



Safety information & risk assessment for visiting groups

Contents

Contents	1
Version information	3
1. Essential information	4
2. Purpose	4
3. General information	4
Getting to the Assembly	4
By school or chartered bus	5
By public transport	5
By car	5
COVID-19	5
Arrival & departure	6
Road safety	6
Security	6
Group size	6
Duty of care and workplace health and safety (child safety)	6
Public liability insurance	7
First aid	7
Emergencies	7
Staff background checks	7
Accessibility	7
Toilet facilities	7
Hospitality / allergies	8
Photography and filming	8
Student behaviour	8
4. What to do in an emergency	8
Procedure	8
Alert alarm signal	8
Evacuate alarm signal	9
Evacuation/assembly point	9

5. Parliamentary education Covid-19 policy and procedures	10
Policy requirements	10
School visits to the Assembly	10
Program	10
Venue preparation	11
Arrival and check-in at the precincts	11
Leaving the precincts	11
Education and engagement staff visits to schools	12
6. Risk assessment for individuals and school group visits to the Assembly	13
Context	13
Risk assessment for individuals and school groups	13
Appendix A: Risk matrix	16

Version information

Owner	Date and source of approval	Version and OLARIS#	Description of changes	Next review due
Senior Director, Office of the Clerk	October 2022	V1.0	Updates regarding COVID and visitors attending programs or visiting the Assembly building.	July 2028
Senior Director Office of the Clerk	February 2024	V 1.1	Removing social distancing requirements and outdated program/room limits	February 2026

2.

1. Essential information

Venue name: ACT Legislative Assembly

Location: 196 London Circuit, Canberra City, ACT 2600.

Legislative Assembly: (02) 620 50439 or ola@parliament.act.gov.au

Education program: (02) 6205 3016 or laeducation@parliament.act.gov.au

Website: www.parliament.act.gov.au

2. Purpose

This document has been prepared to assist MLAs, Education and Engagement staff, and those visiting the Assembly (particularly schools and community groups participating in the Assembly's education and engagement program).

It sets out:

- general information about visiting the Assembly;
- emergency management arrangements;
- arrangements for effectively managing risks associated with COVID-19; and
- a general risk assessment examining the risks associated with groups (and individuals) visiting the Assembly, along with the relevant controls in place to effectively manage those risks.

This information is not intended to replace an individual's or participating groups' (including schools') own risk assessment processes.

3. General information

The following general information is provided to assist groups and persons visiting the Assembly.

Getting to the Assembly

The Legislative Assembly is located at 196 London Circuit, the public entrance is located on Civic Square.



By school or chartered bus

Buses are able to set down visitors in the designated drop off point on London Circuit, adjacent to Civic Square. However, availability of these spaces cannot be guaranteed.

To avoid having to cross the road, visiting groups should disembark on the northbound side of the road which is immediately adjacent to the Assembly.

Due care should be given to ensure that school students do not wander onto the road when exiting or entering buses.

By public transport

The Assembly is a 6-minute walk from the Alinga Street light rail station and Civic interchange. There are also two bus-stops outside the Assembly building; stops 3003 and 3356.

By car

Paid short-and long stay public parking is available at:

- Southeast Constitution Avenue carpark (access off Constitution Avenue);
- Constitution Place, 220 London Circuit (basement carpark); and
- London Circuit carpark beside the CMAG building (access off London Circuit).

COVID-19

The safety, health and wellbeing of all visitors to the Assembly is our priority. The following restrictions apply:

- Covid-positive persons are not permitted in the Assembly precincts within five days of a positive test.
- A household contact of a covid-positive person is not permitted in the precincts within 7 days.
- Anyone with cold or flu-like symptoms is not permitted in the precincts.

In the case of school visits as part of the Assembly's education and engagement program, it is essential that, prior to arriving at the Assembly, schools assure themselves that no students or teachers are sick, symptomatic or the subject of isolation/quarantine arrangements issued by public health authorities.

All relevant public health directions issued by ACT Health ACT must be observed.

For more information, see section 4 of this document below.

Arrival & departure

Upon arrival, individual visitors to the Assembly should present to the public entrance to the Assembly, located next to Civic Square.

Prior to entry, visitors are subject to the relevant security screening procedures and any public health requirements that may be in place (see below).

Road safety

In relation to school visits, teaching staff are responsible for ensuring the safety of students participating in the Assembly's education and engagement program as they exit or enter buses. **Care should be taken to ensure that students do not wander onto the road when embarking or disembarking buses.**

Education and Engagement staff from the Office will meet groups at the public entrance to the Assembly, which is located next to Civic Square.

Security

All visitors to the building, including visiting school groups and those participating in education events, are required to undergo security screening.

Screening is similar to that which applies in airports, including metal detection scanning and x-ray scanning technology.

Teachers should allow about 10 minutes for security processing for a school group of 30 students.

