Risk Incidents and Complaints Management

Risk Management Policy – Verification

Instructions:

Verification is for all providers (excluding government entities) delivering lower risk, lower complexity supports and services only.

This checklist is designed for services that require verification to understand the elements of a risk management policy that meets NDIS Commission requirements. It can be used to check against what you may already have and be adapted and customised to suit your circumstances.

✓ Tick when your policy includes the following elements.

Risk Management Policy – Verification

Definition of Risk and Risk Management

You identify risk as an event or circumstance that may have a negative effect on your organisation and/or operations e.g. the risk of COVID-19 infections spreading due to poor infection control procedures.

Risk management is about what you do to ensure you understand the risks your organisation faces and then makes informed decisions about how to manage these to minimise / avoid their impact. It involves a process of identifying, assessing and judging risks, assigning responsibilities and taking action to mitigate or anticipate them and then monitoring and reviewing progress. It seeks to address potential problem areas before they occur and creates a safer environment.

Your risk management covers the following areas:

- Risk to workers, participants visitors and contractors
- Business risk
- Compliance risk-insurance requirements, worker checks, NDIS Code of Conduct requirements and individual worker professional registration requirements.
- Emergency and disaster planning.

Roles and responsibilities

You identify someone who is responsible for risk assessment, management, monitoring and reporting.

They use a risk management plan to minimise reasonably foreseeable injury and harm to individuals, disruption to your operations, and damage to the environment and property that fits the needs of your organisation.

You ensure staff follow your risk management procedures that are detailed in your plan.

You ensure all staff are trained and have refresher training in infection prevention and control standard precautions including hand hygiene practices, respiratory hygiene and cough etiquette.

You ensure all staff and participants have access to adequate Personal Protective Equipment (PPE) and training including refresher training in their use is provided to all staff.

You ensure all staff are aware of their responsibility to:

- Maintain an awareness of potential risks in their area of responsibility
- Notify the person responsible of any potential or actual risk
- Implement standard infection control precautions throughout all workplaces.

Types of risks to be managed

Infection prevention and control, standard precautions are implemented in all settings.

Your Worker Health and Safety Policy and Procedures identify risks to workers, visitors and contractors. This includes pandemic and emergency planning.

You ensure that all insurance requirements, including professional indemnity, public liability and accident insurance that may apply to your risk management, are up to date.

Related documents

You have a Risk Management Plan that provides detail on how you will identify, analyse, mitigate, communicate and monitor your risks.

You have a way to record potential risks to your service and how you plan to manage them effectively, such as a Risk Register.

You use a way to assess risks for participants in order to reduce any potential harm, such as an individual client risk assessment.

You use other related data to help with identifying risks, such as incidents, complaints, feedback, WHS reports, performance reviews and your compliance calendar.

You undertake regular participant risk assessments that include:

- Consideration of the degree to which participants rely on your services to meet their daily living needs, and
- The extent to which their health and safety would be affected if those services were disrupted.