



# Risk Management Policy and Procedure

## PURPOSE AND SCOPE

Easy iCare Pty Ltd is actively working to identify, address and monitor potential risks to promote a safe environment for participants, staff and visitors and to maintain effective and viable business operations.

It is the responsibility of the Manager to carry out risk management analyses for the organisation and to take appropriate measures.

## POLICY

Easy iCare Pty Ltd; recognises the importance of managing risk and ensure that all stakeholders are aware of their own roles in identifying, analysing, evaluating, treating, monitoring and communicating risk in a systematic risk management approach.

Easy iCare Pty Ltd understands the organisation may be at risk when:

- They do not have a well-functioning governance structure;
- Management plans, policies and processes are inadequate;
- Team member roles and responsibilities are unclear;
- They do not require participants to sign consent forms or waivers;
- Equipment and facilities are not safe for intended use;
- They have not implemented a comprehensive Risk Management Plan;
- Insurance is inadequate or inappropriate; or
- Operations are not regularly evaluated.

Document Title	Risk Management Policy and Procedure	Effective Date	26/8/19
Authorised by	Karl Jenkins (Director)	Review Date	26/2/19
Author/Reviewer	Kerry Bolton (Safety & Compliance Manager)		
Pathway	Jaalx\Easy iCare - Documents\EIC Policies and Procedures – Published\ POLRiskManagementPolicyV1.1.pdf		

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## DEFINITION

Risk	Is the chance of something happening that will have an impact on the Service's objectives. It is measured in terms of consequences and likelihood and if the risk will have a positive or negative impact.
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## PROCEDURE



### Identification

Risks are identified through the following mechanisms:

- Hazard data
- Risk assessments including Environmental and Equipment assessments
- Incident\Accident information
- Staff, participant and visitor feedback and complaints
- Maintenance Log items
- Review of policies and procedures
- Input from staff meetings

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- Information from planning days including, Strategic and Operational planning sessions
- Information obtained via education and training
- Internal and external audits

## Planning

Easy iCare Pty Ltd have established and maintain a Risk Management Plan. The Plan identifies and addresses:

- Risks to Easy iCare Pty Ltd – Including loss of funding, inability to deliver funded outcomes within budget, embezzlement of funds, lack of suitably qualified staff, extended staff illness, damage to reputation and relationships, changes in compliance requirements and eligibility, decisions by the Manager and loss of data due to natural disasters.
- Risks to staff - Including lack of suitably qualified staff, extended staff illness, staff injury due to WHS risks, changes in training and education compliance requirements, impacts of natural disasters and infection.
- Risks to Participants - including environmental, fire, falls, transport, staff working in Participant’s home, changes in consistency of performance of activities, interruptions to service delivery and exit plans (transitioning services to another service provider).

The Risk Management Plan includes the following information:

- The risk
- Date the risk was identified
- Risk rating; possible consequence/s of the risk
- The actions to eliminate, mitigate or control the risk
- Risk review dates; new controls and changes to existing controls.

The Risk Management Plan is reviewed by Manager every two months or more frequently, as required in response to information received via WHS, Audit and Continuous Improvement systems.

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## Managing Risks

### *-Controls*

Controls are strategies utilised to manage risk and are balanced against the cost and inconvenience of the control. Controls utilised by Easy iCare Pty Ltd include:

- Strategic Plan
- Risk Management Plan
- Staff orientation, education and training
- Actions from Environmental Risk Assessments and all other Easy iCare Pty Ltd risk assessments
- Easy iCare Pty Ltd information systems including meetings and memos
- Policies, procedures and work instructions
- Position descriptions
- Capital Maintenance and equipment budgets and plans
- Maintenance of current registrations and insurances

### *-Improvement Committee* **Please review**

All risks will be reviewed by Easy iCare Pty Ltd's Manager.

Members of the Improvement Committee are representatives of the Easy iCare Pty Ltd workforce.

The Committee meets quarterly, and its function is to identify risks through the review of information listed as above (see Procedure - Identification).

Where risks are ongoing, these items are entered in the Risk Management Plan and Continuous Improvement Plan.

Management is charged with ensuring that all actions required to manage risks are undertaken in accordance with nominated timeframes.

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### *-Hazard Identification*

Where a hazard or potential hazard is identified, staff must place details of the hazard on the Hazard Form and provide this to the Manager on the same working day

If the consequences of the hazard are assessed as High or Extreme, staff must contact Easy iCare Pty Ltd to inform the Manager immediately or as soon as it is safe to do so.

Manager will take steps to address Extreme or High hazards immediately.

Detailed documentation of action taken must be placed on the Hazard and Risk Assessment forms and where required, on the Continuous Improvement Plan.

All hazard reports are forwarded to the Easy iCare Pty Ltd Improvement Committee for review.

### *-Monitoring*

Risk management processes and systems are regularly audited as part of our Audit program.

### *-Reporting*

Easy iCare Pty Ltd will use the data gained from the Risk Management process to inform decisions and plans to continuously improve practices. The analysis will be referred to allow

changes in services, policies and procedures. This analysis will include but not limited to:

- Complaints and feedback
- Financial risk
- Staffing issues
- Participant satisfaction
- Risks to participants and staff

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- Changes to legal or compliance requirements
- Training and education

## RELATED DOCUMENTS

- Hazard Form
- Continuous Improvement Policy
- Compliments, Complaints/Feedback Policy and Form
- Risk Assessment Form
- Strategic Plan
- Risk Management Plan
- Actions from Environmental Risk Assessments and all other Easy iCare Pty Ltd risks assessments
- Documentation, including meetings and memos
- Policies, procedures and work instructions
- Position descriptions
- Capital Maintenance and equipment budgets and plans
- Maintenance of current registrations and insurances

## REFERENCES

- Work Health and Safety Act (2011)
- NDIS Practice Standards and Quality Indicators 2018
- Privacy Act (1988)

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