



RMA Online

Risk maturity self-assessment service



Frequently Asked Questions

What is RMA Online?

RMA Online is an online Risk Maturity self-assessment service available to all VGRMF agencies. RMA Online will help you to review, understand and improve your internal risk management practices.

What is involved with using RMA Online

VMIA will release an annual RMA Online self-assessment campaign. During this time you will:

- Answer yes or no to a series of self-assessment questions across three topics
- View your agency's results including current maturity rating score and confidence level
- Select from a list of improvement opportunities to create a tailored action plan
- Have the option to work through and update your action plan to improve results
- Finalise and submit your results
- View benchmarking results and reports once the campaign is closed

What benefits will RMA Online provide for me?

- Ability to determine how well your existing risk management practices are working for your agency
- Ability to improve your internal risk management practices
- Flexibility in how you use RMA Online to improve your internal risk management practices
- Understand how effectively your risk framework is aligned to VGRMF requirements
- Understand how your assessment results compare to previous results
- Understand how your agency compares with others on an annual basis
- Ability to improve your assessment results before final submission
- Access RMA Online at anytime, anywhere, from a variety of devices

How frequently can I complete a self-assessment?

RMA Online is an annual service running from 1 July to 30 June. VMIA will release a new assessment campaign on 1 July each year. If you are a Public Hospital, you will have 3 months to complete your assessment. Otherwise you will have 12 months to complete and submit your assessment by 30 June. During that time you will have the ability to complete actions in your Action Plan and improve your results.

Can I have multiple self- assessments for the different parts of my agency?

RMA Online has been designed to have one assessment per agency.

Can I complete the self-assessment several times during the year?

You can complete and update your self-assessment as many times as you wish by updating your Action Plan.

Is there a cost for RMA Online?

RMA Online is a free service provided by VMIA.

Is RMA Online compulsory?

RMA Online is an optional service for VGRMF agencies.

Is RMA Online available to non-VGRMF agencies?

RMA Online is an online Risk Maturity self-assessment service that will initially be available to all VGRMF agencies. We will consider expanding to other clients in the future once we have embedded the first iteration of the service and establish a good understanding of user experience and feedback.

VMIA has a range of services that can assist you in the meantime. Contact your Risk Adviser for further information.

Will my insurance premiums be affected by my answers or results?

All of your VMIA insurance premiums are calculated separately. RMA Online is a risk management service

How does RMA Online fit in with Risk Framework Quality Reviews?

RMA Online replaces face to face based Risk Framework Quality Reviews. The level of support provided by your VMIA Risk Adviser after you complete the self-assessment will be tailored to your agency's needs.

How was the self-assessment developed?

VMIA have partnered with an external vendor to develop RMA Online. The self-assessment model was purposefully designed by VMIA to be appropriate for Victorian government agencies. Input was taken from other Risk Maturity assessment frameworks, the VGRMF, government agencies and risk experts. RMA Online was piloted with nine clients in June 2016 and updated with feedback received.

Do the questions vary by industry?

The questions are industry neutral. Benchmarking reporting enables you to compare yourself with agencies within your industry.

Do any of the questions have weightings?

Yes. Refer to the Detailed Guide to the RMA Online Risk Maturity Model or contact your Risk Adviser for further information

What do the scores mean?

The Risk Maturity score is a numeric indication (% of points achieved) of where your agency is placed on the risk maturity continuum. The Confidence Level indicates a level of confidence in your agency meeting the mandatory requirements of the VGRMF.

What Maturity Rating and Confidence Level should I aim for?

This depends on a number of factors including your agency's industry, size, resources and risk profile. Your VMIA Risk Adviser can assist you to identify a suitable target.

How does RMA Online align with the VGRMF?

Risk Maturity self-assessment results provide an opportunity for you to determine your level of confidence against the minimum VGRMF requirements.

How do I improve my results?

After you complete your self-assessment, RMA Online will provide you with a list of suggested improvement opportunities for you to review and use to create an action plan. If time permits, there is the opportunity for you to work through and complete actions prior to submitting your final results. Any completed actions will result in a re-calculation of your score and changes to your results if appropriate.

Additionally, your VMIA Risk Adviser is able to help you to identify and work through improvements.

Do action plan items need to be completed within the 12 months?

You can choose to complete all, some or none of your actions within the 12 month period.

Can others in my agency complete the assessment on my behalf?

Yes. You can provide others in your agency with Senior User access to RMA Online. This means that they are able to answer the self-assessment questions, determine and update the action plan and submit your assessment.

If required, you can provide access to Users, who are able to assist with answering the self- assessment questions, determining and updating the action plan and can view the results.

Can I use my results as part of attestation?

RMA online results can be used to support attestation provided you make your own judgement around your confidence of the results in meeting with VGRMF requirements.

Are my results viewable by other agencies?

Your results will be de-identified and included in the overall benchmarking data and reports made available within RMA. The benchmarking data and reports are available to other users of RMA Online, however they do not disclose your agency's identity.

Does the benchmarking take into consideration agency size, industry and other differences?

The benchmarking reports are available with a range of different filter options allowing you to understand how you compare to other agencies by:

- Organisational level
- Sector
- Department

How will my results be used by VMIA?

The RMA Online service results will help you to review, understand and continually improve your internal risk management practices.

VMIA may also use the information provided for the following, or similar, purposes:

- risk analysis, insights and research
- the development of programs, products and services
- in assisting clients and the Victorian Government to make informed decisions
- informing risk-based policy and continuous improvement in the Victorian Government
- monitoring the effectiveness of RMA Online and other VMIA products and programs
- informing our relationships with clients and assessing products or services that we think may be of interest
- reporting de-identified benchmarking results to clients and the Victorian Government
- fulfilment of VMIA's obligations under section 23 of the VMIA Act

Content is securely stored and the VMIA is bound by Victorian legislation and information management frameworks.

What if I don't submit my assessment by the due date?

Your results will not be included in the benchmarking reporting. Only submitted assessments are included in benchmarking reporting.

Can I change my assessment once I have submitted it?

You can reopen your assessment at any time prior to 30 June. However, after this time your assessment is final for inclusion in benchmarking.

Is RMA Online designed to be completed on my own or in a group setting?

RMA Online is flexible according to your preferred way of working.

Can others in my agency have access to RMA Online?

There are two types of access available for others in your agency:

1. Senior User

Those with this access are responsible for co-ordination, completion and submission of the risk maturity assessment. There can be multiple Senior Users.

One Senior User is designated as the Primary Contact. The Primary Contact is the person who receives RMA Online campaign related emails.

As a Senior User you can add:

- Other Senior User roles, or
- User roles

2. User

Allows others in your agency to contribute to the completion of an assessment. There can be multiple users.

How long will it take to complete the self-assessment?

The timeframes can vary depending on if you complete the questions on your own or with input from others.

What browsers can I use to run RMA Online?

RMA Online has been designed and tested to operate using:

- Internet Explorer 8 or newer
- Mozilla Firefox 8 or newer
- Safari 5 or newer
- Google Chrome

Where do I go for help?

For RMA Online system help:

- The **RMA Online User Guide** provides instructions and tips for how to use RMA Online
- **RMA Online Help** includes a series of articles to help you navigate and use RMA Online. Access is via Tabs bar > **HELP**.
- Contact the Client Advisory Team on 927 06990 or by emailing contact@vmia.vic.gov.au
- Contact your VMIA Risk Adviser

For further help and support with completing a RMA Online self-assessment, understanding the RMA Online Risk Maturity Model, or any other queries:

- Contact your VMIA Risk Adviser.