YOUR VILLAGE TRAINING AND SUPPORT

IT TAKES A VILLAGE TO GROW

YOUR VILLAGE Training and Support

Risk Management Policy

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Policy Outline

Purpose

This policy outlines how **Your Village Training and Support** manages risks to ensure the safety and wellbeing of clients, employees, and stakeholders, as well as to safeguard the organisation's assets and operational capacity. Risk management aims to proactively address threats, minimise their impact, and ensure compliance with relevant legal frameworks such as the **NDIS Quality and Safeguarding Framework**.

Scope

This policy applies to all levels of the organisation, including staff, volunteers, contractors, and clients. Risk management activities extend across all services, programs, and operational aspects of **Your Village Training and Support**, ensuring that all risks—both strategic and operational—are addressed.

Policy Statement

Your Village Training and Support adopts a proactive and systematic approach to risk management, ensuring that risks are identified, assessed, and mitigated at all levels. This approach supports informed decision-making, improves service quality, and enhances the organisation's ability to achieve its objectives.

By embedding risk management into daily operations, we aim to minimise negative outcomes, protect resources, and maintain the trust of clients, employees, and stakeholders.

Types of Risks Covered

The following types of risks are addressed by this policy:

- **Operational risks**: Disruptions to services, staff shortages, or delays in service delivery.

- **Client-related risks**: Risks to client safety, such as accidents, injuries, or inappropriate service delivery.

- **Work Health and Safety (WHS) risks**: Hazards in the workplace or during service provision that may lead to injury or illness.

- **Financial risks**: Fraud, mismanagement of funds, budgetary shortfalls, or loss of funding.

- **Compliance risks**: Non-compliance with legal or regulatory requirements such as NDIS standards or workplace laws.

- **Reputational risks**: Actions that could damage the organisation's reputation or lead to a loss of trust among stakeholders.

Benefits of Risk Management

Effective risk management provides the following benefits:

- **Improved Safety**: Minimises the risk of accidents and injuries to clients, staff, and visitors.

- **Enhanced Decision-Making**: Ensures that decisions are informed by a clear understanding of potential risks.

- **Compliance with Regulations**: Helps the organisation meet legal and regulatory requirements, reducing the risk of penalties or legal action.

- **Resource Protection**: Reduces the likelihood of financial losses or service disruptions, preserving the organisation's resources.

- **Increased Stakeholder Confidence**: Demonstrates a commitment to proactive risk management, building trust with clients, funders, and regulatory bodies.

Risk Management Principles

Your Village Training and Support implements risk management according to the following principles:

- **Proactivity**: Risks are identified early, and preventative measures are put in place to mitigate their impact.

- **Transparency**: Risk management processes are clear and communicated across all levels of the organisation.

- **Accountability**: Everyone has a role to play in managing risk, from frontline staff to management.

- **Inclusion**: Risk assessments consider the perspectives of employees, clients, and other stakeholders.

- **Adaptability**: Risk management strategies are flexible and regularly reviewed to respond to changes in the organisation or the external environment.

Responsibilities

Organisation

The organisation is responsible for implementing and maintaining a risk management framework that is integrated into all processes and activities. Key responsibilities include:

- Ensuring the risk management policy is up to date and complies with relevant laws and regulations.

- Providing ongoing training and resources to employees to build risk management capacity.

- Establishing systems for monitoring and reviewing risk management activities.

Employees

All employees play a crucial role in risk management. Their responsibilities include:

- Actively identifying and reporting risks in their work area or in the delivery of services.

- Participating in risk assessments and following organisational procedures to reduce risks.

- Keeping updated on relevant risk management practices and WHS protocols.

Managing Director as Risk Manager

The **Managing Director** assumes the role of **Risk Manager**, with the following duties:

- Leading the development and implementation of the risk management framework.

- Conducting risk assessments and ensuring that risk controls are implemented.

- Reporting on significant risks to the Board of Directors and ensuring actions are taken to mitigate them.

- Ensuring the organisation's compliance with relevant risk management laws and guidelines.

Risk Management Committee (if applicable)

If established, a **Risk Management Committee** may support the **Managing Director** by:

- Regularly reviewing the organisation's risk profile.

- Assessing the effectiveness of current risk management strategies.

- Making recommendations for improving the risk management framework.

Contractors and Volunteers

Contractors and volunteers must comply with this policy and report any risks they encounter while delivering services. They should follow the same risk management protocols as employees.

Risk Management Process

Risk Identification

Risk identification involves detecting potential risks that could impact any part of the organisation. Methods for identifying risks include:

- **Internal Audits**: Regular reviews of organisational procedures and service delivery.

- **Client Feedback**: Gathering input from clients and their families about service quality and safety.

- **Employee Consultations**: Engaging employees in identifying workplace hazards and risks.

Risk Assessment

Once identified, risks are assessed by evaluating:

- **Likelihood**: The probability that a risk will occur.

- **Consequence**: The severity of the outcome if the risk occurs. Risks are then categorised based on their likelihood and consequence using a risk matrix, which helps prioritise which risks need immediate attention.

Risk Evaluation

Risk evaluation involves determining the level of risk and deciding whether it is acceptable. High-priority risks are those that could have a significant impact on the organisation or its clients, requiring immediate action.

Risk Treatment

Risk treatment involves selecting appropriate strategies to manage risks. Treatment options include:

- **Avoiding the risk**: Changing plans or processes to eliminate the risk.

- **Reducing the risk**: Implementing control measures to reduce the likelihood or severity of the risk.