Potentially threatening items such as knives, metal scissors, cricket bats and box-cutters cannot be taken into the building as such items are not permitted under Legislative Assembly access control policies and procedures.

Where security personnel detect a prohibited weapon (e.g. firearms, certain bladed weapons, tasers) during the screening process, it is the Assembly's protective security policy and procedure that the Australian Federal Police will be called. CCTV cameras are installed throughout the Assembly building.

Due to the limited space available, the Assembly asks that students' school bags are not brought to the Assembly precincts during class visits.

Group size

Visiting school groups must not be larger than 60 people (excluding staff). A visiting school group must be accompanied by a teacher (at least one teacher per class group of 30 students).

The contact details for the organising teacher must be provided to Education and Engagement staff prior to visits.

Duty of care and workplace health and safety (child safety)

The Assembly, and the Assembly Education and Engagement program takes children's health and safety—physical and psychosocial—very seriously.

Teachers have a duty to, so far as is reasonably practicable, ensure the health, wellbeing and safety of children who are under a school's care and charge while visiting the Assembly precincts. All students must be accompanied by a teacher.

The Speaker, Clerk, MLAs and Assembly staff also have duties under the [Workplace Health and Safety Act](#) to ensure that relevant WHS risks are managed effectively and that the Assembly precincts are safe. Through the Assembly's Health and Safety Committee relevant WHS risks are identified, assessed and treated to minimise health and safety risks to the greatest extent possible.

After consultation with the Standing Committee on Administration and Procedure, the Speaker and the Clerk have adopted a [child safety code of conduct and policy](#).. These are available on the Assembly website and the Assembly intranet.

Public liability insurance

The Assembly is covered by appropriate public liability insurance and school groups visiting the Assembly to participate in its education programs are covered under this policy.

First aid

The Legislative Assembly has a first aid room, first aid kits and a number of staff with first aid qualifications available throughout the building. For more information on first aid contact the Principal Attendant on (02) 6205 0439.

The Assembly also has a defibrillator located near the public entrance.

Emergencies

The Office of the Legislative Assembly has in place appropriate evacuation procedures dealing with a range of scenarios. Exit points are clearly sign-posted, evacuation instructions are listed near key entry and exit points, and evacuation alarms and an emergency intercom system can be deployed in the event of an emergency of some type (see section 4 below).

Staff background checks

Education and Engagement Officers, who have direct contact with vulnerable persons, including children, are registered pursuant to the *Working with Vulnerable People (Background Checking) Act 2011*.

Accessibility

Visitors can move between the floors of the building via lifts. Accessible toilets are available on the ground floor of the London Circuit side of the building.

Toilet facilities

Public toilets are located on the ground floor of the London Circuit side of the building (in between the committee rooms) and the ground floor adjacent to the reception room.

Hospitality/ allergies

From time to time, refreshments may be provided to visitors.

It should be noted that because food is prepared offsite, the Assembly does not guarantee that any of the food provided will meet the needs of people with dietary requirements such as celiac or those with allergies to foods such as peanuts.

To ensure safety, schools are advised to make their own arrangements for students/participants who may have food allergies or sensitivities.

Photography and filming

Photography and filming within the Assembly building is not permitted without the prior approval of the Speaker.

Student behaviour

Teachers are expected to ensure that students maintain appropriate standards of behaviour in the chamber, public gallery and throughout the building generally. Students should be adequately supervised by teachers at all times.

Students should be reminded that the use of mobile phones, speaking loudly and other disruptive behaviour is prohibited in the chamber. No food or drinks are allowed in the chamber.

4. What to do in an emergency

A full emergency evacuation will be initiated in response to a potentially life-threatening situation or when the building cannot function due to service malfunctions.

The following procedure outlines the actions that must be taken by building occupants, including by visitors and school groups, in the event of an emergency evacuation.

Procedure

In the event of an emergency, an alert by the following alarm signals will be broadcast over the building's Emergency Warning Intercom System (EWIS):

- Alert—an intermittent "beep, beep" sound
- Evacuate—a continuous "whoop, whoop" sound

Alert alarm signal

When the "alert" alarm is sounded, all building occupants should:

1. gather personal belongings (if safe to do so)—if a building occupant is on another floor do not attempt to return to work area for personal belongings;

2. secure your workstation and any sensitive documentation and switch-off and/or isolate all equipment etc. (if time permits);
3. do not use desk telephone;
4. wait until directed by a Warden to evacuate;
5. ensure any visitors to the workplace are aware of emergency procedures; and
6. tradespersons on site should make the site that they are working on safe (if time permits).

Evacuate alarm signal

When the "evacuate" alarm is sounded or when directed by a Warden, building occupants should:

1. close but do not lock the door;
2. move into the corridor in an orderly manner;
3. ensure any visitors to the building move to the corridor;
4. advise the Warden or Floor Warden of any person not participating in evacuation;
5. assist any person who is physically impaired to follow the directions of the Wardens or the green EXIT signs to a safe area (do not use lifts); and
6. go to the designated assembly point on the steps of the Canberra Theatre and assemble in work groups to assist in positively identifying that all building occupants have been successfully evacuated and to aid in subsequent planning.

