



RMG Review Scope and Issues List

The review of the Risk Management Guide (**RMG**) will seek to address the following:

1. General Issues

- a. The length, order, inconsistencies, repetition, terminology and flow.
- b. Online accessibility and ability to navigate and search the document.

2. Mandatory Standards

- a. A clear number of Mandatory Standards, revised and updated, with defined elements that constitute those standards and what must be satisfied in order to meet them.

3. Responsible Person

- a. A clear outline of the role of the Responsible Person with respect to Legal Practice & Related Legal Practice (and intersection with CEO).
- b. Consideration of role of a Nominated Person and qualifications/skills required.

4. Conflict Check

- a. Guidance on conflict checking requirements and who is responsible for this.

5. Supervision

- a. General points and guidance on appropriate supervision for employed staff and volunteers (including how supervision is to be undertaken in WFH or remote environments).
- b. Supervision requirements for non-legal programs and staff (for example WDVCAS).

6. Intake Procedure/File Records

- a. Direction on file intake and file management in relation to both hard copy and electronic files.

7. Definitions of Legal Practice and differing models of Legal Practice

- a. Exploration of what constitutes a legal practice at a Centre and how the RMG effectively recognises the different models of Legal Practice.

8. Duties in relation to Other Professionals

- a. Duties in relation to other professionals for example Tenancy Advocates, Migration Agents, Social Workers, Community Support Workers and Financial Counsellors.

9. Duties in relation to Media and Communications

- a. Direction and guidance on oversight of media, communications and publications.

10. Annexures Covering

- a. Dictionary/Glossary
- b. National Professional Indemnity Insurance (**PII**) Scheme Overview and National PII Policy Information
- c. Guide for PII Network and Representatives
- d. Guide for Cross-Check and Cross-Check Questionnaire (for electronic and paper files) – to be updated so it is consistent with updated mandatory standards
- e. National Accreditation Standards (**NAS**) Translation Guide (how the NAS and RMG Standards and assessment processes align)
- f. Guidance for new Principal Lawyers (key considerations)
- g. FAQ (Covering topics like Supervision, Conflict of Interest)
- h. Training Quiz (most likely a 25-question multiple choice quiz)