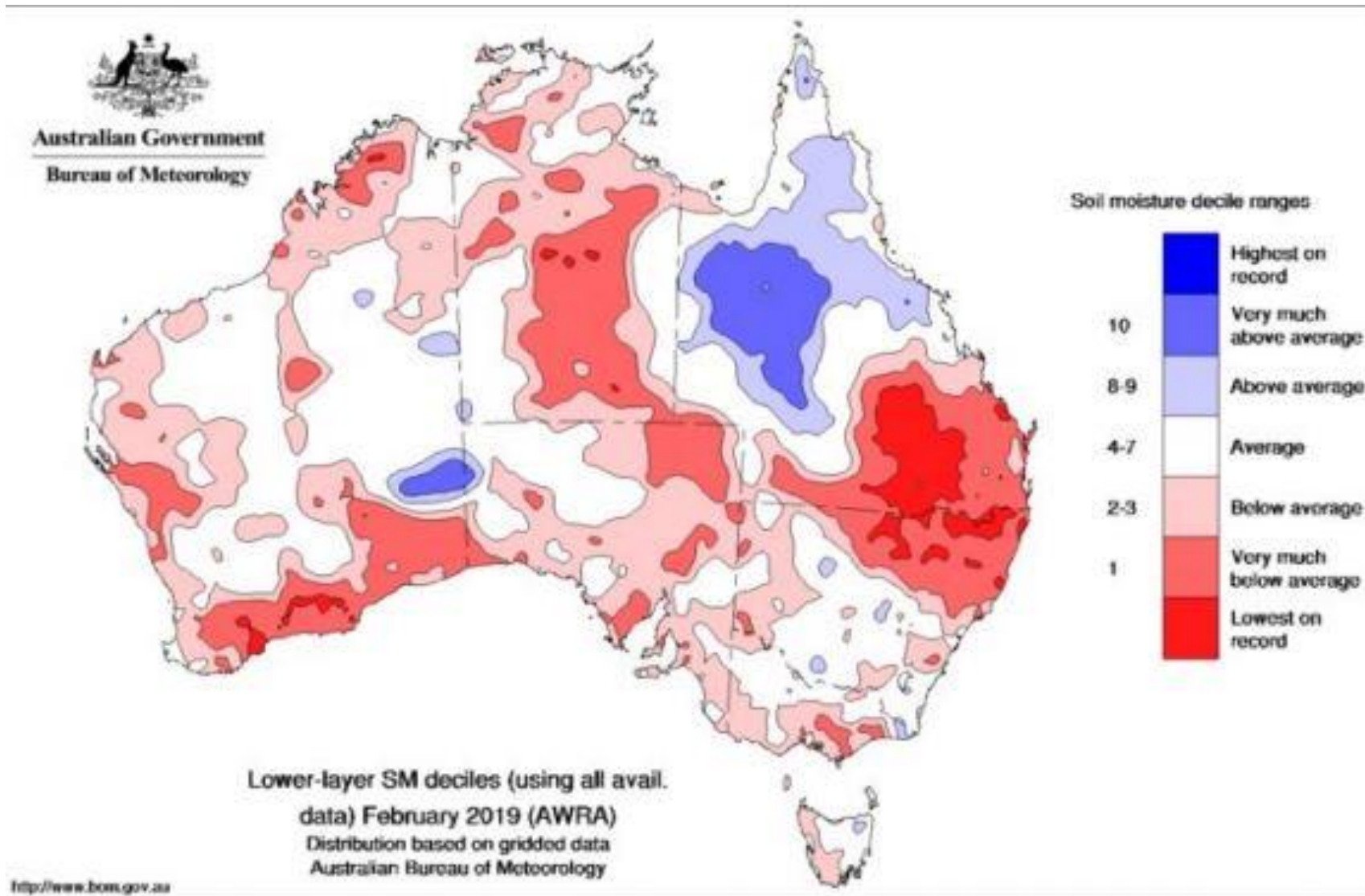
NZ Earthquake: <http://www.christchurchquakemap.co.nz/february>



3. Changing times (continued)



3. Changing times (continued)





Building Resilience



Resilience



Human Resilience

Let us therefore brace ourselves to
our duty, and so bear ourselves that
if the British Empire and
Commonwealth lasts for a
thousand years, men will still
say,
'This was their finest hour'.

Sir Winston Churchill – 10th May 1940



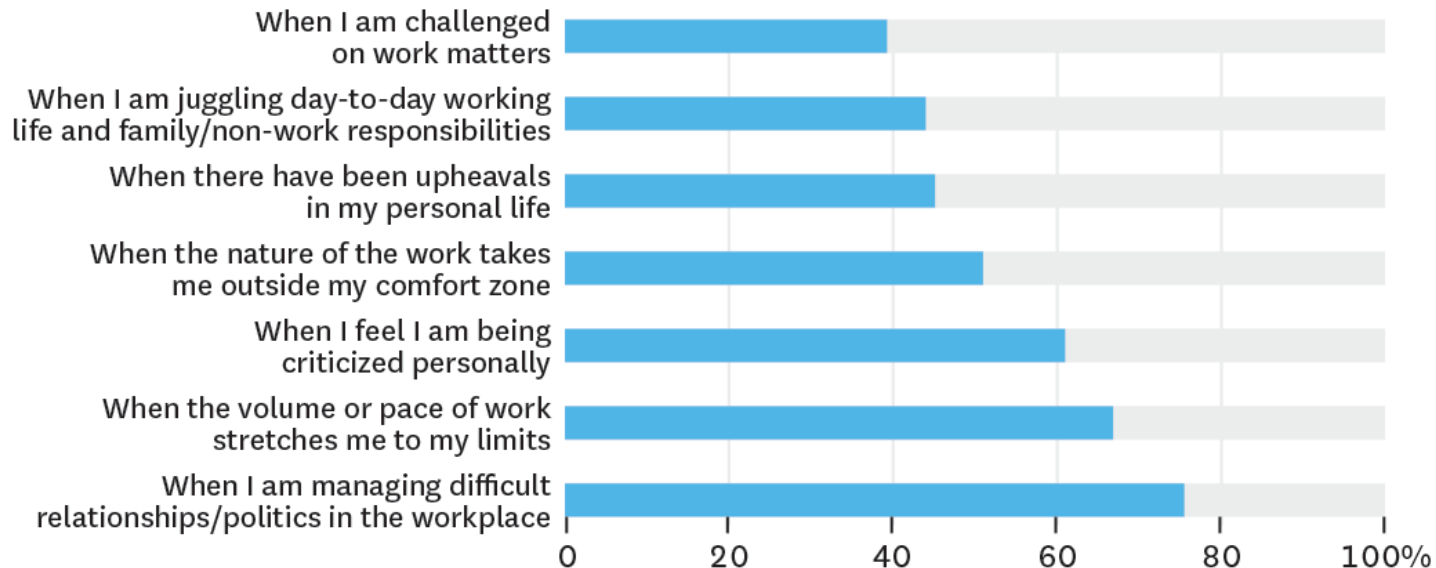
**"I am just going outside and may be
some time."** - Captain L. E. G. Oates of
the Inniskilling Dragoons, March 1912



Human Resilience

WHAT'S THE BIGGEST DRAIN ON RESILIENCE AT WORK?

Survey responses from 835 British employees.

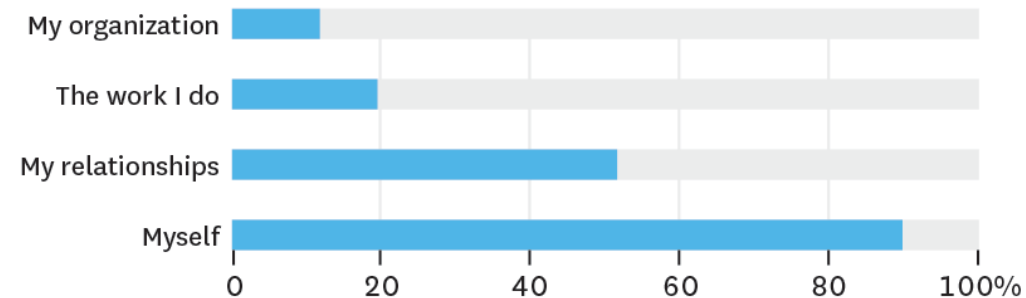


SOURCE "TOUGH AT THE TOP," BY SARAH BOND AND GILLIAN SHAPIRO

HBR.ORG

WHERE DO YOU GET YOUR RESILIENCE FROM?