Evacuation/assembly point

The evacuation/assembly point for staff and visitors in the Assembly precincts is on the steps of the Canberra Theatre. There are a five different emergency exits from the Assembly building as shown in the below diagram.



5. Parliamentary education Covid-19 policy and procedures

Policy requirements

The following requirements apply to all groups and persons visiting the Assembly as part of the Assembly's parliamentary education program:

1. A person who has tested positive for Covid is not permitted in the precincts for a period of five days from their positive test.
2. A person who is a household contact of a Covid-positive person is not permitted in the precincts for a period of 7 days.
3. Any person exhibiting cold or flu-like symptoms is not permitted in the Assembly precincts.
4. All public health directions and any restrictions must be observed.
5. Groups must not be larger than 60 people (excluding office staff).
6. All visitors must be screened at the public entrance (only two people are permitted in the vestibule next to the screening point at any one time).
7. Contact details of all visitors to be obtained, for school groups all teacher contact details required.
8. All posted room limits must be observed.
9. Visiting groups are not permitted in the secure areas of the building.
10. Visitors are to follow instructions given by education and engagement officers and Assembly attendants.
11. Limited or no catering depending on prevailing assessment of risk.

School visits to the Assembly

The following procedures and requirements apply to the Assembly's Education and Engagement staff, attendant staff and other staff involved in delivery of the Assembly's parliamentary education function.

Program

1. Clear communication with visit organisers to ensure compliance with COVID-19 health and safety requirements, including:
 - a. reusable resources and equipment will be cleaned between groups;
 - b. security screening and use of sanitiser on entry to the building;
 - c. any rubbish/recycling to be placed in appropriate bins by participants at conclusion of the program;

- d. all instructions by Assembly staff must be followed to ensure safe conduct of the program.

Maintaining regular communication between Education and Engagement staff and school/community group organisers to be sure that the most recent public health advice is properly considered in organising an event.

Where public health advice affects the Assembly's assessment of risk, program cancellations may occur at short notice.

Education and engagement staff to advise all organisers of group bookings that the health of all participants should be monitored and if anyone is sick the group should not proceed with the visit.

No person who is sick or has cold or flu-like symptoms is permitted entry to the Assembly precincts.

Venue preparation

1. Education and engagement staff will:
 - a) check all sanitiser dispensers, organise refills as required (relocate mobile dispensers to venue);
 - b) wipe down/sanitise mace and other educational aids after each use.

Posters for hand hygiene, prevent the spread of germs and your COVID responsibilities are displayed in areas where visitors participated in programs, events or meetings (www.covid19.act.gov.au/signs-and-factsheets).

Arrival and check-in at the precincts

1. Upon arrival, education and engagement staff will:
 - a. Explain venue and safety information including in relation to emergency management, evacuations etc.
 - b. ensure contact details of all adults are obtained during security screening process (or beforehand in the case of school groups); and
 - c. advise of sanitiser arrangements, everyone to use on entry to the Assembly.
 - d. .

Once in the room where program is to be conducted education and engagement staff will adhere to room limits in all areas.

During breaks, education and engagement staff will advise that courtyards can be used as a breakout space.

Leaving the precincts

1. Education and engagement staff to:
 - a. direct students to place all materials placed in correct bins or taken by participants before leaving.

- b. advise attendants to contact cleaners to undertake thorough cleaning of rooms/equipment.
- c. thoroughly wash their hands after doing any cleaning of program resources at the conclusion of an event (e.g. mace).

Education and engagement staff visits to schools

1. The following procedures and requirements apply to the Assembly's Education and Engagement staff, attendant staff and other staff involved in delivery of the Assembly's parliamentary education function.
2. Clear communication to the visit organiser to ensure compliance with COVID-19 health and safety requirements are met.
3. The following requirements/procedures apply:
 - a. Education/engagement officers will enter the school, sign in and go straight to the classroom where the program is to be conducted, run the program and leave again immediately afterwards. Ensure any paperwork required by schools has been completed prior to the visit.
 - b. Mock mace, this will be cleaned prior to the visit, handled only by education staff and one student during the roleplay (as sergeant-at-arms) and cleaned again at the conclusion of the visit.

Role-play scripts will be cleaned prior to the visit and cleaned again at the conclusion of the visit.

6. Risk assessment for individuals and school group visits to the Assembly

Context

The Office of the Assembly has as a statutory function the provision of parliamentary education about the Assembly and its committees. This risk assessment is directed towards articulating the risks that confront the Office in relation to the education function, it includes modifications to the program arising from the COVID-19 pandemic to establish the controls and treatments that will be/have been implemented to lower the likelihood and consequence of these risks to within acceptable parameters. Risks have been assessed against the [ACT's whole-of-government risk matrix](#).

