

1. Introduction

1.1. Purpose

Mildura Disability Support Services is committed to maintaining a comprehensive, accountable, and transparent system for addressing risks that we may encounter as an NDIS provider. This includes risks to participants, workers, and Mildura Disability Support. By adhering to the guidelines outlined in the NDIS Practice Standards, this policy seeks to foster an environment that actively identifies, manages, and mitigates potential threats, thereby ensuring the safety and wellbeing of all stakeholders.

1.2. Scope

This Policy is applicable to all Workers affiliated with Mildura Disability Support. It is the responsibility of every individual, regardless of their employment status, to fully comprehend and comply with the commitments outlined in this policy. All Workers must acknowledge that they have read, understood and will comply with the contents of this Policy.

1.3. NDIS Indicators (Objectives)

In alignment with our commitment, Mildura Disability Support Services endeavours to demonstrate the following quality indicators by implementing and adhering to this policy and other related documentation.

Risk Management

Outcome: Risks to participants, workers and the provider are identified and managed.

To achieve this outcome, the following indicators should be demonstrated:

- a) Risks to the organisation, including risks to participants, financial and work health and safety risks, and risks associated with provision of supports 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; and
 - 8) Emergency and disaster management.
- d) Where relevant, the risk management system includes measures for the prevention and control of infections 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.
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2. Policy Statement

Mildura Disability Support Services is committed to implementing a systematic risk management approach to identify, analyse, evaluate, and control for risks that could affect the safety, wellbeing and rights of the participants and workers, and the overall operations of Mildura Disability Support. We strive to minimise potential harm and liability through maintaining adherence to this Policy when engaging in risk management processes.

2.1. Relevant legislation

All relevant legislation to this Policy is outlined in the Legislation Register.

2.2. Related documents

- a) Risk Management Register
- b) Infection Prevention and Control Policy
- c) Emergency and Disaster Management Policy
- d) Participant Emergency Plan
- e) Business Continuity Plan
- f) Work Health and Safety Policy

- g) Governance and Operation Policy
 - h) Human Resources Management Policy
 - i) Privacy and Information Management Policy
 - j) Incident Management Policy
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3. *Responsibilities and Roles*

- a) Narelle Margaret Fraser is responsible for the development and review of this policy. It is expected that Narelle Margaret Fraser ensures this Policy remains compliant with all applicable laws, regulations and standards.
 - b) Key Management Personnel play a vital role in ensuring the effective implementation of this Policy throughout Mildura Disability Support. It is the responsibility of all Key Management Personnel to not only assist Workers in understanding and complying with this policy but also to comply with it themselves. By leading by example, they demonstrate the importance of adherence to the policy and foster a culture of compliance within the organisation.
 - c) Workers are responsible for understanding the contents of this policy and complying with all procedures applicable to them.
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4. *Definitions*

Mildura Disability Support Services means AUS DISABILITY SUPPORT PTY LTD ABN 61 684 083 574.

Key Management Personnel means Narelle Margaret Fraser and other key management personnel involved in Mildura Disability Support Services from time to time.

Director means Narelle Margaret Fraser.

Worker means a permanent, fixed term or casual member of staff, a contractor or volunteer employed or otherwise engaged by Mildura Disability Support Services and includes the Director.

Representative means an individual identified as the Participant's representative within the Participant's Service Agreement or any person who offers personal care, support, or assistance to a Participant, often a family member or guardian, without being hired as a paid or volunteer worker.

Risk Assessment means an evaluation of potential risks associated with a Participant and/or a Workplace, as applicable.

Risk Management means a method involving the identification of hazards, assessing the risks associated with these hazards, and planning and implementing control measures to eliminate or minimise the risks from the identified hazards.