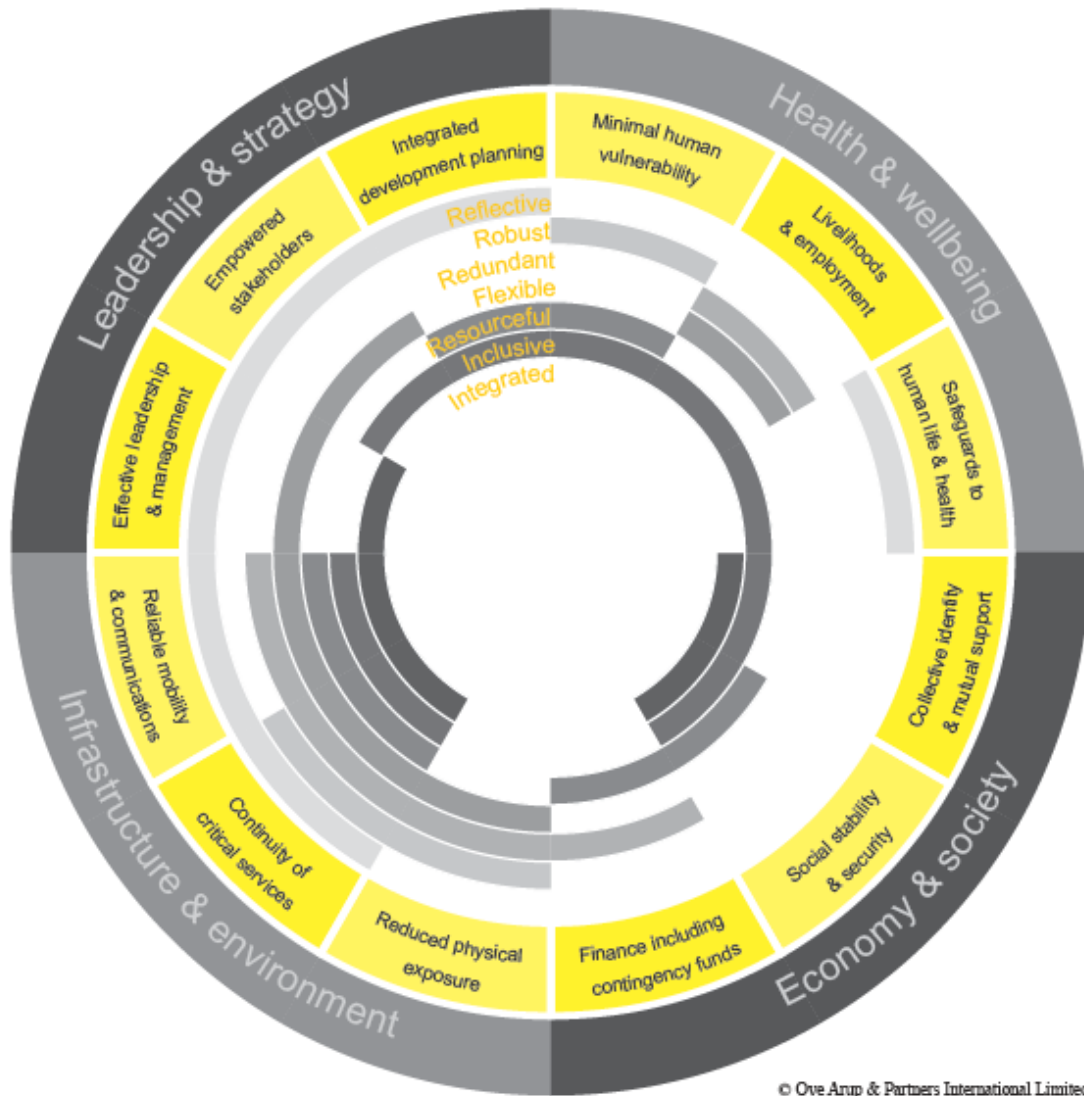
Survey responses from 835 British employees.



SOURCE "TOUGH AT THE TOP," BY SARAH BOND AND GILLIAN SHAPIRO

HBR.ORG

Organisational Resilience



© Ove Arup & Partners International Limited

Resilience is the capacity of individuals, communities, institutions, businesses, and systems within a city to survive, adapt, and grow no matter what kinds of chronic stresses and acute shocks they experience.

RESILIENCE IN ACTION EARLY INSIGHTS INTO HOW CITIES ARE INSTITUTIONALIZING RESILIENCE –
100 RESILIENT CITIES

ADAPT

Reduce our exposure
to future shocks
and stresses

SURVIVE

Withstand disruptions
and bounce back better
than before

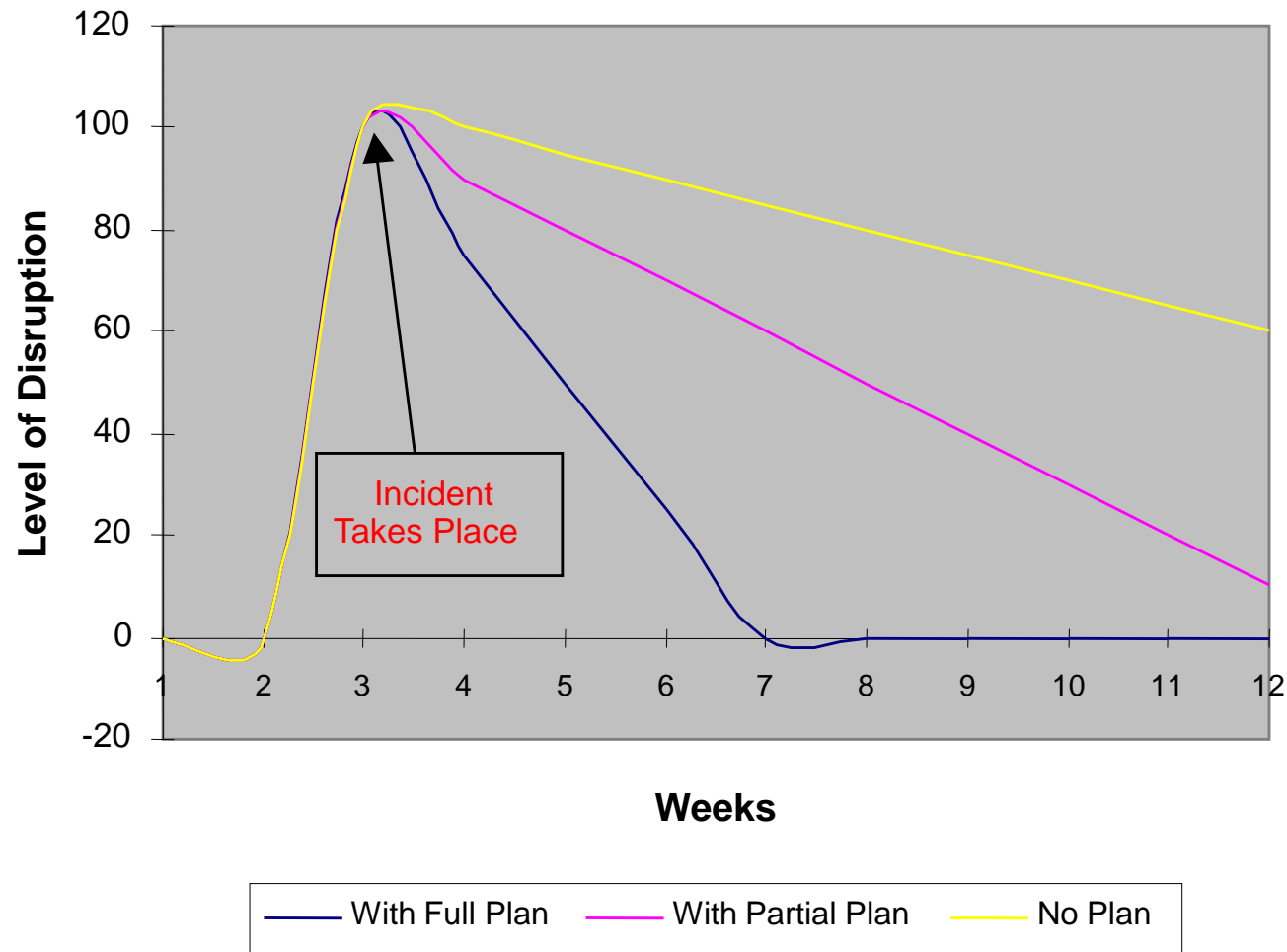
THRIVE

Significantly
improve people's
quality of life

EMBED

Build resilience thinking
into our institutions and
ways of working

Organisational Resilience



Organisational Resilience

- 72% of Australian organisations have experienced an interruption to a critical process/function in the previous two years.
- 50% of Australian organisations have no Contingency Plans.
- Only 20% have plans that cover the entire organisation.
- Only 46% have risk management policies.

