RISK MANAGEMENT

POLICY NUMBER: NDIS GOV 14

INTENT

This policy establishes the framework for identifying, assessing, managing, and monitoring risk within Real Living Options Association Inc. It ensures that risks to the health, safety, wellbeing, and rights of participants, staff, and the Service are effectively managed in compliance with the NDIS Practice Standards and applicable laws.

DEFINITIONS

Risk *is the possibility or likelihood of something happening which may have a negative impact on the Service'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 service management.
- The Service 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 Service 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 Service
    - 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 Service.

- 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.

- Real Living Options Association Inc. will ensure as far as practicable that it has a risk management system that covers the following:

    - Incident management
    - Complaints management and resolution
    - Financial management
    - Governance and operational management
    - Human resource management
    - Information management
    - Work, health and safety
    - Emergency and disaster management

- Real Living Options Association Inc. will ensure that appropriate insurance is in place, including professional indemnity, public liability and accident insurance.

PROCEDURES

Risk Management Process

In line with the Risk Assessment Matrix.

Step 1. Identify the Risks: Gather input from staff, Participants, audits, and feedback systems

Step 2. Assess the Risks: Analyse the likelihood and impact and categorise the consequences. Consider if any of the following are relevant:

- **Human** – illness, death, injury or other loss of key individual.
- **Operational** – Disruption to operations, Participant support, loss of essential assets.
- **Reputational** – Loss of Participant or employee confidence, or damage to service reputation.
- **Procedural** – Failure of accountability, internal systems or controls.
- **Financial** – Business failure, loss of income, non-availability of funding**.**
- **Technical** – Advances in technology or from technical failure.
- **Natural** – Weather, cyclones and other natural disasters or disease, pandemics.
- **Political** – Changes in Government.
- **Structural** – Dangerous chemicals, poor lighting, trip hazards (any situation where employees or Participants, information and technology may be harmed)

Step 3. Evaluate the Risk

Extreme Risk:
- Immediate control action required
- Notification to General Manager
- Risk must be registered in the Risk Register
- Risk monitoring and review must occur frequently or as specified in the risk register

High Risk:
- Plan or control program for management required
- Notification to the General Manager
- Risk must be recorded in the Risk Register
- Risk monitoring or review must occur monthly or as specified in the Risk Register

Responsibility for management of the risk may delegated to a management representative Service

Moderate Risk:
- Plan or control for management of the risk required
- Notification at manager level required

- Risk monitoring and review must occur every 3 months or as specified in the Risk Register
- Nominated Individual for management of the risk required

Low Risk:

- Management by routine processes or procedures
- General Manager to be made aware of risk
- Risk monitoring must occur every 6 months or as specified in the Risk Management Register
- Nominated Individual for management of the risk required

Very Low Risk:

- Accept the risk, no control plan required
- Risk monitoring and re-assessment must occur every 12 months or as specified in the risk register

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 General 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.

General 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 Service's Risk Management Procedures.

HR & WHS Officer

- Work in conjunction with the General Manager to ensure as far as practicable Risk Management processes are in place for all support related activities 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 Service's Risk Management Procedures.

Support Manager and Support Team

- Undertake Risk Management tasks as delegated by the General Manager.
- Monitor risks identified by Lifestyle Assistants.
- Report identified hazards and risks to General Manager and HR & WHS Officer.

Lifestyle Assistants

- Be available for training being provided on Risk Management in order to be familiar with the Service Risk Management Procedures.
- As far as practicable, ensure the safety of others and themselves in the workplace.
- Report any hazards associated with the working environment, work tasks or activities to the HR & WHS Officer or a member of the Support Team 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
NDIS Practice Standards and Quality Indicators
National Disability Insurance Act 2013

AMENDMENTS/REVIEWS

Amended 13.09.12, Amended 22.02.18, Amended 23.06.22, Amended 04.09.25