**Information sheet 4**

Risk consequence categories

| **Categories** | **Insignificant** | **Minor** | **Moderate** | **Major** | **Critical** |
| --- | --- | --- | --- | --- | --- |
| **Child/Student Safety** | Insignificant impact on the physical, psychological or emotional wellbeing of a child/student | Minor impact on the physical, psychological or emotional wellbeing of a child/student | Moderate impact on the physical, psychological or emotional wellbeing of a child/student | Major impact on the physical, psychological or emotional wellbeing of a child/student | Loss of life, permanent physical, psychological, or emotional injury or multiple serious injuries |
| **Workplace Health and Safety** | No medical treatment required | Minor injury requiring first aid treatment (e.g. minor cuts, bruises, bumps) | Injury requiring medical treatment or lost time of less than four days | Serious injury (injuries) requiring specialist medical treatment or hospitalisation or lost time of greater than four days | Loss of life, permanent disability or injury or multiple serious injuries |
| **Legislative Compliance** | Breaches of a technical nature that do not expose the department to legal action and can be managed through routine activities | Breach resulting in exposure to civil action but fairly unlikely | Breach resulting in threats of: legal action (civil and criminal); investigation by an administrative body; registrations, licenses or permits being revoked, or adverse comments made in audits or ministerial inquiries | Breach resulting in ministerial inquiry, warnings to senior management, fines or litigation greater than $500,000, registrations, licences or permits being revoked or closure of a few key services | Breach resulting in parliamentary scrutiny, prosecution, imprisonment, fines or litigation greater than $1 million or closure of multiple services |
| **Financial** | <$100k Temporary disruption to delivery of products, services or systems | $100k - $500k Minor disruption to delivery of products, services or systems | $500k - $1m Restrictions or disruption to delivery of products, services or systems | $1m - $5m Severe delays or restrictions to key products, services or systems | >$5m Non-delivery or loss of critical products, services or systems |
| **Service delivery** | No measurable impact on service delivery  | Short term interruption to the delivery of services  | Longer term interruption to the delivery services  | Restricted ability to continue delivering services  | Inability to deliver services  |
| **Public Confidence** | Some attention from minor stakeholders with little to no publicity, able to be resolved by routine management processes without impact to the department’s reputation | Limited damage to the department’s reputation; minor negative local publicity or dissatisfaction with the department by local stakeholder groups  | Some negative publicity or short-term damage to the department’s reputation at a state-wide level resulting in internal inquiry, potential for serious questions in parliament or disruption to some core services or loss of public confidence in the department | Negative publicity or damage to the department’s reputation at a national or state level resulting in ministerial inquiry, Director-General involvement, possible review of the administration of government, disruption to major services or loss of public confidence in the department | Significant and sustained negative publicity or damage to the department’s reputation at a global, national or state level; resulting in government/ ministerial censure, senior staff resignations/ removals, parliamentary inquiry or significant long-term damage to public confidence in the department |
| **Organisational Environment** | Lack of suitable candidates to fill key roles and/or isolated incidents of short term decline in individual staff confidence/ morale | Difficulty recruiting in critical or key departmental positions within a reasonable timeframe and/or some short term decline in staff confidence/ morale | Inability to attract and retain key staff in identified high demand roles or challenging locations and/or frequent decline in staff confidence/ morale | Low retention rates of key staff and or long term decline in staff confidence/ morale | Sudden or unexpected loss of a number of key personnel and/or ongoing lack of staff confidence/ morale across the organisation |
| **Business Continuity** | Minor business disruption or security threat that causes no material disruption to the department’s services. No impact on stakeholders. Incident absorbed by routine management | Localised business disruption or security incident. Minimal impact to stakeholders. Readily contained and absorbed through local unit management intervention in contingency mode | Moderate business disruption or security incident resulting in disruption to some of the department’s critical services. Some inconvenience to stakeholders. Cross management intervention is required and effort in contingency mode | Significant business disruption or security incident resulting in prolonged disruption to critical services across the department. Considerable impacts to stakeholders. Substantial senior executive intervention is required and effort in contingency mode | Extreme business disruption or security incident resulting in indeterminate prolonged suspension of critical services. Debilitating impact on stakeholders. Immediate senior executive and/or ministerial intervention required |
| **Information Security** | A localised threat with the potential to disrupt services to a few users, would not involve a breach of information privacy | Minor breaches by staff or students resulting in a security incident managed through routine management actions | Moderate breaches of information privacy legislation resulting in exposure to legal action but unlikely | Major breach resulting in some cost to the department (under $100,000), possible legal action or investigation or permits revoked or ministerial inquiries | Critical breach resulting in ministerial / parliamentary scrutiny, warnings, fines or litigation greater than $500,000 or licences / permits revoked |
| **Economic development services**  | No measurable impact to economic development and industry stakeholders | Minor impact to economic development and industry stakeholders | Moderate impact to economic development and industry stakeholders  | Major impact to economic development and industry stakeholders requiring senior executive intervention and or a ministerial inquiry | Significant impact to economic development and industry stakeholders, requiring immediate senior executive and ministerial intervention |

For further information refer to the [Enterprise Risk Management Framework](https://ppr.qed.qld.gov.au/attachment/enterprise-risk-management-framework.pdf) or [Policy and Procedure Register](https://ppr.qed.qld.gov.au/pp/enterprise-risk-management-procedure) or email enterprise.riskmanagement@qed.qld.gov.au