

FACT SHEET

Continuous Improvement Pathway

2018-19

BACKGROUND

The Continuous Improvement Pathway (CIP) is a powerful programme based on the principles contained in AS/NZS ISO31000:2009 for the management of risk. The programme is voluntary and allows councils to identify and work on projects that continuously improve risk systems.

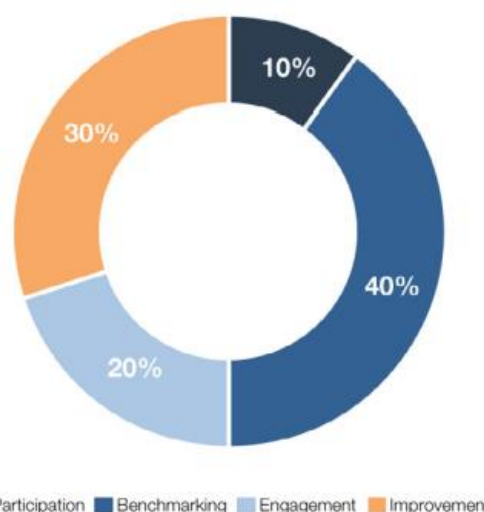
The CIP exists to help councils advance the continuous improvement of risk management systems through individually chosen projects, benchmarking and participation in Statewide Mutual programmes and initiatives. This ongoing improvement and participation strengthens and maintains council's commitment to the Mutual.

The CIP offers a framework that Members can use to assess their progress in developing effective risk management systems. Where the organisation can best focus its efforts towards achieving its continuous improvement objectives will also be identified.

PROGRAMME ELEMENTS

The Regional Risk Management team actively monitors the CIP programme and acts on feedback from councils to evolve the programme to achieve the Mutual's objective of "promoting good risk management practice".

The key elements of the programme are participation, benchmarking, engagement and improvement. There are opportunities and tools available to fulfil the requirements of the programme and liaison with your Regional Risk Manager (RRM) will provide the best opportunity to maximise the value from the programme. The four elements make up 70% of the annual discretionary rebate calculation, and claims history makes up the remaining 30%.



Full details of each element are available through the Statewide Mutual Member Centre.

WORKBOOKS

To support the programme a suite of workbooks are available. These workbooks promote a holistic approach to the management of risk and are aligned to the NSW Division of Local Government's Integrated Planning and Reporting Framework. Workbooks can be used to analyse and benchmark the integrity of Council's risk systems or offer a framework for the development of new policies, procedures or plans.

Workbooks are available for key areas of operational risk management, strategic risk management, information management and emergency risk management. Arranged in the form of a checklist the CIP Workbooks can be used to assess the integrity of councils existing systems through an assessment of the strategy, policy, resourcing, systems and information management frameworks in place.

BENCHMARKING

CIP Workbooks will provide the cornerstone of the benchmarking element of the CIP programme. Each year Members will be asked to complete and submit nominated workbooks or equivalent self-assessment tools.

In 2017-18 the CIP Workbooks included in the benchmarking element of the programme will be Roads, Bitumen and Asphaltting, Swimming Pools and Playground Facilities. .

The scores submitted by each council at the end of the CIP period will be recorded to enable benchmarking against the state, regions and similar sized councils.

SYSTEM IMPROVEMENT

One of the key tools of the CIP is the commitment to develop and successfully implement a dynamic Risk Management Action Plan (RMAP). Each year Members are requested to develop an RMAP and submit this to their RRM who will assess the plan to ensure it meets the minimum requirements.

In keeping with the continuous improvement philosophy, the CIP seeks to encourage Members to develop an RMAP that will evolve over time. New objectives and actions can be added to the plan as they arise. The number and complexity of items included in the RMAP should be representative of council's risk exposures, capabilities and resources. Councils are asked to pursue improvements in a minimum of two (2) areas.

Items submitted as part of the CIP annual assessment need to demonstrate a clear relationship to risks that could negatively impact on the mutual. Including improvement elements identified through the benchmarking element of the CIP is strongly encouraged.

PARTICIPATION

Statewide Mutual offers a number of forums where council staff members are able to access training, advice and networking opportunities on a broad range of risk management issues relevant to Members of the Mutual. These include regional risk group meetings and the Statewide Mutual Risk Management Conference. Participation in these activities will be recognised as part of the CIP programme.

ENGAGEMENT

The Board of Statewide Mutual funds a number of targeted board initiatives and software tools that address risk management issues common to NSW councils.

Participation and engagement in these programmes shows both support and commitment to the Mutual and its priorities. Through the CIP programme councils will be rewarded for participation in these initiatives and/or significant corporate wide implementation of the software tools on offer.

ANNUAL ASSESSMENT

At the end of each financial year the Regional Risk Manager conducts a formal annual assessment of Council's implementation against the set objectives. This assessment is used to determine progress made throughout the year for each element of the CIP programme and also calculate any potential discretionary bonus entitlement.

The programme is a key way councils can demonstrate their obligation under the Deed of Statewide Mutual of promoting good risk management practices with the aim of minimising the occurrence and effect of claims.

FOR FURTHER INFORMATION PLEASE CONTACT:

If you have any questions or would like the programme changes explained in further detail please contact your Regional Risk Manager.