Phoenix Community Project ABN 41 890 957 986
Risk Management Policy

1. Introduction

1.1 Purpose

This Policy and the Policies and Procedures and related documentation set out in section 1.5 below (**Related Documentation**) supports Phoenix Community Project to apply the Risk Management NDIS Practice Standard.

1.2 Policy Aims

Phoenix Community Project is committed to ensuring that risks to participants, workers and the provider are identified and managed.

1.3 NDIS Quality Indicators

In this regard, Phoenix Community Project aims to demonstrate each of the following quality indicators through the application of this Policy and the relevant systems, procedures, workflows and other strategies referred to in this Policy and the Related Documentation:

(a) Risks to the organisation, including risks to participants, financial and work health and safety risks, and risks associated with provision of support are identified, analysed, prioritised and treated.

(b) A documented risk management system that effectively manages identified risks is in place, and is relevant and proportionate to the size and scale of the provider and the scope and complexity of supports provided.

(c) The risk management system covers each of the following:

    (1) incident management;

    (2) complaints management and resolution;

    (3) financial management;

    (4) governance and operational management;

    (5) human resource management;

    (6) information management;

    (7) work health and safety;

    (8) emergency and disaster management.

(d) Where relevant, the risk management system includes measures for the prevention and control of infection and outbreaks.

(e) Supports and services are provided in a way that is consistent with the risk management system.

(f) Appropriate insurance is in place, including professional indemnity, public liability and accident insurance.

1.4 Scope

Approved By:	The board of Phoenix Community Project Inc	Version	1
Approval Date:	November 2021	Next Scheduled Review	November 2023

(a)   This Policy applies to the provision of all services and supports at Phoenix Community Project.

(b)   All permanent, fixed term and casual staff, contractors and volunteers are required to take full responsibility for ensuring full understanding of the commitments outlined in this Policy.

(c)   The relevant persons specified in the column corresponding to a procedure described in this Policy have the responsibility to implement the relevant systems, procedures, workflows and other strategies referred to in the relevant procedure.

1.5   Related Documentation

The application of the above NDIS Practice Standard by Phoenix Community Project is supported in part by and should be read alongside the Policies and Procedures and related documentation corresponding to this Policy in the Policy Register.

2.   Definitions

2.1   Definitions

In this Policy:

Phoenix Community Project means Phoenix Community Project Inc ABN 41 890 957 986.

Client means a client of Phoenix Community Project (including an NDIS participant).

Key Management Personnel means Jamie-Lee O'Connor and other key management personnel involved in Phoenix Community Project from time to time.

Legislation Register means the register of legislation, regulations, rules and guidelines maintained by Phoenix Community Project.

Policy Register means the register of policies of Phoenix Community Project.

Principal means Jamie-Lee O'Connor.

reasonably practicable is that which is, or was at a particular time, reasonably able to be done in relation to ensuring workplace health and safety, taking into account and weighing up all relevant matters including:

(a)   the likelihood of the hazard or the risk concerned occurring; and

(b)   the degree of harm that might result from the hazard or the risk; and

(c)   what the person concerned knows, or ought reasonably to know, about:

(1)   the hazard or the risk; and

(2)   ways of eliminating or minimising the risk; and

(d)   the availability and suitability of ways to eliminate or minimise the risk; and

(e)   after assessment, the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

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Related Documentation has the meaning given to that term in section 1.1.

Risk Management is a process whereby hazards are identified, the risks associated with the identified hazard are assessed and the control measures which will eliminate or minimise the risk of injury from the identified hazard are planned and implemented.

Worker means a permanent, fixed term or casual member of staff, a contractor or volunteer employed or otherwise engaged by Phoenix Community Project and includes the Principal.

3. Policy Statement

(a)   Risk Management in respect of risks to the organisation, including risks to Clients, financial and work health and safety risks and risks associated with the provision of support and services is an essential part of Phoenix Community Project's culture.

(b)   Phoenix Community Project does what is reasonably practicable to ensure its Workers, consumers and other people are not harmed by the risks associated with the provision of support and services and commits sufficient resources to effectively manage risks.

(c)   This Risk Management Policy and the Related Documentation require Phoenix Community Project to conduct Risk Management processes within its Workplace(s), across all aspects of its organisation and in relation to its operations including the provision of its supports and services.

(d)   Those Policies incorporate this Risk Management Policy by reference when the Principal, Key Management Personnel or Workers undertake such a Risk Management process. It is expected that those Risk Management activities will be undertaken in a manner consistent with the Procedures set out below.

(e)   Risks and the plans to manage them are documented.

(f)   Work Health and Safety Risks are managed in accordance with the Phoenix Community Project Work Health and Safety Policy.

(g)   Phoenix Community Project is committed to continuous improvement in Risk Management. Internal Audits in accordance with the Quality Management Policy review the effectiveness of controls planned and implemented to manage risks in accordance with this Risk Management Policy.

4. Procedure

The following procedures are to be applied at Phoenix Community Project to provide guidance regarding Risk Management, to support the achievement of business objectives, protect Workers and business assets and to ensure financial sustainability. The Procedures work together dynamically and are relevant to all parts of Phoenix Community Project. The Procedures are not ordered in priority and all are important to achieving the aims of the Policy Statement.