5. *Procedures*

5.1. **Risk Identification**

- a) **Continuous Monitoring:** Mildura Disability Support Services recognises that risk identification is not a one-time event but a continuous process that is embedded in the daily activities of Mildura Disability Support. All Workers are trained and encouraged to remain vigilant for potential risks in their respective areas of work. This process includes regular observation, reporting, and analysis of any changes or unusual occurrences that might introduce risks.
- b) **Systematic Approach:** Mildura Disability Support Services adopts a systematic approach to risk identification, where each part of our operations, service provision, and financial management is examined regularly for possible risks. This process includes routine check-ups, operational audits, and financial analysis conducted by Workers and Key Management Personnel.
- c) **Cross-functional Team Involvement:** Risk identification is a cross-functional task that involves all Workers. By encouraging a diverse set of perspectives, Mildura Disability Support Services can uncover potential risks that might have otherwise been overlooked. Risk management is discussed at monthly team meetings where potential risks are identified and appropriate responses are devised.
- d) **Stakeholder Engagement:** We engage a broad range of stakeholders in our risk identification process. This includes our participants, their families, our Workers and other stakeholders. Their perspectives help us identify risks that might affect their health, safety, or satisfaction with our services.
- e) **Documentation and Reporting:** All identified risks are documented and reported through a structured process. Each risk is recorded in a Risk Management Register with a detailed description, potential impact, and risk management and control strategies. The documentation process ensures Mildura Disability Support Services has a complete record of all identified risks, which aids in risk analysis, mitigation, and ongoing management.

5.2. **Risk analysis and evaluation**

- a) **Probability Assessment:** Every identified risk will be assessed for its likelihood of occurrence. This process considers a range of factors, such as the current control measures in place, past occurrences, and any external or environmental factors that may influence the risk's probability.
- b) **Impact Evaluation:** The potential impact of each risk will be evaluated in terms of its potential harm to our participants, Workers, financial status, operations, or reputation. Impact assessment will consider both the immediate and long-term effects of the risk materialising.

- c) **Risk Scoring and Ranking:** Each risk will be given a score based on its likelihood and potential impact. The scoring system will help to rank the risks, allowing us to prioritise which risks require immediate attention and which ones can be addressed later.
- d) **Context Consideration:** The specific context in which each risk could occur will also be taken into account. This may include factors such as the complexity of our operations, the vulnerability of our participants, regulatory requirements, and the resources available to manage the risk.
- e) **Consultation and Participation:** Our Workers, participants, and other stakeholders will be actively engaged in the risk analysis and evaluation process. Their insights and perspectives will be taken into account, ensuring that our risk analysis is grounded in the reality of our operations and services.

5.3. Risk management strategies

- a) **Mitigation:** Steps will be taken to reduce the likelihood or lessen the impact of the risk. This could involve implementing new procedures, providing additional training, or improving communication and reporting systems.
- b) **Acceptance:** In some cases, it may be more appropriate to accept the risk, particularly if the cost or impact of other treatment options outweighs the potential harm. In such cases, a contingency plan will be put in place to manage the impact if the risk does occur.
- c) **Transfer:** Where possible and appropriate, risks may be transferred to another party. This could involve purchasing insurance, outsourcing certain activities, or entering into partnerships or collaborations.
- d) **Avoidance:** If a risk is too great to be mitigated or transferred, and its acceptance is not appropriate, the risk may be avoided entirely. This could involve discontinuing certain services or activities, or choosing not to embark on a proposed initiative.
- e) **Consultation:** Risk treatment strategies will be developed in consultation with relevant stakeholders. This could include Workers, participants, their families, or external partners.
- f) **Insurance:** Mildura Disability Support Services ensures an adequate level of insurance is maintained including Public Liability insurance, Professional Indemnity Insurance and Workers Compensation Insurance.

5.4. Training Workers

- a) All Workers within Mildura Disability Support Services will receive appropriate training on the risk management system. Training will also highlight Workers responsibilities in the risk management and the importance of adhering to the risk management system. We will strive to ensure supports and services are provided in a way that is consistent with our risk management system.

5.5. Monitoring and review of process

- a) **Monitoring:** of the Risk Management Policy will be a continuous process. It will involve regular checks to ensure that the policy is being adhered to, the risk management procedures are being followed, and the Risk Management Register is effectively reducing risks. Review processes include:
- 1) Analyse incident, feedback and complaints reports to identify potential risks.
 - 2) Conduct internal audits on the risk management process, including Workers compliance with the risk management process. This may include supervision and performance reviews.
 - 3) Consult with stakeholders to gain diverse perspectives and insights to ensure the policy continues to meet the needs and expectations of all parties.
- b) **Implementation:** Any improvements identified during the review process will be incorporated into the policy. This will involve updating the policy document, communicating changes to all relevant parties, and providing training or support as necessary to ensure effective implementation of the changes.
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6. Policy review and updates

This Policy is to be amended and updated according to the requirements to comply with the applicable laws and Regulations.

Approval Authority: Narelle Margaret Fraser

Version: 1

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