



Risk Management Procedure for classes conducted only online via ZOOM

General risks for any U3A activity	Likelihood: Possible/Probable (P) Unlikely (U) Rare (R)	Impact: Severe (S) Moderate (M) Negligible (N)	Possible causes	Management Practices	Responsibility of....
Risks to privacy					
Potential misuse of personal details: email address, phone number, residential address	P	M-S	Personal details are inappropriately revealed to other U3A members or outside people. Written material that contains personal details is disposed of in a careless manner.	Office volunteers are instructed in methods to avoid revealing personal details. All out-of-date written material in the office must be shredded before disposal if it contains personal details of U3A members. Tutors/Class Convenors are instructed to keep printed lists of class members' personal details in a private place when conducting the class and to dispose of responsibly at the conclusion of the course. When communicating via bulk email, Tutors/Class Convenors are instructed to either use the Member	Office Manager Office Manager Class Coordinator Tutor/Class Convenor

				Wizard emailing function or to blind copy (Bcc) the email address of all recipients. Tutor/Class Convenor to seek permission of a class member before revealing phone number or email address to another member.	Class Coordinator Tutor/Class Convenor Tutor/Class Convenor
Potential misuse of personal image in the form of a photograph or video footage	P	M-S	Image appearing in hard copy form or digital form without the member's permission	All members to be advised when a photograph or video is to be recorded	Camera/video recorder Tutor/Class Convenor

2026 Risk Management Review Team:

Adele Byrne (Governance)

Coral Hiscock (Secretary)

Miriam Peck (Class Coordinator) classcoordinator@u3aballarat.org.au

Leonie Benson (Assistant Class Coordinator)