Source: The Macquarie Report



How ANSVAR can help



Business Resilience Planning

Potential Risks

Natural

- Fire
- Hurricane
- Flood
- Tornado

Human

- Sabotage
- Malicious code
- Terrorism

Technological

- Hardware failure
- Data corruption
- Telecom outage
- Power failure



Identified Risks

Natural

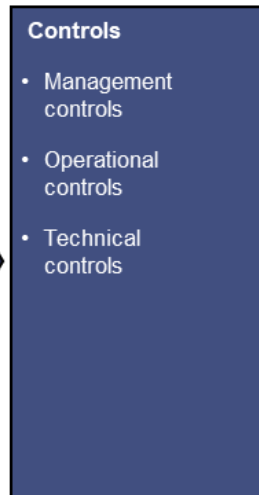
- Fire
- Hurricane
- Flood
- Tornado

Human

- Sabotage
- Malicious code
- Terrorism

Technological

- Hardware failure
- Data corruption
- Telecom outage
- Power failure



Residual Risks

Natural

- Fire
- Hurricane
- Flood
- Tornado

Human

- Sabotage
- Malicious code
- Terrorism

Technological

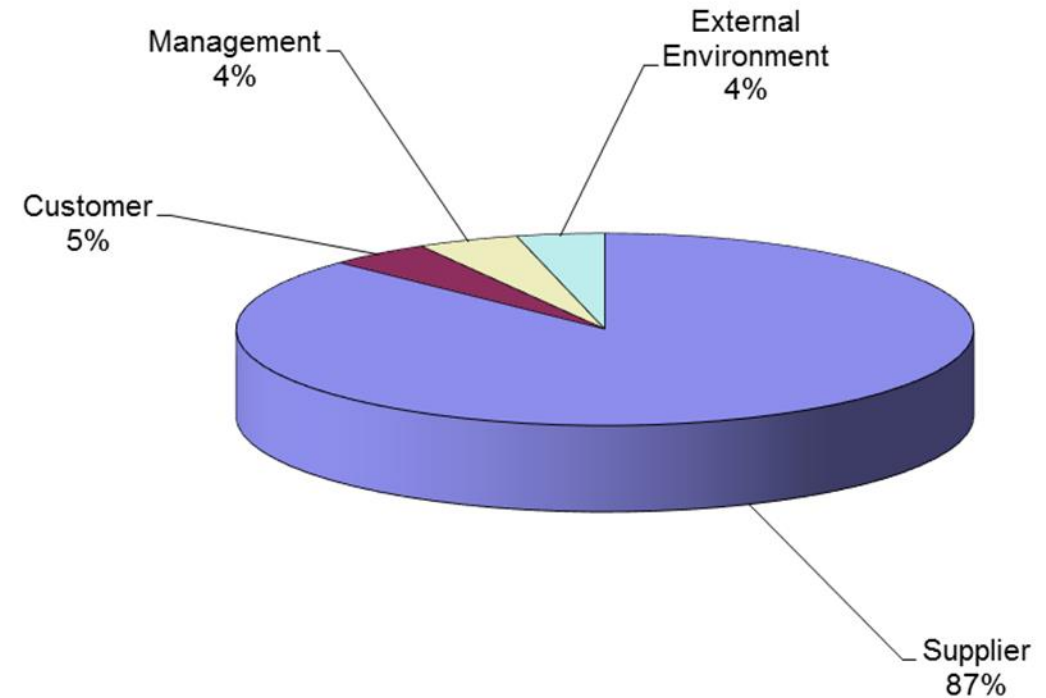
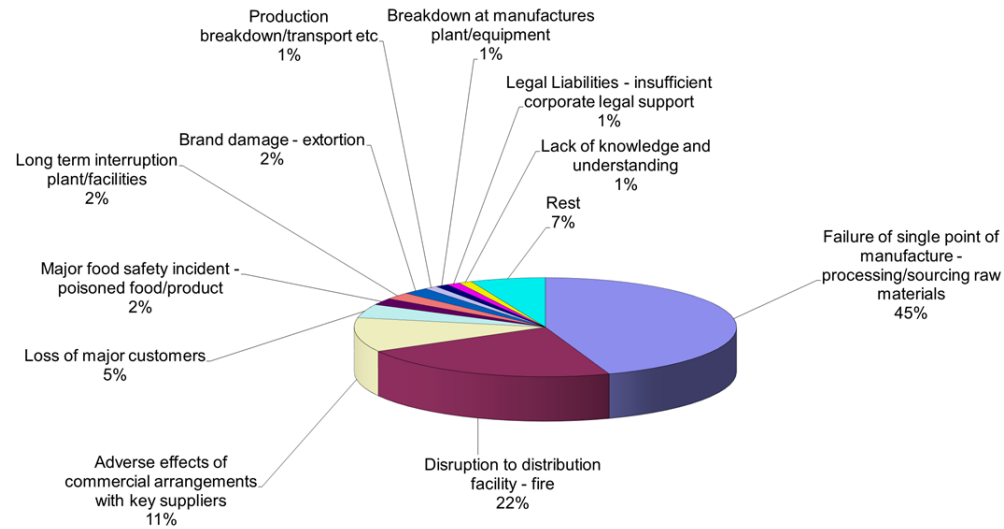
- Hardware failure
- Data corruption
- Telecom outage
- Power failure



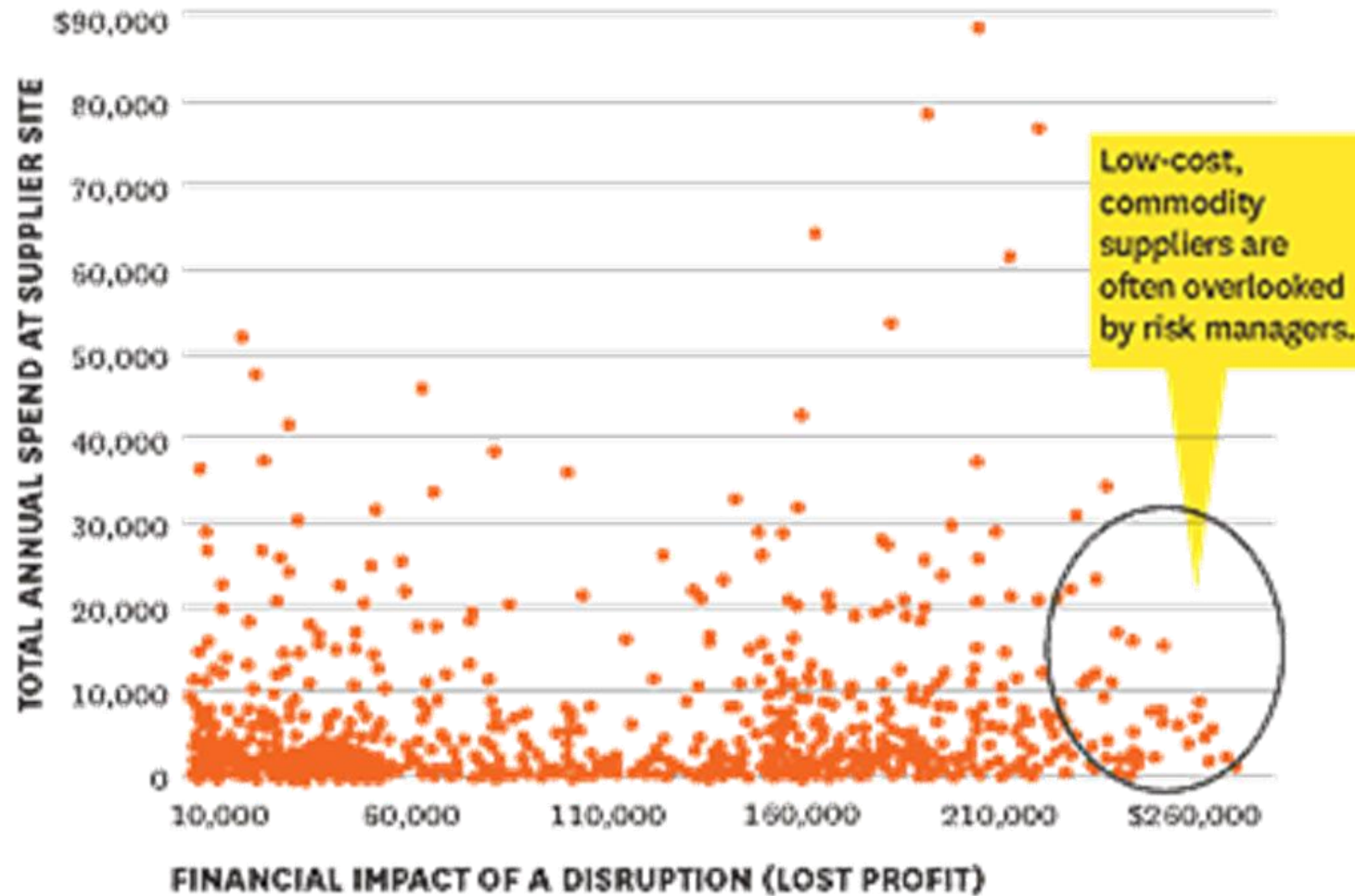
Business Resilience Planning

- Step 1: Project Initiation
- Step 2: Business Vulnerability Analysis
- Step 3: Response and Recovery Strategy Development
- Step 4: Consolidate and Review BCM
- Step 5: Testing the BCP
- Step 6: Plan Maintenance