Procedure	Responsibility
4.1 Strategies for controlling identified risks (a) Strategies for dealing with identified risks to Phoenix Community Project are documented.	**Principal and Key Management Personnel**

(b)	Appropriate control measures should be actioned to ensure identified hazards are eliminated or minimised.	
4.2 **Review of strategies** Strategies to control risks should be reviewed contemporaneously with a Scheduled Review of this Policy and Procedures by following these four steps: (a) identify risks – undertake a review of Phoenix Community Project to identify potential risks (b) assess risks – understand the likelihood of the risks causing harm and the potential consequences or impact if the risk eventuated (c) manage and control risks – manage risks involves avoiding, reducing, transferring or accepting the risk (d) monitor and review - regularly monitor and review the strategies to control risks to ensure the control measures and insurance cover is adequate.		**Principal and Key Management Personnel**
4.3 **Maintain Insurances** Obtain and maintain an adequate level of insurance including Public Liability insurance, Professional Indemnity Insurance and Workers Compensation Insurance.		**Principal and Key Management Personnel**
4.4 **Welcoming feedback in relation to Risk Management** (a) Create an environment where all feedback is valued including from Clients, Workers and others to identify areas where Phoenix Community Project can improve its Risk Management processes and procedures. (b) Welcome feedback (including anonymously) and promptly deal with any complaints pursuant to the Feedback and Complaints Management and Resolution Policy. (c) Actively consult with Workers, Clients, their support networks and other stakeholders to continually improve Risk Management processes at Phoenix Community Project. (d) Conduct an annual survey of all Workers, Clients, their support networks and other stakeholders and ask them to suggest areas for improvement in relation to the Risk Management processes of Phoenix Community Project.		**Principal and Key Management Personnel**
4.5 **Reporting of hazards and incidents** (a) Workers must report all incidents as soon as reasonably practicable including: (1) injuries to clients or workers; (2) emergency situations; and (3) near-miss incidents where there is no injury but requires preventative action.		**All Workers**

	(b)	All incidents will be managed in accordance with Phoenix Community Project's Incident Management System.	
	(c)	All incident investigations should include a review of the Risk Management Policy.	
4.6	**Emergency and Disaster Management**		**Principal and Key Management Personnel**
	(a)	ensuring that appropriate operational readiness measures are developed, implemented and reviewed.	
	(b)	prepare, test and annually review an Emergency Plan in respect of each of the residences and buildings where it works	
	(c)	actively monitoring each of the residences and buildings that it works in to maintain adherence to relevant building local laws, regulations or legislation, including provisions that apply retrospectively with respect to emergency readiness and safety measures.	
	(d)	doing what is reasonably practicable to improve the safety of vulnerable people in emergencies, through ensuring the undertaking of personal emergency planning.	
	(e)	ensuring that fire equipment is installed, suitable for risks specific to the relevant residence or building	
4.7	**Infection Control**		**Principal and Key Management Personnel**
	(a)	Risks of infection are regularly assessed, identified and managed.	
	(b)	Employees are trained in infection control practice, including relevant application of precautions to minimise the risk of infection.	
	(c)	Mechanisms are in place for monitoring compliance with infection control procedures.	
4.8	**Checking for new information when it becomes available**		**Principal and Key Management Personnel**
	(a)	Where new information about risks in the context of Phoenix Community Project's operations and support provision becomes available, this information should be incorporated (where relevant) into the documented risk management strategies.	
	(b)	New information and advice about business risks should be confirmed with insurers and advisors.	
4.9	**Workers to commit to Policy**		**All Workers**
	(a)	All Workers are provided with a copy of this policy in their orientation and induction materials.	
	(b)	Under their employment, contractor agreement or binding letter agreement, each Worker at Phoenix Community Project is required to take responsibility for ensuring:	

(1)	full understanding of the commitments outlined in this policy as well as procedures and other strategies designed to ensure that the principles of this policy are upheld; and (2) ensuring that the principles and procedures and other strategies within this Policy are applied in their daily work.	
4.10	**Train Workers** Train Workers in the Risk Management Policy and Risk Management process during their induction, and as part of ongoing refresher training and/or when processes change of Workers with a need to know.	**Principal and Key Management Personnel**
4.11	**Continuous Improvement and Quality Management** In addition to the continuous improvement and quality management procedures set out above, the following Continuous Improvement and Quality Management measures should be implemented contemporaneously with a Scheduled Review of this Policy and Procedures: (a) analyse relevant legislation for any changes to the requirements of this Policy and Procedures and to determine new areas of potential risk. (b) analyse records of incidents, near misses and complaints to identify new areas of potential risk. (c) review this Policy in consultation with other Key Management Personnel.	**Principal and Key Management Personnel**
4.12	**Policy adoption** Adopt and maintain the Policy and Related Documentation which assists Phoenix Community Project to demonstrate the relevant NDIS Quality Indicators related to the Risk Management NDIS Practice Standard.	**The board**

5.   General

5.1   Relevant Legislation, Regulations, Rules and Guidelines

Legislation, Rules, Guidelines and Policies apply to this policy and supporting documentation as set out in the Legislation Register.

5.2   Inconsistency

If and to the extent that the terms of this Policy are or would be inconsistent with the requirements of any applicable law, this Policy is deemed to be amended but only to the extent required to comply with the applicable law.

5.3   Policy Details

Approved By: The board of Phoenix Community Project Inc

Approval Date: November 2021

Next Scheduled Review: November 2023

Version: 1

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