

**POLICY NUMBER: NDIS GOV 14**

## INTENT

This policy is designed to provide structure for risk management across the Service and will cover identified risks associated with the operation of the Organisation and providing a service to the people who use the Service.

## DEFINITIONS

**Risk** is the possibility or likelihood of something happening which may have a negative impact on the organisation's capacity to deliver on its strategic and operational plans.

### Types of risks

- Physical Hazards
- Participant dissatisfaction with service delivery
- Reputational damage
- Employee Risk
- Harm caused to Management Committee, Staff, Volunteers, Participants or the public
- Loss of or changes to government funding
- Equipment
- Inadequate allocation of resources, e.g. human, physical and financial
- Financial hazards/mismanagement
- Fraud
- Legal hazards such as failure to comply with legislative requirements
- Breaches of confidentiality
- Service disruption or closure

**Hazard** is a situation that has the potential to harm a person, plant, damage property or the environment.

**Risk Assessment** is the process of evaluating the severity of a risk, for the purpose of prioritizing and taking action to control the risk.

**Risk Control** is the action taken to eliminate or minimize the risks associated with hazards.

**Risk Management** is the process which is used to avoid, reduce or control risks.

### Why manage risks?

- Risk management is a fundamental part of sound organisational management.

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- The Organisation will not be able to eliminate all risks but they can take active steps to prevent or minimise the likelihood and impact of risk by developing a Risk Management Plan.
- An annual Risk Management Plan should be prepared and reviewed as part of the Strategic and Operational Planning Process.
- By managing risks, the Organisation is better placed to:
  - protect the safety and wellbeing of Staff, Volunteers, Participants and Visitors
  - provide efficient and effective service delivery
  - manage and maintain facilities and equipment
  - improve confidence and public perception of the Organisation
  - operate within the allocated budgets
  - protect or reduce likelihood of legal action and
  - comply with legislative or funding requirements.

## POLICY STATEMENTS

- Real Living Options Association Inc. has a duty to provide a safe workplace for its Staff and Volunteers, a safe environment for its Participants and a reliable development path for the Organisation.
- Real Living Options Association Inc. is committed to the efficient and effective management of risk within the workplace and across all aspects of the Service and its delivery of service. Real Living Options Association Inc. aims to identify and manage risks in a systematic and cost effective manner.
- Real Living Options Association Inc. will put procedures in place that will as far as possible ensure that risks are minimised and their consequences averted.

## PROCEDURES

### Risk Management Process

In line with the Risk Assessment Matrix;

**Step 1.** Identify Risk or Hazard

**Step 2.** Assess the Risks or Hazard

**Step 3.** Evaluate the Risk

- **High Risk** - A high level of risk requires close monitoring and immediate action where needed as the potential loss or negative impact could be devastating to the Organisation.

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- **Medium Risk** - A medium level risk requires normal levels of monitoring action where required, as the potential loss or negative impact could be significant.
- **Minor Risk** - A low level of risk can be treated with routine policy and procedures as the potential loss or negative impact is likely to be small.

**Step 4.** Decide on measures to control the risks

**Step 5.** Implement appropriate control measures

**Step 6.** Monitor the control measures and review the process

## DELEGATIONS

### Management Committee

- Ensure as far as practicable, with the assistance of the Service Manager the implementation of the Risk Management Process.
- Provide opportunity for information, instruction and training to enable Management Committee Members to undertake Risk Management.
- Ensure as far as practicable that sufficient resources are available to effectively manage workplace risks.

### Service Manager

- Work in conjunction with the Management Committee to ensure as far as practicable Risk Management processes are in place and Risk Management procedures are reviewed regularly.
- Recommendations arising out of the risk management process are evaluated and implemented.
- Identify hazards and complete risk assessments where relevant.
- Implement appropriate risk control measures in consultation with employees.
- Monitor and review risk assessments and control measures.
- Ensure as far as practicable all employees understand the Risk Management Policy and employees and volunteers are aware of all applicable risks and are familiar with the Organisation's Risk Management Procedures.

### Support Facilitator

- Undertake Risk Management tasks as delegated by the Service Manager.
- Monitor risks identified by Lifestyle Assistants.
- Report identified hazards and risks to Service Manager.

### Lifestyle Assistants

- Be available for training being provided on Risk Management in order to be familiar with the Association Risk Management Procedures.
- As far as practicable, ensure the safety of others and themselves in the workplace.

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- Report any hazards associated with the working environment, work tasks or activities to the Service Manager and/or Support Facilitator as soon as becoming aware of them.
- Participate in the development of appropriate risk control measures for identified hazards to eliminate or minimise risk.

## RISK IDENTIFICATION AND CLASSIFICATION MATRIX.

- Risk Score is determined by using the risk definition and classification matrix.

## RELATED DOCUMENTATION

Workplace Health & Safety Manual  
Policy and Procedures Manual  
NDIS GOV 1 Business Practices under NDIS

## REFERENCES

Workplace Health & Safety Act 1995  
Workplace Health & Safety Regulation 1997  
Risk Management Code of Practice  
Human Services Quality Standards  
National Disability Insurance Act 2013  
NDIS Rules  
NDIS Terms of Business for Registered Providers

## AMENDMENTS/REVIEWS

Amended 13.09.12, Amended 22.02.18

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