Business Vulnerability Analysis

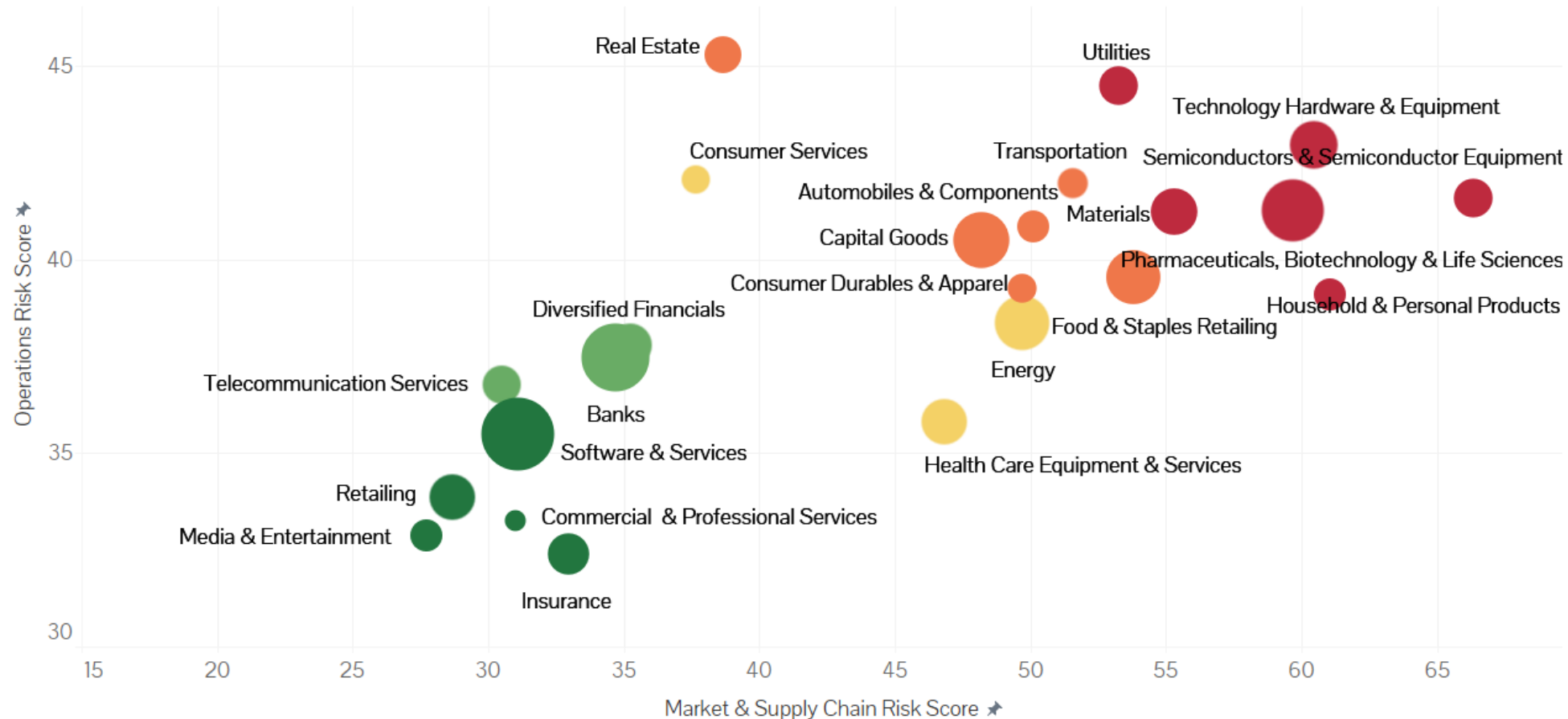


Business Vulnerability Analysis



Business Vulnerability Analysis

MSCI ACWI - Average Company Score by Industry Group



Business Resilience Planning

- **Recoverers:** After the initial loss of shareholder value (5%), by the fiftieth trading day, the average cumulative impact of shareholder value was +5% (a positive net impact).
- **Non-recoverers:** After the initial loss of shareholder value (11%), suffered a net negative impact of almost 15% up to one year after the catastrophe.

Business Resilience Planning

Environmental and social index outperforms miners

Rebased



Source: Thomson Reuters Datastream

FT

Morning Tea Break

Ansvar's Community Education Program Grant Recipients

We have contributed over

**\$10
million**

since 1994, to education and life skills programs reaching thousands of young people across Australia



See brochure in your pack for details



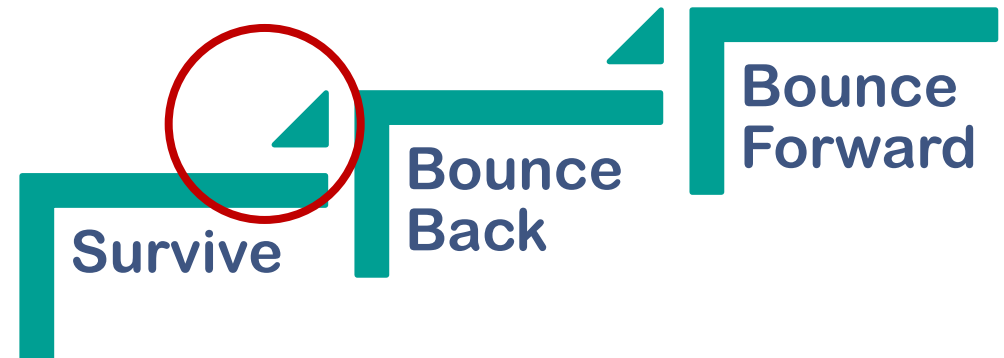


Governing for Vulnerable People



Diana Borgmeyer
CEO Ansvar Risk

Resilience



Heightened expectations

ANALYSIS

Aged care ratings do not tell us what we need to know about Australian nursing homes

By Margot O'Neill, ABC Investigations
Updated Wed at 9:52am



PHOTO: Trying to work out whether an aged care facility actually delivers what it promises



Disability services company Endeavour Industries' collapse leaves workers without homes, jobs

ABC Newcastle By Josh Sim

Posted 25 Oct 2018, 11:39am

Workers and residents of collapsed Hunter Valley disability services company Endeavour Industries are distraught over the loss of their home, community and livelihood.

Next month, 131 workers from the company in Cessnock will be without a job, with 87 of those working with a disability.

Thirteen current and former workers who are also housed by Endeavour are set to lose their homes, unless an eleventh-hour saviour comes forward.

A community-owned project, Endeavour was

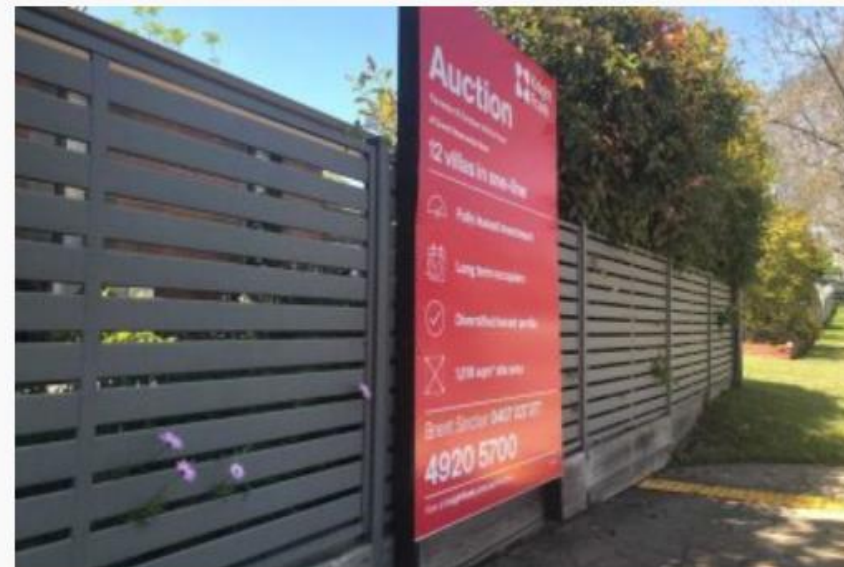


PHOTO: The collapse has forced the sale of villas which are home for more than a dozen people with disabilities.

ignoring

ally assaulted disabled women in a

at the County Court as prosecutor Nanette
women who had cerebral palsy and
idential care house run by Yooralla,

stablish Disability Royal



to the violence and abuse of people v
ernment threw its support behind th

Sector Risk Environment - disruptors

ANALYSIS

Aged care ratings do not tell what you need to know about Australian nursing homes

By Margot O'Neill, ABC Investigations
Updated Wed at 9:52am



PHOTO: Trying to work out whether an aged care facility actually delivers quality care is difficult. (Reuters: Kai Pfaffenbach)

NEWS

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Aged care safety commission a 'one-stop shop' to tackle elder abuse following Oakden scandal

Posted Wed at 9:12am

Australia's aged care sector will soon have to answer to a single watchdog under Federal Government reforms in the wake of the Oakden elder abuse scandal in South Australia.

Aged Care Minister Ken Wyatt has announced plans to combine three separate agencies which handle quality control and complaints in the aged care sector by the beginning of 2019.

A new ratings system allowing facilities to be graded against key benchmarks, and a companion tool on the My Aged Care website, will also be introduced.

"The unified new commission will be a responsive, one-stop shop to prevent failures, highlight quality concerns and have them quickly rectified," Mr Wyatt said.

"When you bring three Commonwealth agencies [together] you streamline a process. You're not waiting for one to write to the other or seek advice from the other."



PHOTO: The Oakden aged care facility was shut following a damning report. (ABC News: Matt Connors)

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Risk management off the pace as technology evolves

23 April 2018

Risk professionals are not keeping pace with disruptive technology impacts and need to take a broad view across their organisations, according to an annual report by Marsh and the Risk and Insurance Management Society.

