BOON CONSULTING

Risk Management Policy

Purpose and Scope

The purpose of this policy is to ensure that any risks to participants, workers, and the company are identified and managed.

Compliance Arrangements

To ensure this, Boon Consulting regularly undertake risk assessments that is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation. The system complies with the requirements under the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.* This will be done by ensuring that:

Workplace health and safety

Workplace health and safety and workplace environment risk mitigation:

- All employees are engaged under remote working arrangements. Employees are required to ensure their working environment is safe and secure.

- If equipment or technology (additional computer screens, suitable office chairs, headphones or stationery supplies) are required, Boon Consulting will provide these and cover reasonable and fair use maintenance costs.

Temporary service disruptions

If a there is a temporary disruption in Boon Consulting's ability to provide services, the following arrangements are in place. For the purposes of this policy, a temporary disruption is a complete cessation of all services, to all clients, that is expected to continue for more than 5 business days.

- Boon Consulting maintains an agreement with a local registered plan management provider to provide support if the key personnel are unable to carry out their responsibilities due to an emergency or disaster.

Extended or permanent service disruption

If a there is an extended or permanent disruption in Boon Consulting's ability to provide services, the following arrangements are in place. For the purposes of this policy, an extended disruption is a complete cessation of all services, to all clients, that is expected to continue for more than 20 business days.

- If the key personnel are permanently and unexpectedly unable to carry out their duties and responsibilities, a local registered plan management provider will provide qualified support to assist with transitioning plan management clients to a new provider of their choice.

Communication of risks

- When risks associated with the services supplied by Boon Consulting, or other providers are identified, clients or their authorised representative are contacted according to the communication preferences. Details of the risk, potential mitigation strategies and support actions recommended (within the scope of the plan manager role).

- Ongoing communication and liaison with the client, their support network and care team continues until the risk is suitably reduced, removed or management of the risk is transferred to a more suitable party.

- All verbal communication is followed up with written summaries to ensure accurate and complete record-keeping.

Infection prevention and control standard precautions

- Boon Consulting does not conduct in person meetings for plan management clients, and all interactions with participants and other staff member are done via phone call or video meetings. This arrangement is in place to remove risk associated with transfer of infection and an illness and infection risk register is not required.

- Boon Consulting employees are required to undertake Infection Control Training on commencement. This training is redone in line with the NDIS Registration Audit cycle.

Employee and internal arrangements

- All workers are aware of, trained in, and comply with the required procedures in relation to risk identification and management.

- All employees are provided with a copy of this policy at commencement of their employment and required to review the policy whenever is it updated.

- Appropriate insurance types and levels are maintained. Boon Consulting maintains Public Liability, Professional Indemnity, and Worker's Compensation insurances appropriate to the size of the business and employee status.

Documents that relate to this policy

- Conflict of Interest Management Form
- Certificate of Currency – Public Liability Insurance
- Certificate of Currency – Professional Indemnity Insurance
- Certificate of Currency – Worker's Compensation Insurance

Review and Revision

Endorsement Date:	**Reviewed Date:**	**Reviewed Date:**	**Reviewed Date:**	**Reviewed Date:**
30/05/2023				
Reviewed by:				
This policy and procedure will be reviewed at least annually and changes endorsed by the Management Team.				