The Office will decide when to conduct school and community group visits based on the prevailing public health advice and an assessment of risk.

Risk assessment for individuals and school groups

Risk	Source and contributors	Controls	Additional treatments	Assessment with treatment
Road safety risks associated with arrival and departure	Bus drop-off zone on Civic Square is a main road (London Circuit), potential for interaction with traffic.	<ul style="list-style-type: none"> Groups should disembark/embark on the northbound side of the road which is immediately adjacent to the Assembly. School groups should make their way to the public entrance of the building and present to the security attendants for screening. The Venue and safety information for visiting groups is provided to teachers/schools prior to their attendance at the precincts. This allows for expectation management and situational awareness on the day. 	<ul style="list-style-type: none"> Teaching staff are responsible for ensuring the safety of students as they leave or enter buses, as well as safe passage to and from the Assembly building. 	Likelihood—1 Consequence—4 (in the form the impact is most likely to take) Risk: Medium
Slip, fall and trip accidents	<ul style="list-style-type: none"> Poor/risky behaviour Lack of supervision General slip/fall/trip risks outlined in WHS risk register 	<ul style="list-style-type: none"> Students sit one per seat during programs and move between areas in an orderly manner, no running or pushing. Ensure teacher/staff supervision or students. No running, jumping in the courtyard area, move carefully between different surfaces (concrete, paving and grass), do not walk on or over garden beds. General hazards giving rise to possible slips, trips etc are identified as part of the Office's hazard identification process. 	<ul style="list-style-type: none"> Assembly education team to remove any potential hazards when setting up an area for an education program. Ongoing monitoring of ad hoc hazards that might arise in the course of set up / delivery. Teachers remain with the students and are responsible for their supervision at all times in all spaces. The Assembly building has a first aid room, security staff are trained in first aid. Teachers are able to bring a bag containing first aid items into the building. The Assembly building also has a defibrillator which is located at the public entrance. 	Likelihood—3 Consequence—2 (in the form the impact is most likely to take) Risk: Medium
Poor health / safety outcomes for children or young people	<ul style="list-style-type: none"> Visiting groups of students under 18 years of age Work experience/internship placements for students (under 18 years) Inadequate policy provision for working with vulnerable people (child safety) 	<ul style="list-style-type: none"> All Education Officers have a current Working with Vulnerable People registration card. Develop and adopt child safety code of conduct and policy (communication by Speaker/Clerk to all members and their staff. Policy requirements around supervision, no off-site components (i.e., members not to take students out of the precincts) in connection with work experience program. Implementation of revised induction arrangements for MLAs and participants in vocational programs addressing duty of care and particular requirements for hosting/participating. 	<ul style="list-style-type: none"> Students to remain at the Assembly precincts for all work experience activities. Induction program on HROnboard. 	Likelihood—2 Consequence—3 (in the form the impact is most likely to take) Risk: Medium

Risk	Source and contributors	Controls	Additional treatments	Assessment with treatment
		<ul style="list-style-type: none"> After consultation with the Standing Committee on Administration and Procedure, the Speaker and the Clerk have adopted a child safety code of conduct and policy. These are available on the Assembly website and the Assembly intranet. 		
Allergic reactions and medical emergencies	<ul style="list-style-type: none"> Catering at events Allergens in offices/workspaces 	<ul style="list-style-type: none"> To ensure safety, visitors with any food allergies should arrange to bring their own food. Food provided by the Assembly cannot be guaranteed to be free of allergens. Offices hosting work experience or internship students advised of allergies/medical conditions to ensure a safe working environment. Education staff to request allergy/medical information from work experience/internship students to ensure supervisors can be appropriately briefed to provide safe workspaces. 		<p>Likelihood—2</p> <p>Consequence—3 (in the form the impact is most likely to take)</p> <p>Risk: Medium</p>
Student separation from the group	<ul style="list-style-type: none"> Students going to bathrooms Students left behind in a room as part of a tour 	<ul style="list-style-type: none"> Students are moved between activities in a coordinated manner. Rooms in the building are located in close proximity to each other and security staff are able to direct students to the correct location in the unlikely event of a separation from the group. 	<ul style="list-style-type: none"> Teachers remain with the students and are responsible for their supervision at all times in all spaces. Education staff to check spaces to ensure all students have exited before proceeding with a program/tour. 	<p>Likelihood—3</p> <p>Consequence—2 (in the form the impact is most likely to take)</p> <p>Risk: Medium</p>
Theft, damage to Assembly property	<ul style="list-style-type: none"> Inadequate teacher supervision, students left unattended Lack of clarity about behaviour in the chamber 	<ul style="list-style-type: none"> CCTV—deterrent, post incident investigation Teacher supervision Signage about not playing with/interfering with furniture, items in the chamber. 		<p>Likelihood—2</p> <p>Consequence—2 (in the form the impact is most likely to take)</p> <p>Risk: Medium</p>
Theft, damaged, or lost visitor property	<ul style="list-style-type: none"> Student bags and valuables brought to the Assembly 	<ul style="list-style-type: none"> Storage of bags is limited, it is encouraged that students do not bring bags as all equipment required for programs is provided. Any bags will be screened by security and stored in the room where programs are conducted. 	<ul style="list-style-type: none"> Security of valuables cannot be guaranteed, visitors are asked to remove valuables from bags and keep them on their person 	<p>Likelihood—4</p> <p>Consequence—2 (in the form the impact is most likely to take)</p> <p>Risk: Medium</p>
Assembly Education officers and students/teachers exposed to coronavirus	<ul style="list-style-type: none"> Transmission between Assembly Education officers and students/teachers during programs run in schools. Failure to comply with physical distancing requirements and other COVID safe requirements. Inadequate sanitisation between events/visits Inadequate screening of visitors, students, staff, teachers etc. 	<ul style="list-style-type: none"> Visit can only take place in the event that there are no students and/or teachers who are symptomatic (confirm on the day prior to the visit that this is the case and again upon arrival at the venue on the day). Education Officers not to proceed with program if they are symptomatic. Use of hand sanitiser before, during and after visit Sanitising any materials that are used in the visit (e.g. mock mace) Leave single use resources with the teacher and students. 	<ul style="list-style-type: none"> Provide contact details to the school so notification can occur in the event of a COVID contact being identified Keep teacher contact and class details for the conducted program so notification can occur in the event of a COVID contact being identified 	<p>Likelihood—2</p> <p>Consequence—3 (in the form the impact is most likely to take)</p> <p>Risk: Medium</p>