About 59% of survey respondents say their organisations are using or exploring the use of the Internet of Things (IoT), 47% mention artificial intelligence (AI) and 24% blockchain.

But only 14% strongly believe they have a clear process for addressing disruptive technology risks and nearly half cannot say there is a clear process.

What can we learn about culture from the CBA report?

in Twitter Facebook Email

16/05/2018



What the APRA Prudential Inquiry into the Commonwealth Bank of Australia shows all too clearly is that it is not good enough to take a limited view on risk management.

The Hayne Royal Commission, the APRA Inquiry and the ASX Principles Review's proposed recognition of the fundamental importance of a company's social licence to operate, taken together, provide an opportunity to review and assess the current state of governance practice. They also invite reflection on what these current events can teach.



An initiative of the National Council of Churches in Australia
www.safechurches.org.au

Companies 'failing' to deal with climate change risk

By Ruth Williams
13 March 2018 - 7:46pm

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Too many big Australian companies are failing to reveal plans for tackling climate change or to explain how climate change may impact their businesses, according to new research.

The report, to be released Wednesday by climate NGO Market Forces, is based on public information from 73 big listed companies operating in sectors considered high-risk on climate change.

It found that 84 per cent of the companies had not released a plan to reduce their greenhouse gas emissions, 60 per cent did not have an emissions reduction target, and less than half had identified climate change as a material business risk.

NDIS – PERFECT STORM OR THE PERFECT OPPORTUNITY?

NDIS Workforce Challenges, Trends and Predictions

With the National Disability Insurance Scheme (NDIS) having reached its first anniversary in July it's time to set out some predictions around workforce challenges and trends for the year ahead, writes workplace relations expert Skye Rose from law firm Moores.

New Child Care Standards



1	Educational program and practice	Significant Improvement Required	Working Towards National Quality Standard	Meeting National Quality Standard	Exceeding National Quality Standard	Excellent
2	Children's health and safety	Service does not meet one of the seven quality areas or a section of the legislation and there is an unacceptable risk to the safety, health and wellbeing of children.	Service may be meeting the National Quality Standard in a range of areas, but there are one or more areas identified for improvement.	Service meets the National Quality Standard. Service provides quality education and care in all seven quality areas.	Service goes beyond the requirements of the National Quality Standard in at least four of the seven quality areas.	Service promotes exceptional education and care, demonstrates sector leadership, and is committed to continually improving. This rating can only be awarded by ACECQA. Services rated Exceeding National Quality Standard overall may choose to apply for this rating.
3	Physical environment					
4	Staffing arrangements					
5	Relationships with children					
6	Partnerships with families and communities					
7	Leadership and service management					

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ansvar risk

Dignity of Risk: Anthony Black & Prof. Joe Ibrahim

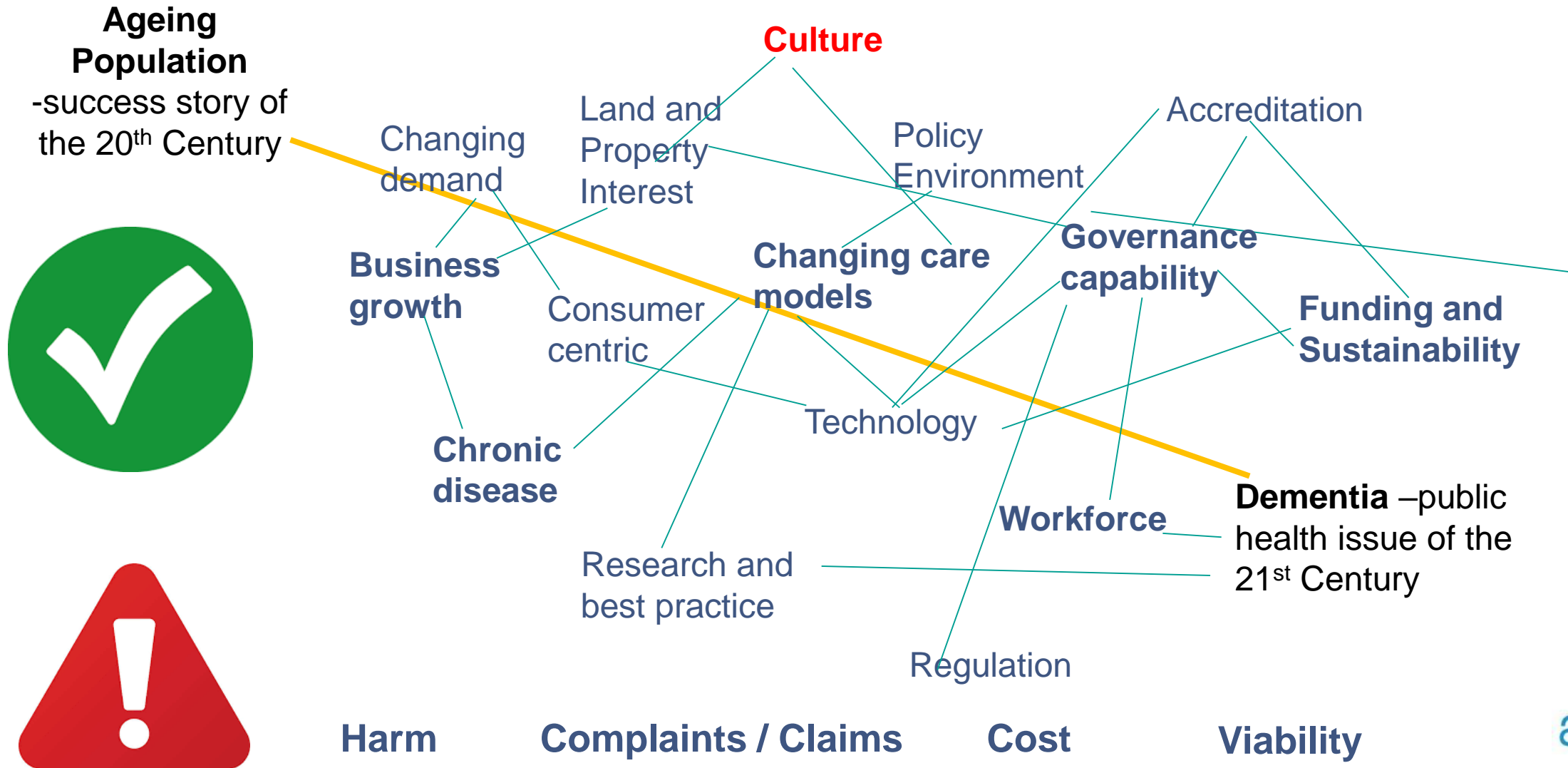


Dignity of Risk Forum

Balancing Dignity of Risk and Duty of Care



Risk Storm – Aged Care Sector



Disability Sector NDIS – Choice and Control



Human Rights

Choice and Control

Presumption of
capacity

Risk responsiveness

Efficiency and
Effectiveness



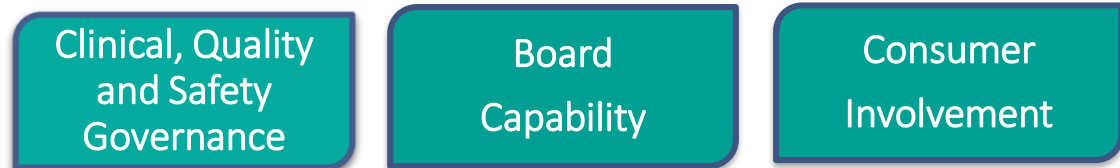
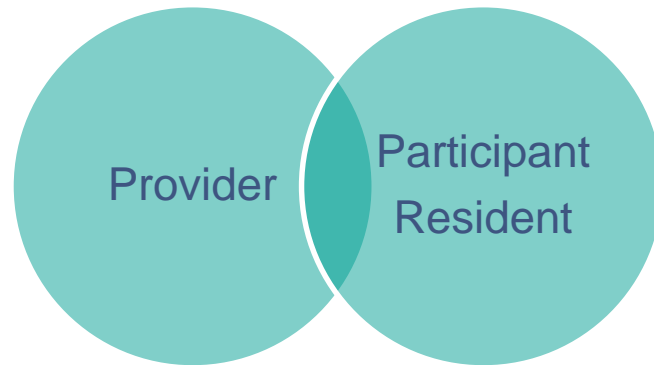
Good Governance is challenging

