

### Risk Register and Management Plan

Category	Identified risk	Potential Consequences	Probability H/M/L	Impact H/M/L	Risk Level H/M/L	How will we manage This risk?	Who is Responsible?	When will It be done?	Date done
<b>Reputational</b>	<ul style="list-style-type: none"> <li>- Perceived negatively/not of value to the sector</li> <li>- Being seen as an agent of others (funders, government)</li> <li>- Losing sight / connection to values</li> </ul>	<p>Lack of use of services</p> <p>Not the 'go to' for the sector.</p> <p>Unable to achieve vision Of Socialink.</p>	L (2)	H (5)	M (10)	<p>Effective leadership from the Board and GM.</p> <p>Work programme planning, monitoring and evaluation.</p>	Board and GM	Ongoing	
<b>Financial</b>	Financial sustainability	Lack of certainty in funding. Reduced funding.	M (3)	H (5)	M (15)	<p>Relationships with funders.</p> <p>Submit funding applications.</p> <p>Continue to engage Councils and other funders regarding funding.</p>	Board and GM	Ongoing	
	Poor financial management	Unable to monitor the financial status or 'health' of the organisation Potential to over spend.	L (2)	H (5)	M (10)	<p>Robust financial policies and procedures in place.</p> <p>Annual review/audit of accounts.</p> <p>Board and GM oversight of budgets.</p>	Board, Treasurer, GM, Financial Administrator	Ongoing.	

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	Dishonesty/fraud	Loss of money to Socialink Loss of confidence in Socialink.	L (1)	H (5)	L (5)	As above	As above	As above	
<b>Workforce</b>	Staff wellbeing	Staff stress or illness as a result of high workloads resulting in unwellness/dissatisfaction/burnout.	M (4)	M (3)	M (12)	Health and Safety and Human Resource policies in place and followed. Work programme planning. GM monitoring of workload and prioritising/deferring or finding alternative ways of achieving outcomes. Regular communication between GM and staff.	GM	Ongoing	
	Staff retainment	Loss of good staff due to remuneration, high workload, dissatisfaction with work/workplace.	L/M (3)	M (3)	M (9)	Be able to offer other benefits e.g. flexibility, time off. Actions identified above.	GM	Ongoing	
	Lack of cultural awareness	Lack of ability to effectively engage and	L/M (3)	M (3)	M (9)	Introduction of Treaty of Waitangi policy.	GM, Board	Ongoing.	

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		support Maori social services. Lack of priority/resources allocated to issues of concern to Maori. Lack of support for Maori staff.				Ongoing education of staff and Board of te ao Maori, tikanga, kawa. Maori representation on Board. Further allocation of resources for a cultural advisor/kaumatua.			
<b>Governance</b>	Lack of certain skills/experience required by governance. Lack of diversity of board members. Lack of leadership. Succession.	Lack of comprehensive governance in certain areas. Lack of consideration of some issues. Decision making compromised. Lack of suitable Board members.	M (3)	M (3)	M (9)	Regular review of skill set on the Board. Training for Board members. Actively seeking Board members with appropriate skills/ Experience.	Board	Ongoing.	
<b>Operations</b>	Natural disaster	Inability to operate at all or to a reduced extent.	L (1)	H (5)	L (5)	Health and safety policy in place and followed. Business continuity planning.	GM	Ongoing.	End of May for business continuity plan.
	Technology failure	Staff unable or significantly hindered from being able to undertake their work.	M (3)	M (3)	M (9)	Access to IT support. Development of an IT plan. Ensuring there is sufficient funding budgeted for IT.	GM	Ongoing	End of June for IT plan.

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<b>Sector</b>	Compete with the sector for funding	Less funding available for social services.	H (4)	M (3)	M (12)	Clear communication that funding SocialLink is supporting the social sector and with some funders SocialLink would be applying from a separate 'pot' of money from social services.	GM	Ongoing.	
	Competition from other providers	Not seen as the 'go to' for the social sector. Low uptake of SocialLink services. Potential duplication of services.	H (4)	M (3)	M (12)	Work collaboratively with similar providers.	GM	Ongoing.	
	Not being responsive to the sector	Not meeting the needs of the social sector. Not meeting the vision of SocialLink.	L (2)	H (4)	M (8)	To continually engage and listen to the sector. The Mapping the social sector project will provide a good understanding of the sector.	GM	Ongoing	