



Risk Management Policy

Overview

This policy outlines the risk management framework to identify, assess, and mitigate risks that may impact the organisation, its workers, and participants. The goal of risk management is to ensure a safe, effective, and compliant service environment.

This policy applies to all aspects of the organisation, including operational, financial, work health and safety (WHS), compliance, and participant risk management. It applies to key management personnel, workers, and any external service providers engaged by the organisation.



Risk Management Framework

The organisation follows a systematic approach to risk management, which includes:

1. **Risk Identification** – Recognising risks that may affect service provision.
2. **Risk Analysis** – Assessing the likelihood and impact of identified risks.
3. **Risk Evaluation** – Determining whether risks are acceptable or require treatment.
4. **Risk Treatment** – Implementing strategies to eliminate or reduce risks.
5. **Monitoring and Review** – Regularly reviewing risks to ensure controls remain effective.
6. **Communication and Consultation** – Engaging stakeholders in risk management processes.

Identified Risks and Management Strategies

Risks to the Organisation

The organisation identifies, analyses, prioritises, and treats risks in the following categories:

- **Participant Risks:** Risk assessments are conducted during onboarding and annually or when participant needs change. Management strategies include individual support plans and safety reviews.
- **Financial Risks:** Includes liquidity risks, credit risks, and market fluctuations. Strategies include financial planning, auditing, and maintaining appropriate insurance coverage.
- **WHS Risks:** The organisation ensures compliance with WHS laws through hazard identification, regular inspections, and training.
- **Service Provision Risks:** Risks related to service quality, disruptions, or compliance failures are mitigated through governance and operational procedures.

Risks Tolerance

The organisation assesses risk tolerance based on impact and likelihood. Risks are addressed through avoidance, mitigation, transfer (insurance or partnerships), or acceptance with informed decision-making.

Risk Assessment and Treatment

A risk matrix is utilised to categorise and prioritise risks:

THE BELOW IS THE CHART THAT IS IN THE POLICY

Likelihood/Consequence	Insignificant	Minor	Moderate	Major	Extreme
Almost Certain (>90%)	Medium	Medium	High	High	High
Likely (50-90%)	Low	Medium	High	High	High
Possible (20-50%)	Low	Medium	Medium	High	High
Unlikely (10-20%)	Low	Low	Medium	Medium	High
Rare (<10%)Low	Low	Low	Low	Medium	High

Risk Management System

The organisation has a documented risk management system proportionate to its size and service complexity. This system covers:

- **Incident Management:** Reporting and responding to incidents to mitigate recurrence.
- **Complaints Management:** A structured process for addressing complaints and improving services.
- **Financial Management:** Audits, budget controls, and fraud prevention strategies.
- **Governance & Operational Management:** Policies ensuring compliance with NDIS and organisational regulations.
- **Human Resource Management:** Workforce planning, training, and succession planning.



ABUSE, NEGLECT & EXPLOITATION POLICY

Every Human Disability Services Pty Ltd

- Information Management: Protecting data privacy and preventing breaches.
- Work Health and Safety: Identifying workplace hazards and ensuring compliance.
- Emergency and Disaster Management: Planning for potential service disruptions.
- Infection Prevention & Control: Strategies to mitigate health risks, including outbreaks.

Insurance Coverage

The organisation maintains:

- Professional Indemnity Insurance
- Public Liability Insurance
- Workers' Compensation Insurance
- Accident Insurance

Roles & Responsibilities

Key Management Personnel

- Set risk management strategy and promote a risk-aware culture.
- Ensure compliance with laws and policies.
- Oversee and review risk management processes

Risk Manager

- Identify, analyse, and prioritise organisational risks.
- Implement and monitor risk management strategies.
- Advise key management personnel on risk issues.

Staff

- Follow risk management policies and procedures.
- Report identified risks and participate in risk control measures
- Support participants in maintaining safety plans.

Compliance and Monitoring

To maintain best practices, Every Human Disability Services ensures:

- Periodic risk assessments and internal audits.
- Documentation and reporting of risks and risk treatments.
- Continuous improvement in risk management practices.

Relevant Items

Regulations relevant to this policy include:

- *NDIS (Provider Registration and Practice Standards) Rules 2018 (Cth)*
- *NDIS – Risk Management Rules 2013 (Cth)*