Governance
complexity

Frameworks
not keeping
pace

Poor culture
and mistrust

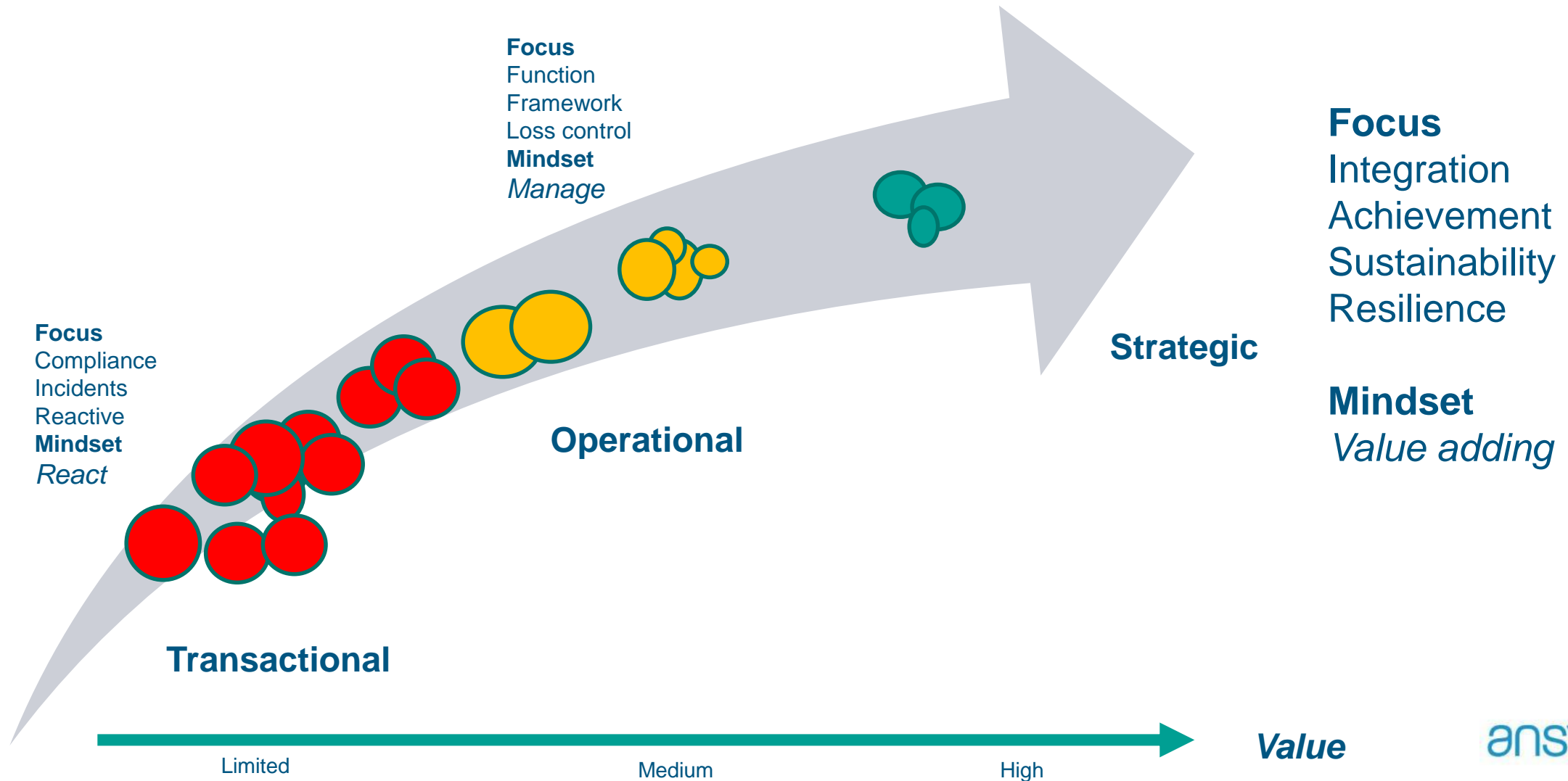
Paradigm Shift in Aged/Disability Care Governance



New Disability Quality and Safeguarding Framework and New Aged Care Standards

- Organisational Governance has a much stronger focus
- Significantly elevated role of the 'Governing Body'
- Governing Body is accountable for the delivery of safe and quality care.
- ***Governing for Vulnerable People*** is recognised as a specialist domain in its own right.

Current Risk Management Focus



Repositioning Governance and Risk

Traditional governance and risk management approaches are no longer adequate in times of greater complexity, uncertainty and in an evolving risk environment.

Taking Action – 3 *wise moves*

- 1 Integrate **corporate and clinical, quality and safety governance**
- 2 Review adequacy of **strategic plan and enterprise risk management**
- 3 Move the organisation to a more **consumer-centred and outcomes model**

1

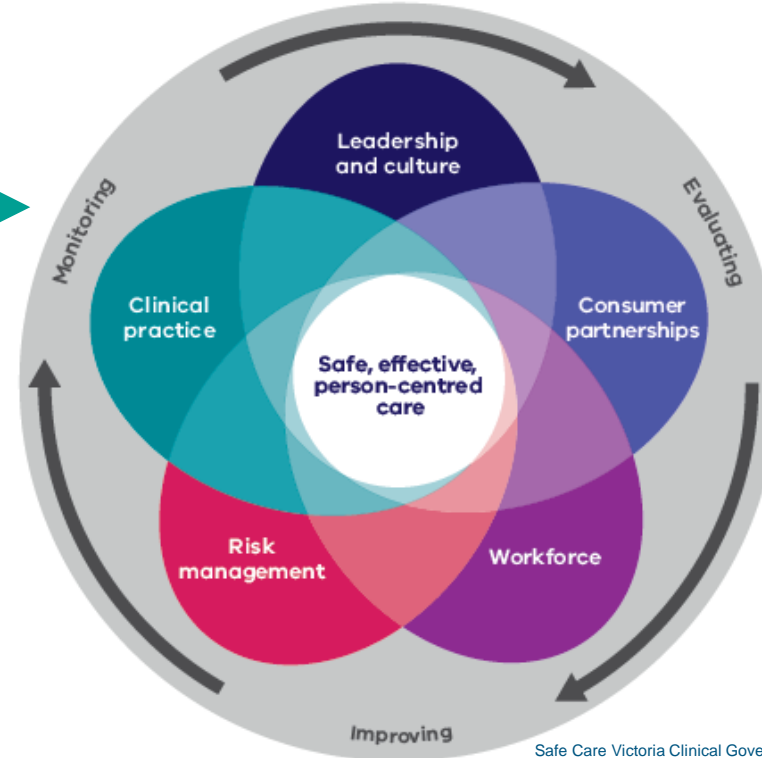
Integrate corporate and quality and safety governance

Corporate Governance Framework



Corporate Culture

SAFETY / CONSUMER-CENTRED / ACCOUNTABILITY



Safe Care Victoria Clinical Governance Framework
2017

Important Considerations:

- Strategic directions of the organisation must include objectives for quality/ safety / care services and involvement of consumers
- Skill mix of Boards will require review
- Appropriate Board subcommittees should support board oversight – corporate/financial and quality and safety/ risks.

Preventable
Harm

Abuse and
Neglect

Minimising
Restraint

Open
Disclosure

The *age of perpetual disruption!*

- ***Hope is not a strategy*** – plans must reflect objectives and responsibilities for governing for vulnerable people.
- ***Apathetic risk management*** is putting organisations at risk – frameworks must be transformed and matured.