Risk	Source and contributors	Controls	Additional treatments	Assessment with treatment
Transmission of coronavirus between education program participants and occupants of the Assembly precincts (MLAs, Office staff, members' staff etc) leading to illness/COVID-19	<ul style="list-style-type: none"> Poor screening Poor policy/administrative controls Inadequate hygiene arrangements Lack of cleaning/sanitation Lack of PPE Poor understanding of implementation/enforcement of internal controls Inadequate response where a suspected or confirmed case has been present in the precincts as part of the education program 	<ul style="list-style-type: none"> Cleaning procedures following attendance by groups/visitors Use of sanitiser Signage regarding room limits, hygiene requirements Observation of rooms limits Limited or no catering depending on prevailing assessment of risk Application of Safework Australia procedure related to suspected or confirmed cases as circulated to all occupants of the precincts. Notify Manager, Security and Building Services/Manager, HR and Entitlements, public health/WorkSafe authorities. 	<ul style="list-style-type: none"> Adoption and application/implementation of Procedure for check-in (see above), procedure for conduct of programs (see above)—Education Officers (As at time that visits within the precincts resume) 	Likelihood—2 Consequence—3 (in the form the impact is most likely to take) Risk: Medium

Appendix A: Risk matrix

Please see over the page for more consequences



Last Update: 30 September 2021

Consequence **					
Category of Risk	Insignificant	Minor	Moderate	Major	Catastrophic
Financial	1% of Project / Entity Budget or <\$5K	2.5% of Project / Entity Budget or <\$50K	> 5% of Project / Entity Budget or <\$500K	> 10% of Project / Entity Budget or <\$5M	>25% of Project / Entity Budget or >\$5M
Business Operations	Minor errors in systems or processes requiring corrective action and/or minor delay without impact on overall schedule and/or insignificant impact on business outcomes and strategic objectives.	Services (including those of providers) do not fully meet needs and/or minor impact on business outcomes and strategic objectives and/or subsidiary services experience minor disruptions.	One or more key accountability requirements not met and /or inconvenient but not client welfare threatening and/or moderate impact on business outcomes and strategic objectives and/or a number of objectives not met, minor or subsidiary services	Significant impact on business and /or strategic objectives and/or strategies not consistent with Government's agenda and/or trends show service is degraded and/or key service delivery impaired.	Strategic business outcomes/ processes fail, control infrastructure failure, critical business objectives not met.
Compliance/ Regulation	Non-compliance with policies, procedures & guidelines and standard operating procedures which are not legislated or regulated.	Numerous instances of non-compliance with work policy and standard operating procedures which are not legislated or regulated.	Non-compliance with work policy and standard operating procedures which are regulated or legislated.	Restriction of business operations by regulator due to non-compliance with relevant guidelines and /or significant non-compliance with policy and procedures which threaten business delivery.	Operations shut down by regulator for failing to comply with relevant guidelines / legislation and /or significant non-compliance with internal procedures which could result in failure to provide business outcomes and service delivery.
Service Delivery	No loss of an essential/critical service and/or loss of, or interruption to, non critical/non-core services up to 3 days.	Loss of an essential/critical service for less than 4 hours and/or loss of, or interruption to, non critical/non-core services for 3 - 5 days.	Loss of one or more essential/critical services for more than 4 hours and up to 3 days, and/or loss of, or disruption to, non critical/non-core services for up to 10 days.	Loss of one or more essential/critical services for more than 3 days and up to 4 or more weeks, and/or loss of part of an essential service that is high risk (life based) and/or disruption to non-critical services over subsequent weeks.	Loss of one or more essential/critical services for more than 4 weeks that continues for months and/or loss of an essential service that is high risk (life based) and/or disruption to non-critical services over subsequent months.
Reputation & Image	Internal review and/or minor dissatisfaction across a small number of demographic groups or stakeholders.	Scrutiny required by internal committees or internal audit to prevent escalation and/or moderate dissatisfaction across a small number demographic groups or several stakeholders.	Local media scrutiny (1 week) and/or scrutiny required by external committees or ACT Auditor General's Office, or inquest etc and/or dissatisfaction across a few demographic groups or multiple stakeholders.	Intense public, political and national media scrutiny (1 week) and/or Minister / Chief Minister involvement and/or dissatisfaction across a large range of demographic groups and stakeholders.	Adverse finding from Assembly inquiry or Commission of inquiry or sustained adverse international media and/or loss of public confidence in Government or Public Service forcing changes to the machinery of Government.

