

Risk Management Guide review - sector survey

Introduction

Thank you for participating in our survey about the scope of the Risk Management Guide (**RMG**) review and issues to be covered.

All Centres, their staff and volunteers, are encouraged to respond. We are keen to hear a range of views about the key factors to be included in the review project.

There are 22 questions based around the ***RMG Review Scope and Issues List*** (see [here](#)) developed in consultation with the National PII Network. The survey is anonymous; the only mandatory question is about your state or territory.

The survey will close on **11 April 2022**.

Confidentiality

Your responses will be held securely by Community Legal Centres Australia and used solely for the purpose of informing the review of the RMG. We will share anonymised, collated responses with the National PII Network and use them to shape the direction of the review and updates to the RMG.

Any questions?

Contact rmg@clcs.org.au if you have any questions about the survey or the review process.

Save and continue

You can save your answers and complete the survey at a later day by clicking 'Save and Continue later' in the toolbar at the top right of the page. A link will be sent to your email enabling you to complete the form at a later date. Please

remember to check your junk mail if you cannot find the email with the link in your inbox.

Click *Next* to begin.

About your Centre

1. Where is your Centre located? (tick all that apply) *

ACT

NSW

NT

QLD

SA

TAS

VIC

WA

2. Is your Centre: (tick all that apply)

- Generalist
- Specialist
- Multidisciplinary
- Rural or remote
- Cross-border
- Australia wide
- Auspiced (part of a larger organisation)

3. Does your Centre offer non-legal services? (For example, social work services, community support/liaison, financial counselling or migration agents)

- Yes
- No

4. Are you employed in a legal or non-legal role?

- Legal
- Non-legal

Are you a:

- Responsible Person
- Nominated Person
- None of the above

The review will address the length, order, inconsistencies, repetition, terminology and flow of the RMG document. We are aiming to make the new version accessible online with the ability to navigate and search the document.

5. Are there any other formatting, style or access aspects that need to be covered?

- Yes
- No

Feel free to comment.

Section 2: Mandatory Standards

The review will produce a clear number of revised and updated standards. Each standard will have defined elements. There will be guidance on what must be satisfied in order to meet the standards.

6. What are your views on the current Mandatory Standards?

7. Do you find any of the current Mandatory Standards problematic?

- Yes
- No

Feel free to comment.

8. Are there any Mandatory Standards that should not be included in the new version of the RMG?

- Yes
- No

Feel free to
comment.

9. Do you have suggestions on new Mandatory Standards?

- Yes
- No

Feel free to
comment.

Section 3: Responsible Person

The review will consider the role of the Responsible Person. It will look at the intersection of the Responsible Person and CEO roles where these are performed by separate people. We will also consider the role of a Nominated Person and the qualifications/skills required.

10. What are your views on the current responsibilities of the Responsible Person?

11. Are there any particular aspects of the appointment and role of the Responsible Person or Nominated Person that need to be explored in the review?

- Yes
- No

Feel free to comment.

12. In your experience are aspects of the Responsible Person or Nominated Person role difficult to implement in practice?

- Yes
- No

Feel free to
comment.

Section 4: Key Substantive Points - Conflict Checking, Supervision, Intake and File Records

The review will consider requirements and guidance on conflict checking, supervision, intake and file records (hard copy and electronic).

13. Do you have feedback on how these areas are covered in the current RMG or revisions you'd like to see?

- Yes
- No

Feel free to
comment.

14. Are there further key substantive points that should be included in the review?

- Yes
- No

Feel free to comment.

Section 5: Related Legal Practice

The review will cover duties in relation to other professionals for example Tenancy Advocates, Migration Agents, Social Workers, Community Support Workers/Liaison Officers and Financial Counsellors.

15. Do you have any comments on how these areas or roles should be covered in the revised RMG?

- Yes
- No

Feel free to
comment.

16. Are there any other key matters that should be considered on related legal practice?

- Yes
- No

Feel free to
comment.

Section 6: Media and Communications

The review will consider direction and guidance on oversight of media, communications, and publications.

17. Do you have suggestions on the key issues that should be considered in relation to media and communications?

- Yes
- No

Feel free to comment.

Section 7: Annexures

The review will consider the following annexure documents to the updated RMG. (Templates for various types of documents will be available through our website.)

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

18. Do you have any comments or suggestions on these areas?

Yes

No

Feel free to
comment.

19. Are there any other documents that should be considered?

Yes

No

Feel free to
comment.

20. Does the current **Scope and Issues List** (see [here](#)) cover the key issues that relate to your Centre?

- Yes
- No

Feel free to comment.

21. Are there particular issues raised by the COVID-19 pandemic, floods or bushfires that should be covered in the updated RMG? For example, remote working, remote supervision, remote file reviews.

- Yes
- No

Feel free to comment.

22. Do you have any other feedback or comments about the current RMG or the review process?

- Yes
- No

Feel free to comment.

Thank You!

Thank you for your responses and for contributing to the RMG review.