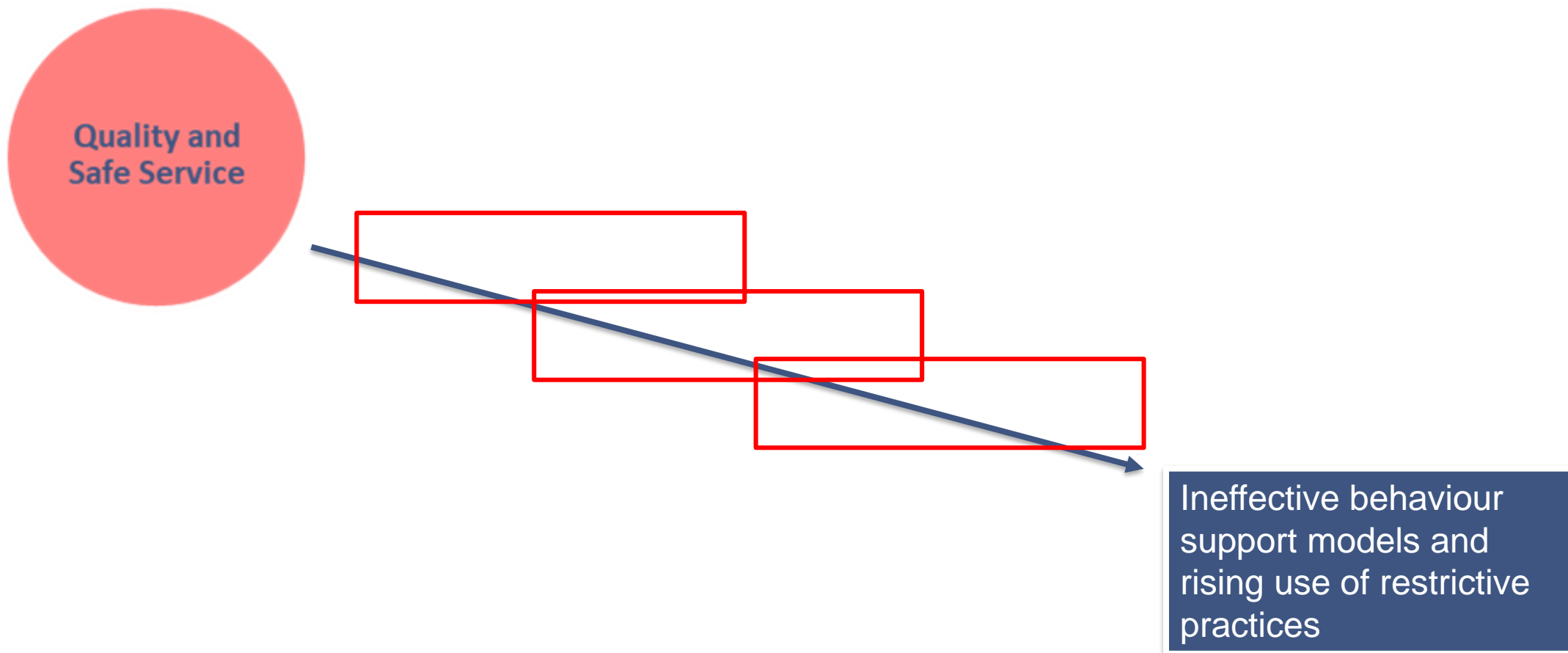


Governance and Risk in action

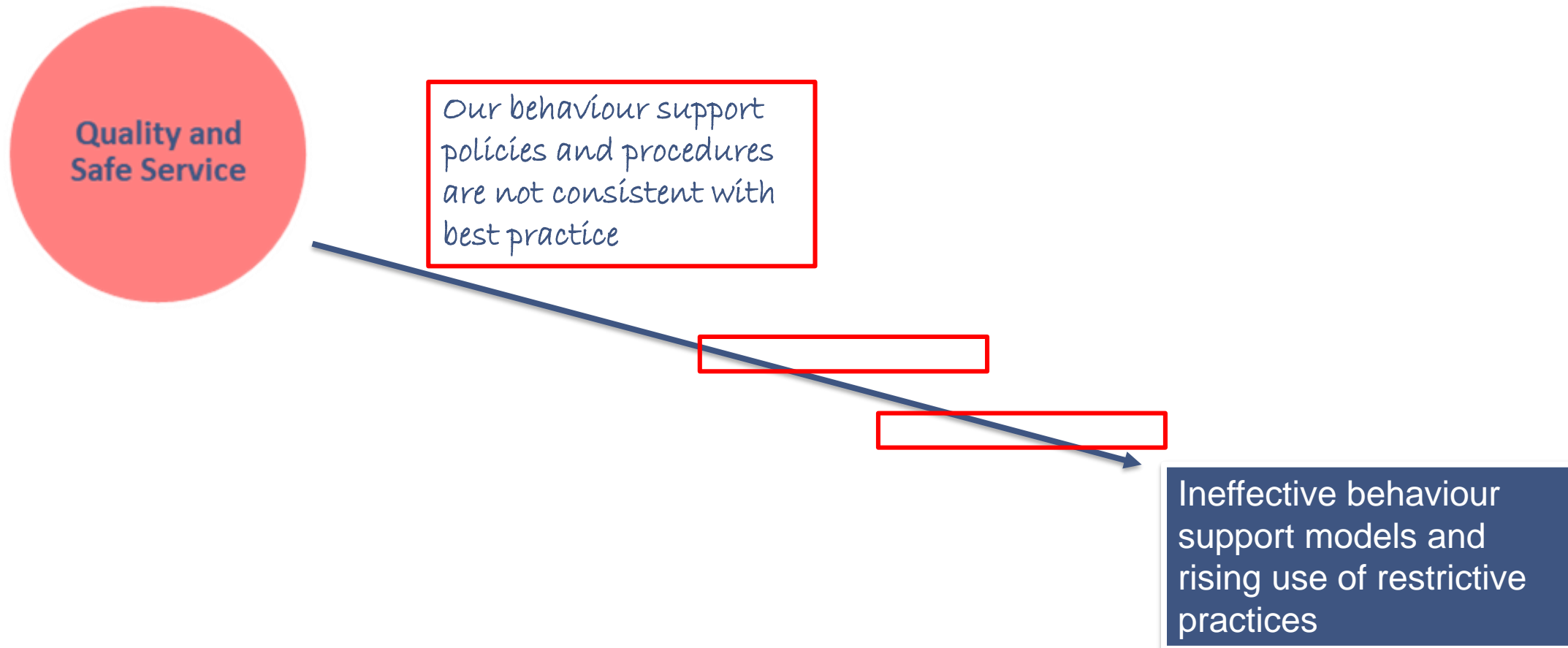


Harm

Objective: We provide high quality and person-centred services that respond to the needs of our clients; respecting their choices and rights




Objective: We provide high quality and person-centred services that respond to the needs of our clients; respecting their choices and rights



Objective: We provide high quality and person-centred services that respond to the needs of our clients; respecting their choices and rights



Questions – navigating uncertainty

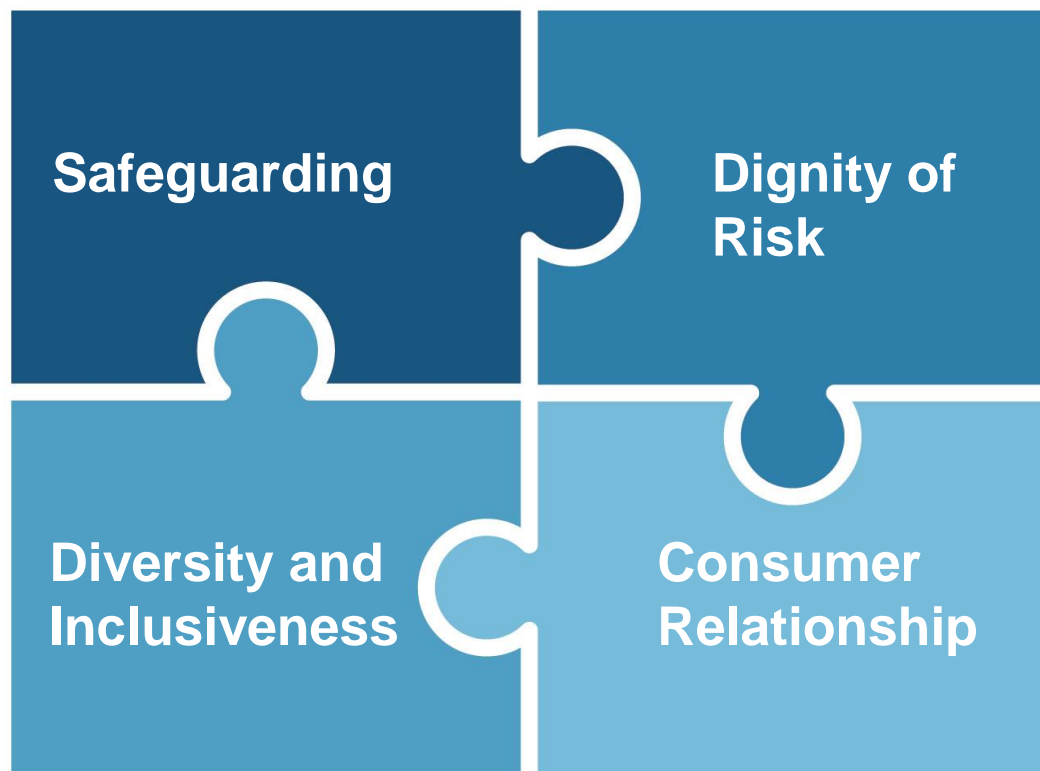


What are our governance arrangements with policies and procedures and do we have the right resources to support us with building and rolling them out?

Risk Management - Value



Move the organisation to a more **consumer-centred** and **outcomes** model



"I am confident the organisation is well run. I can partner in improving the delivery of care services."

Fundamental shift to consumer-led services and consumer's sense of self.

Governing Bodies are **accountable** for complex matters with consumers:

- A culture of safety and quality improvement
- Balancing *Duty of Care* and *Dignity of Risk*
- Identity, Diversity and Inclusiveness
- Safeguarding against abuse
- Choice.



Inhibiting risk dehumanises us

My Life

My Rights

My Needs

My Risks

Our Organisation

Our Obligations

Our Responsibilities

Our Risks

3Ps – ROYAL COMMISSION CONSIDERATIONS



PROCESS

Ensuring your organisation understands the purpose, function and responsibilities with the Royal Commission.



PREPARATION

Being ready to respond, seeking advice and strengthening governance



PARTICIPATION

Actions to take to stay involved, seek support and maintain focus on performance.

1. PROCESS

Understand the purpose,
work and terms of reference
– “*Governing Body RC Plan*”.