Likelihood of Consequence	Description	Historical Frequency	Expectation	Matrix	1	2	3	4	5
	Almost Certain	Occurs on most occurrences of the activity	Expected to happen this time	5	Medium	High	High	Extreme	Extreme
	Likely	Occurs on some occurrences of the activity	Expected to occur on one of the next few occasions	4	Medium	Medium	High	High	Extreme
	Possible	Infrequently occurs here	Could occur at some time in the future. Would not be surprised if occurred	3	Low	Medium	Medium	High	Extreme
	Unlikely	Has never occurred here	Might occur but unlikely. Would be surprised if it occurred	2	Low	Medium	Medium	High	High *
	Rare	Has never occurred here, but may have / has occurred somewhere	Might occur, but only in exceptional circumstances. Would be very surprised if occurred	1	Low	Low	Medium	Medium	High *

Risk Control Effectiveness	
Control Effectiveness	Guide
Adequate	Controls are well designed and operating effectively in treating the root cause of the risk. Additional controls exist to appropriately manage consequence. Controls are largely preventative and management believes that they are effective and reliable at all times. Nothing further to be done except review and monitor the existing controls.
Room for Improvement	Some deficiencies in controls have been identified however most controls are designed and implemented effectively in treating some root causes of the risk. While some preventative controls exist, controls are largely reactive. There are opportunities to improve the design/implementation of some controls to improve operational effectiveness.
Inadequate	Significant control deficiencies identified. Either controls do not treat root cause or they do not operate effectively. Controls, if they exist are just reactive. Management has little confidence on the effectiveness of the controls due to poor control design and/or very limited operational effectiveness.

* Hint: To help assess the consequence and likelihood of a risk:

1. Consequence- What will be the outcome/impact should the risk eventuate in the most normal form? Where there are many consequences, choose the one that has the highest outcome/impact.
2. Likelihood- What is the likelihood of that outcome/impact?
3. When identifying, analysing and rating risk, consideration should be given but not necessarily limited to the above categories of risk and the suggested examples of frequency and consequences.

Priority for Attention/Action			
Priority	Indicative Escalation *	Suggested timing for treatment	Authority for tolerance of risk
Extreme	Within 24 hours	Short-term - normally within one month.	Director-General
High	Within 7-14 days	Medium term – normally within three months.	Senior Executive
Medium	Within 1-3 months	Normally within one year.	Managers
Low	1-3 months in course of normal business	Ongoing control as part of a management system.	All Staff

* Priority for Attention / Action

Every care should be taken to act as soon as possible to implement risk control measures wherever possible or to take action to fix the problem. 'Extreme' and 'High' risks especially where the risk relates to people and personal injury require us to act immediately to take steps to fix the problem. The suggested timing of treatment does not mean that immediate action ought not be taken or that the timing can not be completed sooner than suggested.