- **Transferring the risk**: Sharing the risk with another party (e.g., through insurance).

- **Accepting the risk**: Tolerating the risk if it falls within an acceptable range.

Example of a Risk Management Process

Risk: A staff shortage could disrupt client care.

Likelihood: Moderate

Consequence: High

Treatment: The organisation establishes an on-call system where backup staff are available during critical periods. Regular staff are trained in multiple roles to ensure coverage in the event of absences. This reduces the likelihood of a major disruption.

Client Risk Management

Client Risk Assessment

Client risk assessments are conducted for every new client receiving services. These assessments identify risks specific to the client, such as mobility challenges, medical conditions, or behavioural issues. Client risk assessments include:

- **Initial Risk Screening**: Conducted when the client first accesses services.

- **Comprehensive Risk Assessment**: For clients with complex needs, detailed assessments are conducted in consultation with their families and healthcare providers.

Review and Monitoring of Client Risk Plans

Client risk management plans are reviewed on a regular basis—typically quarterly—and updated as needed to reflect changes in the client's condition or circumstances.

Case Study

A client with epilepsy is assessed for risks related to their condition. After consulting with healthcare providers and family members, a risk management plan is developed that includes staff training in seizure first aid, ensuring medication protocols are followed, and installing monitoring equipment in the client's home. Regular reviews ensure the plan remains effective as the client's needs change.

Compliance Risk Management

Compliance risks refer to the risk of failing to meet legal, regulatory, or organisational standards. Key compliance areas include:

- **NDIS Standards**: Ensuring all services meet the quality and safety requirements of the NDIS Quality and Safeguarding Framework.

- **Workplace Health and Safety (WHS) Legislation**: Meeting WHS obligations to protect the health and safety of employees, clients, and visitors.

- **Financial Reporting**: Ensuring the organisation's financial practices comply with relevant regulations.

Work Health and Safety (WHS) Risk Management

WHS Risk Identification and Controls

WHS risk management is a key component of this policy. Risks to employee and client safety are identified through regular workplace inspections, incident reports, and employee feedback. Control measures may include:

- **Providing Personal Protective Equipment (PPE)**: Ensuring that staff have access to and are trained in the use of PPE, such as gloves, masks, or lifting equipment, depending on the nature of their work.

- **Safe Work Procedures**: Developing and maintaining safe work procedures to guide staff in performing tasks that may involve manual handling, working with hazardous substances, or operating equipment.

- **Emergency Preparedness**: Ensuring that all staff are trained in emergency procedures such as fire drills, evacuation protocols, and first aid.

Incident Reporting and Follow-Up

Any workplace incidents, including accidents, injuries, or near misses, must be reported immediately to the **Managing Director**. Each incident will be investigated to identify the root cause and to prevent future occurrences. All incidents are documented in an **Incident Register** and reviewed during regular WHS committee meetings.

WHS Example

Risk: A client has limited mobility and is at risk of falling during transfers from a wheelchair to a bed.
Likelihood: High
Consequence: Severe
Treatment: Staff are trained in the use of a hoist for safe transfers, and a second staff member is present during transfers to assist and ensure the client's safety. The client's environment is also assessed, and grab rails and anti-slip mats are installed to reduce the risk of falls.

Financial Risk Management

Financial risks refer to potential threats to the financial stability of **Your Village Training and Support**, including:

- **Fraud or Theft**: Implementing checks and balances to prevent fraudulent activity, such as regular financial audits, separating duties in financial transactions, and ensuring proper documentation for expenses.

- **Funding Shortfalls**: Identifying and planning for potential disruptions in funding by maintaining reserves, diversifying funding sources, and adjusting budgets in response to changing financial circumstances.

- **Budget Oversights**: Regular financial reviews and projections are conducted to ensure that the organisation remains on track with its budget and financial goals.

Monitoring and Review

Risk management is a continuous process that requires ongoing monitoring and regular reviews to ensure its effectiveness. **Your Village Training and Support** is committed to:

- **Continuous Monitoring**: Risks are monitored continuously through regular reviews of incident reports, client feedback, financial reports, and operational assessments.

- **Annual Risk Management Review**: The overall risk management framework is reviewed annually to ensure it remains effective and aligned with the organisation's strategic objectives. The annual review includes input from staff, clients, and relevant stakeholders to identify emerging risks and areas for improvement.

- **Post-Incident Analysis**: Following significant incidents, a thorough review is conducted to determine the effectiveness of the risk management strategies that were in place and to identify any gaps or areas for improvement.

Implementation

Your Village Training and Support is committed to embedding risk management into its organisational culture and ensuring that it is a part of everyday activities. The implementation of this policy includes:

- **Training and Education**: All staff will receive training in risk management, including WHS, compliance, and client-related risk management. Training will cover the identification, assessment, and treatment of risks, as well as reporting procedures.

- **Clear Communication**: The risk management policy and procedures will be made available to all staff, contractors, and volunteers. Regular communication, such as team

meetings and newsletters, will reinforce the importance of proactive risk management.

- **Regular Reporting**: The **Managing Director** will provide regular reports to the Board of Directors on significant risks, risk mitigation efforts, and the outcomes of risk management activities.

- **Documentation**: Comprehensive documentation of all risk assessments, incident reports, and risk treatment strategies will be maintained and reviewed periodically.

By adopting and following this **Risk Management Policy**, **Your Village Training and Support** will maintain a safe, compliant, and efficient environment for all employees, clients, and stakeholders. The organisation is dedicated to continuous improvement in risk management practices to support the wellbeing of its clients and the effectiveness of its services.