### Risk Management Policy

**Policy**

XXX acknowledges that informed and considered risk taking using the defined risk management process is necessary and valuable in providing services to our participants (refer to Service Delivery Model and rights & responsibilities in our NDIS Service Agreement).

XXX will identify risks, control them where possible and monitor these risks. Where residual risks remain, XXX will implement strategies to manage these. Where the risks involve participants, strategies will be implemented where the participant consents.

**Outcomes of Risk Management**

Key outcomes sought are:

* Reduction and, as far as possible, elimination of harm to participants and the XXX team and visitors
* Safeguarding the business
* Compliance with legislative and funding bodies requirements

**Risks to be Managed**

Risks to be managed encompass

* Governance, including clinical governance
* Clinical / support risks e.g. participant injury, participant / customer dissatisfaction, breach of privacy
* Compliance risks e.g. practicing without AHPRA registration / worker checks, tax related omissions, non-reporting of required events
* Business risks e.g. financial viability, reputational damage
* Risks to workers, visitors and contractors

**Risk Management Strategies**

A wide variety of strategies will be used including:

* Review of funding body and statutory body requirements
* Appropriate insurances
* Working closely with participants to ensure their rights are being respected and acted upon
* Use of policies and procedures / processes / forms / checklists
* Development of schedules to monitor progress
* On-going training / education
* Actively seeking feedback on services from stakeholders
* Actively seeking information from others eg funding bodies, experts, colleagues
* Ongoing monitoring and review

Strategies are developed and improved through:

* Consultation with others e.g. governing body, participants and their families, experts, colleagues, other providers, professional associations
* Review of funding body and legislative requirements
* Review of investigation of incidents
* Quality improvement audits

**Risk Minimisation Program**

Risks are managed through these processes

1. Development of a Risk Management Register (by the business owner in collaboration with advisors) which identifies XXX major risks and outlines strategies for their effective management.
2. Review of progress to ensure strategies are being followed and are effective. This is done through meetings and regular review of the following documents:

* Strategic / business plans
* Compliance Calendar
* HR Register
* Annual Training Plan
* Register of Interests
* Participant feedback systems
* Complaints and incidents
* Performance reviews
* Financial reports
* Safety checks

1. Annual review of the Risk Management Register and related support documents and updating as required.

**Related Documents**

Risk Management Register

HR Register

Annual Training Plan

Compliance Calendar

NDIS Support Plan

Incident Management Policy

Feedback and Complaints Management Policy

Service Delivery Model

Performance reviews

Meeting agendas and related minutes