Category of Risk	Contextual definition	Consequence of risk in the most normal form				
		Insignificant	Minor	Moderate	Major	Catastrophic
Business Operations	Achievement of strategic and operational business objectives	Minor errors in systems or processes requiring corrective action and/or minor delay without impact on overall schedule and/or insignificant impact on business outcomes and strategic objectives.	Services (including those of providers) do not fully meet needs and/or minor impact on business outcomes and strategic objectives and/or subsidiary services experience minor disruptions.	One or more key accountability requirements not met and /or inconvenient but not client welfare threatening and/or moderate impact on business outcomes and strategic objectives and/or a number of objectives not met, minor or subsidiary services impaired.	Significant impact on business and / or strategic objectives and/or strategies not consistent with Government's agenda and/or trends show service is degraded and/or key service delivery impaired.	Strategic business outcomes/ processes fail, control infrastructure failure, critical business objectives not met.
Service Delivery	Delivery of functions of the business/branch/ entity depending on their classification as essential/critical or not	No loss of an essential/critical service and/or loss of, or interruption to, non critical/non-core services up to 3 days.	Loss of an essential/critical service for less than 4 hours and/or loss of, or interruption to, non critical/non-core services for 3 - 5 days.	Loss of one or more essential/critical services for more than 4 hours and up to 3 days, and/or loss of, or disruption to, non critical/non-core services for up to 10 days.	Loss of one or more essential/critical services for more than 3 days and up to 4 or more weeks, and/or loss of part of an essential service that is high risk (life based) and/or disruption to non-critical services over subsequent weeks.	Loss of one or more essential/critical services for more than 4 weeks that continues for months and/or loss of an essential service that is high risk (life based) and/or disruption to non-critical services over subsequent months.
Compliance/Regulation	Non compliance with legislation, regulation, policy or procedure (including conflicts of interest), and the associated consequences to operations	Non-compliance with policies, procedures & guidelines and standard operating procedures which are not legislated or regulated.	Numerous instances of non-compliance with work policy and standard operating procedures which are not legislated or regulated.	Non-compliance with work policy and standard operating procedures which are regulated or legislated.	Restriction of business operations by regulator due to non-compliance with relevant guidelines and / or significant non-compliance with policy and procedures which threaten business delivery.	Operations shut down by regulator for failing to comply with relevant guidelines / legislation and /or significant non-compliance with internal procedures which could result in failure to provide business outcomes and service delivery.
Cultural & Heritage	Damage or adverse outcomes to items or places of cultural or heritage value	Consists of, but is not limited to, repairable damage or no impact to the heritage place or object and/or Unauthorised conduct to the heritage place or object, including Aboriginal places and object. The conduct has no or repairable impact.	Consists of, but is not limited to, repairable damage to the heritage places or object and/or Unauthorised conduct that diminishes the heritage significance of the place or object, including Aboriginal places and objects. The conduct has minor repairable adverse heritage impact.	Consists of, but not limited to, repairable or irreparable damage to the heritage place or object and/or Unauthorised conduct that diminishes the heritage significance of the place or object, including Aboriginal places and objects. The conduct may or may not have an acceptable heritage impact.	Consists of, but not limited to, significant, or irreparable damage, or total loss of the heritage place or object and/or Unauthorised conduct, including negligent conduct, that diminishes the heritage significance of the place or object, including Aboriginal places and objects. The conduct has an unacceptable heritage impact.	Consists of, but not limited to, permanent or irreparable damage, or total loss of the heritage place or object and/or Unauthorised conduct, including reckless conduct, that diminishes the heritage significance of the place or object, including Aboriginal places and objects. The conduct has an unacceptable heritage impact.
Financial	Financial losses from the project or entity represented as either a percentage of the project/entity budget or a dollar amount, whichever is the greater	1% of Project / Entity Budget or <\$5K	2.5% of Project / Entity Budget or <\$50K	> 5% of Project / Entity Budget or <\$500K	> 10% of Project / Entity Budget or <\$5M	>25% of Project / Entity Budget or >\$5M
Information & Records Management	Access to and security of information and records that enable the conduct of business and provision of services	A product or service which services up to 10% of the workforce or impacts a small number of the community in a minor way and/or System breach to business administration system with no personal or classified information stored.	A product or service which services 10 - 30% of the workforce or impacts a small number of the community in a moderate way and/or System breach to business administration system with some identifiable information but non-client threatening (data access known).	A product or service which services 30-70% of the workforce or impacts a moderate number of the community in a moderate way and/or System breach to business administration system with some identifiable information but non-client threatening (data access unknown).	A product or service which services greater than 70% of the workforce or impacts a small to moderate number of the community in a major way and/or Systems breach to business administration system with identifiable/classified information stored but non-client welfare threatening.	A product or service which services 100% of the workforce or impacts a moderate or substantial number of the community in a major way and/or total loss of confidence in data/record integrity and/or Systems breach to Government or business critical systems with client and/or business welfare threatened.
Natural Environment	Adverse outcomes for the natural environment	Environmental harm to an ecosystem and species is limited to a localised area with rapid recovery without effort.	Minimal environmental harm to an ecosystem and species recognised at the local or regional level and/or Localised but minor instances of environmental harm that can be reversed with minimal efforts.	Moderate environmental harm to an ecosystem and species recognised at the state level and/or Semi-permanent loss of environmental value and risk of continuing environmental harm.	Major environmental harm to an ecosystem and species recognised at the national level and/or Loss or impairment to an ecosystem or species recognised at the state or regional level and/or Difficulty recovering from environment damage and stemming ongoing environmental harm.	Severe Damage and/or significant loss and/or impairment and/or Permanent destruction of an ecosystem or species recognised at the local, regional, state or national level and/or Permanent and widespread loss of environmental value and progressive irrecoverable environmental harm.
People Injuries (physical & psychological)	Direct physical and psychological injuries to people (staff, contractors, customers) arising from the risk occurring. The impact to people arising from Natural Disaster related events is covered under the Emergency / Disaster Management categories	No injury or treatment required.	Injury which: •requires treatment (not hospitalisation); and/or •impacts capacity to work for a period of one week or less; and/or multiple people sustain injury/ies not requiring treatment.	Injury which: •requires hospitalisation; and/or •impacts on capacity to work for a period of greater than one week; and/or multiple people sustain injury/ies which: •require treatment •Impact their capacity to work for a period of one week or less.	Single injury which: •is life-threatening (including loss of limbs); and/or •results in permanent disability; and /or •results in permanent (partial or total) impact on capacity to work; and /or multiple people sustain injury/ies which: •require hospitalisation •Impact their capacity to work for greater than one week.	Death and/or multiple injury/ies which result in: •permanent impact on capacity to work; and/or •permanent disability.
Reputation & Image	Observable measures of how the risk may impact the reputation or image of the ACT Government	Internal review and/or minor dissatisfaction across a small number of demographic groups or stakeholders.	Scrutiny required by internal committees or internal audit to prevent escalation and/or moderate dissatisfaction across a small number demographic groups or several stakeholders.	Local media scrutiny (1 week) and/or scrutiny required by external committees or ACT Auditor General's Office, or inquest, etc and/or dissatisfaction across a few demographic groups or multiple stakeholders.	Intense public, political and national media scrutiny (1 week) and/or Minister / Chief Minister involvement and/or dissatisfaction across a large range of demographic groups and stakeholders.	Adverse finding from Assembly inquiry or Commission of inquiry or sustained adverse international media and/or loss of public confidence in Government or Public Service forcing changes to the machinery of Government.
Emergency / Disaster Management (social impact)	Measures of the social impact to the ACT arising from emergencies (eg bushfire, flood, storm damage etc)	The community's social connectedness is disrupted, such that the reprioritisation and / or reallocation of existing resources is required to return the community to functioning effectively, with no permanent dispersal.	The community's social connectedness is disrupted, such that community requires some external resources to return the community to functioning effectively, with no permanent dispersal.	The community's social connectedness is disrupted, such that community requires significant external resources to return the community to functioning effectively, with some permanent dispersal.	The community's social connectedness is significantly disrupted, such that extraordinary external resources are required to return the community to functioning effectively, with significant permanent dispersal.	The community's social connectedness is irreparably disrupted, such that the community ceases to function effectively, breaks down and disperses in its entirety.
Emergency / Disaster Management (community / people impact)	Outcomes on the community or people of the ACT arising from emergencies (eg bushfire, flood, storm damage etc).	Minor injuries to 10 or less people.	Less than 4 serious injuries, or more than 10 minor injuries directly from the emergency.	Less than 4 deaths or critical injuries with long-term or permanent incapacitation, directly from the emergency, or more than 4 serious injuries.	4 - 40 deaths or critical injuries with long-term or permanent incapacitation, directly from the emergency, or more than 40 serious injuries.	More than 40 deaths or critical injuries with long-term or permanent incapacitation, directly from the emergency.



