



SERVING THE EUROBODALLA

This Risk Management Plan has been developed in order to define the measures which need to be taken, or kept under review, to ensure that Batemans Bay U3A meets all its legal obligations and manages its finances, records and people properly.

Among other things, the Plan calls for various new procedures and policies to be developed, for a Records Manager to be appointed, and for arrangements to be made for hard copies of U3A BB documents to be stored at a central secure location. These are all matters which the Management Committee will progress at its regular meetings. The Plan itself will be kept under review by the Committee and updated periodically to ensure it remains aligned with the operations of U3A BB as circumstances change.

Area of Risk	Specific Risks	Risk management strategies
<p style="text-align: center;">Our Governance</p>	<p>Failure to meet legal obligations.</p>	<ul style="list-style-type: none"> - President and Vice-President to review Constitution periodically to ensure it aligns with the <i>Associations Incorporation Act 2009</i>. - Management Committee to review Rules and Committee Handbook periodically. - Management Committee to ensure compliance with all governance arrangements enforced by Committee.
	<p>Inadequate management of the U3A Batemans Bay (eg, accountability, records management, etc)</p>	<ul style="list-style-type: none"> - All new Committee members to be provided with a hardcopy of U3A BB Constitution, Rules, Committee Handbook, and Risk Management Plan. - Regular Committee meetings to be held to ensure information is shared among all Committee members. - Committee to ensure that a sound records management system is in place. - Treasurer to ensure insurance premiums to NSW U3A are up to date.

Our Environment	Failure to provide a safe environment for members and volunteers.	<ul style="list-style-type: none"> - Course Coordinators to ensure that venues used by U3A meet safety requirements (e.g., smoke alarms) and liability insurance is covered. - Tutors and members are reminded periodically to: <ul style="list-style-type: none"> • call 000 in medical emergencies and accidents; • report any medical emergencies/accidents/incidents to Committee by phone; and • provide an Accident/Incident Report to the Secretary.
	Assets are not managed appropriately.	<ul style="list-style-type: none"> - U3A Equipment Officer to oversee purchase, maintain an assets register, maintain equipment, identify any issues, and report to the U3A Treasurer. - U3A Equipment Officer to identify which assets are recommended for disposal to the Committee.
	Insufficient access to appropriate teaching venues.	<ul style="list-style-type: none"> - All Committee members to identify suitable venues and develop and maintain good relations with relevant stakeholders: <ul style="list-style-type: none"> • Provide Certificates of Appreciation as appropriate.
	Failure to maintain good relations with key supporters.	<ul style="list-style-type: none"> - Invite key supporters to U3A celebrations, as appropriate.
Our Finances	Insolvency. Fraud. Improper use of funds.	<ul style="list-style-type: none"> - All major spending decisions to be approved by Committee or AGM as appropriate. - Treasurer to oversee all expenditure (two signatures per transaction) and require receipts and invoices for reimbursement of members' expenses. - Income and expenditure to be annually. - Treasurer to propose income and expenditure for Annual Budget to Committee for approval.

	Purchases, processes and contracts are not managed effectively.	<ul style="list-style-type: none"> - Treasurer to receive and manage a financial delegation to oversee purchases and include in financial statements to Committee.
Our Information.	Ineffective communication with members and stakeholders.	<ul style="list-style-type: none"> - Use of communication tools such as Town Crier, Newsletters, Facebook, and newspaper articles.
	IT Systems failure.	<ul style="list-style-type: none"> - Records to be securely stored on Cloud. - IT Coordinator to maintain records backup.
	Personal information on members' profile compromised.	<ul style="list-style-type: none"> - Sensitive personal information concerning members should not to be kept.
	Key documentation and records are inappropriately stored and lost.	<ul style="list-style-type: none"> - Records Manager to be appointed and undertake a stocktake of key documents. - Hard copies of U3A BB document to be stored at a central secure location. - Key documents to be digitised where practicable.
	Poor control of documents.	<ul style="list-style-type: none"> - Secretary to oversee the development of a Documents Management policy and procedures for use by the Records Manager. - Secretary to ensure that documents are maintained and preserved accordingly, in cooperation with Records Manager.
	Failure to efficiently retrieve documents.	<ul style="list-style-type: none"> - Key documents (such as attendance records, signed disclaimers, etc) to be provided to Records Manager, appropriately identified, and digitised onto google drive. - Records Manager responsible for maintaining documents on google drive. - Documents that are archival to be preserved.
	Breach of copyright by tutor/s.	<ul style="list-style-type: none"> - Treasurer to ensure copyright licences are sufficiently broad and payment up to date.

Our People	Tutors are not sufficiently recognised and valued.	<ul style="list-style-type: none"> - Committee to regularly express appreciation to tutors for the importance of the contributions they make. - All tutors to be treated with equal importance regardless of the nature of their course. - Members to be reminded periodically of the debt they owe to tutors and asked to assist them whenever possible.
	Insufficient tutors to support U3A activities.	<ul style="list-style-type: none"> - Committee to 'advertise' for additional tutors (e.g., Bay Post). - U3A brochures and regular publicity to include an invitation to prospective tutors and speakers to join U3A.
	Members who provide voluntary services to U3A BB are undervalued.	<ul style="list-style-type: none"> - Volunteers to be thanked by the Committee on a regular basis. - Volunteers Handbook to be developed, uploaded onto website, and provided to all new members.
	Complaints and grievances are not resolved effectively.	<ul style="list-style-type: none"> - Committee to exercise tact and courtesy in mediating any disputes between members and in dealing with any complaints about U3A activities.
Our Programs and Services	<p>Sustainability of U3A Batemans Bay threatened:</p> <ul style="list-style-type: none"> • Membership numbers decline. • Insufficient volunteers to support activities. • Programs and services not attractive to members. • Unequal age distribution demographic. • Succession planning is inadequate. • Inadequate demographic data for planning. 	<ul style="list-style-type: none"> - Committee to monitor the age and gender composition and when appropriate arrange: <ul style="list-style-type: none"> • Marketing and publicity targeting the benefits of U3A BB to attract a broad range of eligible members aged 50+ years; • Provide social events which are supported by members and attractive to new members; • Broadening course offerings by forming 'partnerships' with key stakeholders such as other U3A organisations, historic societies, bush-walking clubs, PC Users group, etc. - Skills of members to be identified and captured on application for membership and at registration day – including potential for short courses, one-off talks, etc. - Volunteer register to be developed, including details of skills, to identify

		<p>people ready to assist at short notice, including on an ad hoc basis.</p> <ul style="list-style-type: none"> - Lapsed members to be asked for feedback on decision not to re-join. - Special events coordinator appointed and asked to arrange more special events such as trips to galleries in other cities, and one-off musical performances. - Special events undertaken in accordance with special events policy and in consultation with coordinator.
	U3A activities restricted due to limited number or size of venues.	<ul style="list-style-type: none"> - Course coordinators to maintain a list of suitable venues, including cost and contact details. - Suitable venues treated as key resources. - Enrolled members unable to participate in a class to be reminded of their obligations to contact tutor or apologise on-line.
	Committee members, tutors, and key people are unable to undertake their roles (due to health issues, accidents, family commitments, etc).	<ul style="list-style-type: none"> - Procedures developed and document procedures uploaded onto accessible folders on google drive and reviewed periodically. - Committee members to communicate issues and discuss solutions and key role understudies to be managed by the Committee. - Committee to explore solutions and assist understudies in filling the roles.