Organisation / Sector
implications – *expect
significant disruption.*



Communication to staff and
clients – *consider
implications, build
understanding.*



2. PREPARATION

Legal and Insurance preparedness – *work closely with advisers and your RC Plan.*



Assess your capacity to respond – *can you respond to requests for documents and evidence?*



Risk Management Framework – *assess its currency, effectiveness and your current risks.*



Key: Complaints / Current Issues / Compliance / Incidents – *5 years of information readily available?*



3. PARTICIPATION

Participation must be enabled – *participation readiness and clarifying your organisation's position.*



Receiving a summons – *immediately seek legal and insurance advice.*



Monitor and review hearings – *“brief up and down”.*



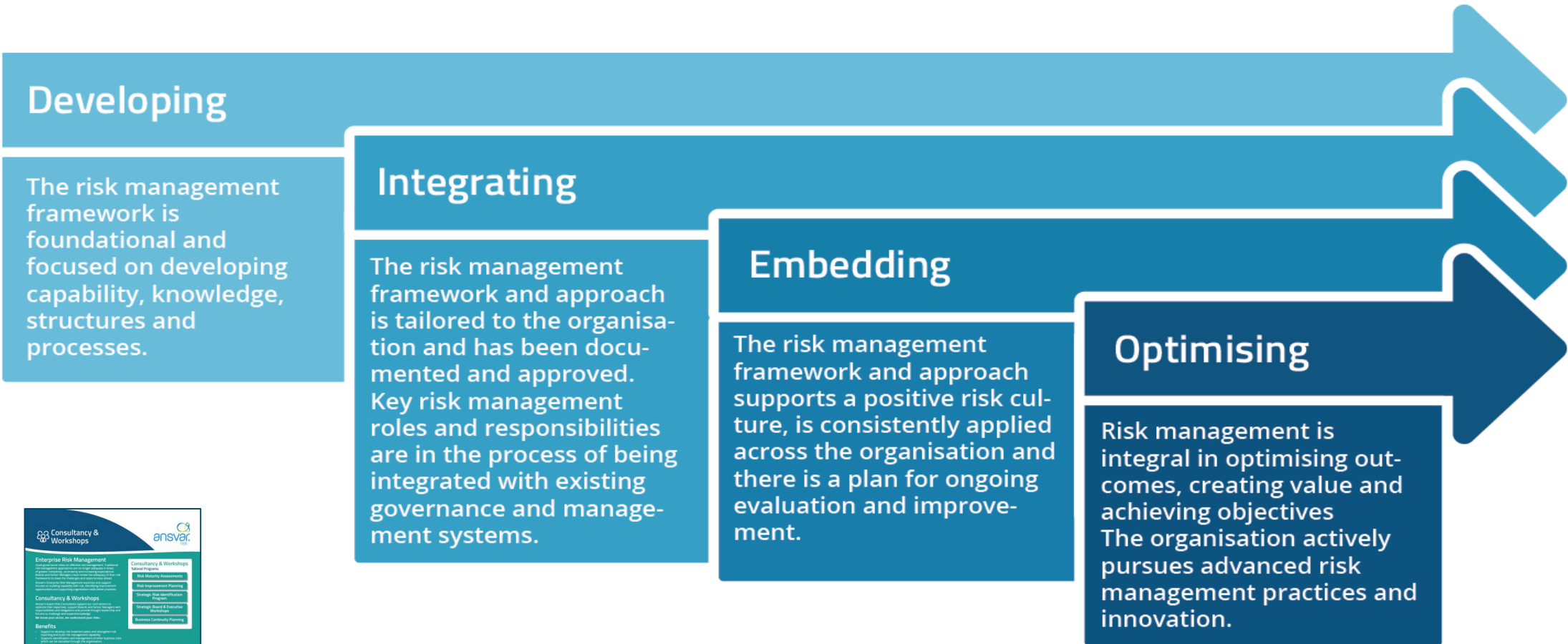
Good Governance cannot wait for the outcomes – *don't take your eyes off your strategy and performance.*



Strengthening Risk Management

- *Traditional risk management approaches are no longer adequate in times of greater complexity, uncertainty and a rapidly evolving risk environment*
- *Boards and Executives must review the adequacy and maturity of their Risk Management Framework to strengthen governance, compliance and risk culture.*

Value of Diagnostics – Risk Maturity



(Risk Maturity Model on brochure in pack)

Take action now

1

Review your risk framework

- Ensure your **strategic plan is current** and incorporates specific objectives regarding safe, inclusive and quality care.
- Review your organisation's **risk maturity and update the risk management policy and framework**. Have an improvement plan in place with 2-3 annual actions and ensure improvements are monitored by Board.

2

Raise risk management to the strategic level

- Ensure **strategic risk management has a strong enough focus** at board and senior management levels.
- Board must scrutinise key organisational risks, particularly those related to **quality and safeguarding**
- Review adequacy of **internal audit, compliance frameworks and insurances**.

3

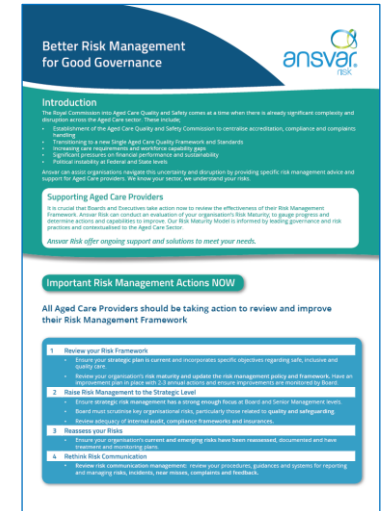
Reassess your risks

- Ensure your organisation's **current and emerging risks have been reassessed**, documented and have treatment and monitoring plans.

4

Rethink risk communication

- **Review risk communication management:** review your procedures, guidance and systems for reporting and managing **risks, incidents, near misses, complaints and feedback**.



(actions listed on brochure in pack)

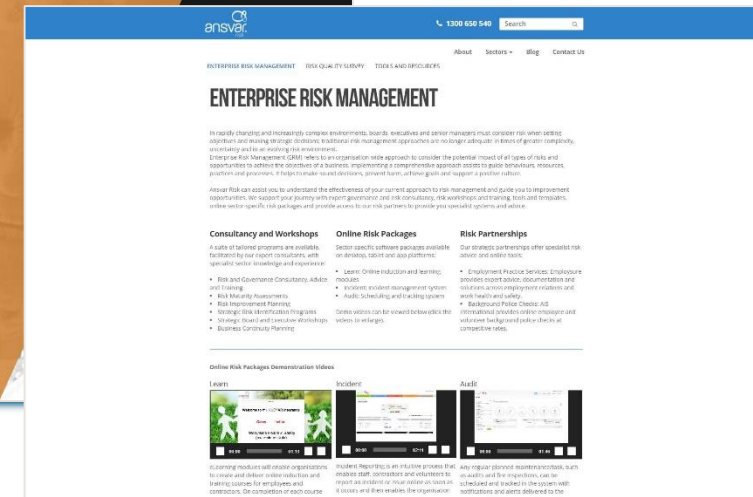
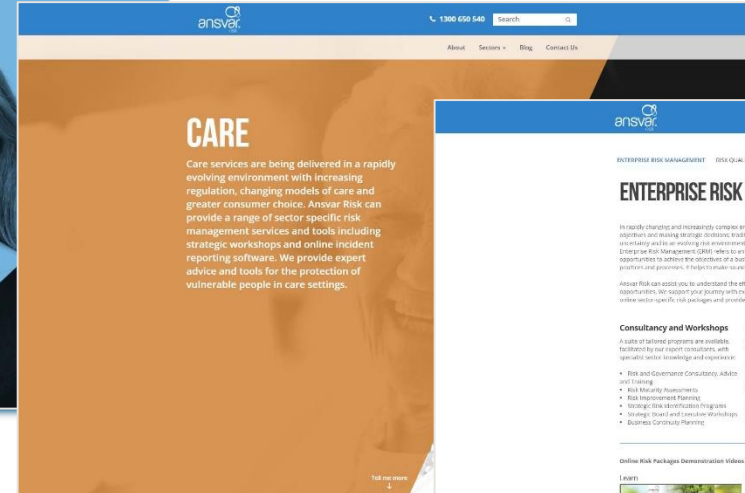
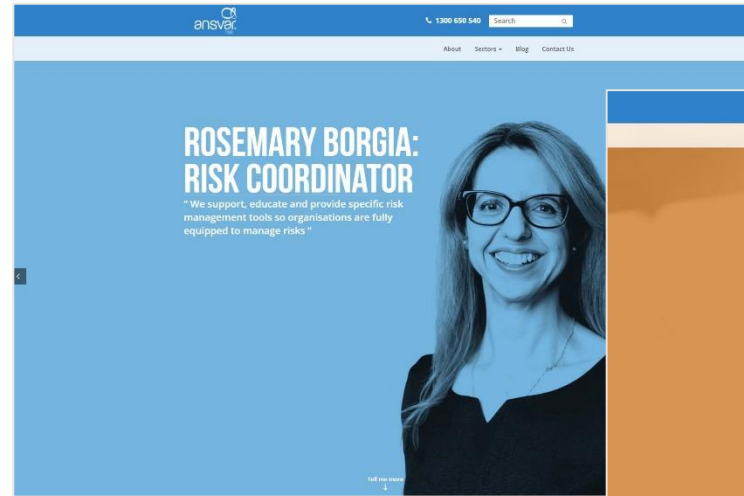
Ansvar Risk - *further information*



***We know your sector
We understand your risks***

More information available:

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 - Risk and Governance expertise and support options
 - Online Incident system
 - Risk tools and factsheets
 - Risk partners – legal panel, employment practices and background checking



www.ansvarrisk.com.au

Q&A Session



**Please ask our Risk industry experts any queries
you might have from their presentations**



Thank you

- A survey will be emailed to you in the coming days – we'd greatly appreciate your feedback
- Your CIP certificate (4 CIP points) will be emailed to you within the next week
- The presentation will be made available via the Ansvar website
- Please bring an extra Brochure Pack for your colleagues

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