Supplementary notes:

Climate Change	The consequences of a changing climate are inherent to many of the consequence categories listed and may be considered as part of a risk assessment. For example, frequent heatwaves may risk damage to physical assets, which may create financial risks, inability to deliver core services, negatively impact the government's reputation and reduce general business activity etc.
Essential Services	<p>Definition of an essential service: Essential services may take two forms – those which are public facing and those which are internal and necessary for the ongoing business of government, such as support to Ministers, making payments to providers and suppliers, and supporting the workforce.</p> <p>Government have determined 4 tiers of service . Tier 1 services are identified as essential and critical services. They are critical to public safety and order; enabling support services workings for frontline essential services:</p> <ul style="list-style-type: none"> •Frontline health care •Health protection services •Teachers •Emergency services workers including police, fire fighters, ambulance and SES •Technological support for essential services (ICT, information and data management) •Waste collection •Capital Linen (contracted to ACT health) •Corrections (including Community Corrections, youth Justice, Child protection workers) •Public safety workers essential to the justice system including Courts and Tribunal, legal aid, DPP, certain registry personnel, FMC and Sheriffs •Access Canberra •Victims support and Public Advocate •Emergency maintenance •Legal, policy and drafting services
Emergency / Disaster Management	Criteria based on NERAG criteria and contextualised to represent losses from an emergency eg bushfire or flood.
Protective Security	The consequences of threats, risks and vulnerabilities that affect the protection of people, information and assets are inherent to many of the consequence categories listed and may be considered as part of a risk assessment.