



Risk Management Policy and Procedures

I have a right to access safe services where the Provider has considered and managed all risks for me, my worker, and my environment – client voice

Introduction

The Play Grow Flourish Management Policy guides how risk is assessed and responded to in managing and delivering NDIS Service.

Play Grow Flourish is committed to ensuring that identified risks are managed to maximise ongoing viability, quality, and accountability of services.

Scope

This policy applies to the Director, team leaders, staff, and any other representative of Play Grow Flourish.

Policy

Play Grow Flourish is committed to the identification and management of risks that may arise in governance, staff duties, as well as the day to day operations with delivering service. The Risk Management Framework is incorporated into all areas of the organisation have specific processes of identification, reporting, analysis, treatment, and review. Risk is managed across three core domains of the service:





Procedure

Risk management plan

Risk Management tools are maintained for the organisation which details identified risks and actions taken to control or minimise those risks. This includes:

Client Risk:

- Vulnerability Assessment (My Safety Plan)

Each client's individual risks are identified upon entry into the service through the My Safety Assessment Form, which identifies their individual risks and includes a vulnerability assessment process. This process identifies clients who are vulnerable in terms of violence, abuse, neglect, exploitation, and discrimination when receiving support.

The vulnerability assessment also identifies the extent to which individual clients rely on their service in the event of a natural disaster or emergency.

The outcome of the assessment informs senior staff of the level of service oversight in service provision, as well as the priority of support in an emergency that is required.

- Goal Plan Activity Risk Assessment

Individual goal plans identify risks associated with activities being undertaken within the plan are identified and managed to mitigate or minimise the impact of identified risks.

Specialised Plan Risk Management (Medical Emergency Plan)

Where clients have a specialised plan relating to high intensity needs, the associated risk assessment and management strategies are documented within the plan.

This relates to:

- Mealtime Management
- High Intensity needs

The Risk Management Strategy provides guidance to staff members when complications arise from the specialised support. e.g. mealtime management or urinary catheter management.

Natural Disaster and Emergency Management Plan

Each client of whom Play Grow Flourish is the primary support will be provided with information about the Emergency Management and Natural Disaster Plan See Also *Emergency Management Planning Policy and Procedure*.

This plan identifies specific processes related to Play Grow Flourish response to emergencies, including an Emergency Officer who leads the processes of supporting staff and clients.



Staff member risks when undertaking role requirements:

A WHS Register that is contained within the organisation's Master Register and is reviewed monthly. Identified staff member hazards or incidents inform the plan with monthly strategic planning to develop control mechanisms.

Organisational Risk Management:

An organisational Risk Management Plan is contained within the Master Register and is reviewed monthly as required under the underpinning governance and continuous improvement model. The Risk Management plan addresses:

- Financial risk
- Work Health and Safety Risk
- Information management risk
- Human Resource Risk
- Governance risk
- Complaints
- Incident Management
- Emergency Management

Identifying and managing risk

Play Grow Flourish management framework



Play Grow Flourish regularly identifies risks to the organisation and services that are provided. In doing this, the organisation takes into consideration:

- Feedback from clients, their family, and carers
- Client assessments
- Feedback from staff



- Workplace inspections, including the client's home.
- Workplace Hazard Reports
- Incident Reports
- Work practices.
- Changing needs of clients and staff
- Advice from professionals and/or stakeholders
- External changes such as policy and legislation
- Market movements
- Staff member training
- Provision of information
- The use of safe or safer equipment
- Maintaining adequate insurance
- Personal checks including referee checks, driver licences, motor vehicle registrations, professional registrations, criminal history checks.
- Review of policies and procedures.

The following risk matrix is used to assess each risk:

		Consequence				
		Not Significant-1	Minor-2	Moderate-3	Major-4	Severe-5
Likelihood	Rare-1	Low-2	Low-3	Low-4	Low-5	Medium -6
	Unlikely - 2	Low-3	Low-4	Low-5	Medium -6	Medium -7
	Occasionally - 3	Low-4	Low-5	Medium -6	Medium -7	High-8
	Likely - 4	Low-5	Medium-6	Medium -7	High-8	Extreme -9
	Almost Certain-5	Medium-6	Medium -7	High-8	Extreme-9	Extreme-10

Play Grow Flourish uses the following processes to determine what action will be taken in relation to each risk identified and monitor implementation of controls by:

- Assessing the effectiveness of controls put in place.
- Liaise with clients and staff to ensure the controls are effective.
- The Director reviews controls with the staff and alter controls as required.
- Monthly review of the risk registers.
- Undertaking testing activity of the Emergency Management strategies



Recording improvements

Improvements implemented as a result of risk management reviews and planning are recorded in the Continuous Improvement Register to ensure that they are implemented, monitored, and evaluated. The Director is responsible for monitoring the plan.

Responsibilities

For the purpose of this policy the Management team or Management includes the Director, Executive Team Leader and the Human Resources Manager.

Management is responsible for:

- Reviewing this policy on an annual basis to ensure that the policy is operating effectively.
- Reviewing the *Organisation Risk Register, WHS Register and Client Risk Register* and determining appropriate management strategies at monthly Quality and Safeguarding Meetings
- Actively testing the Emergency Management Plan, and adjusting according to the context of the natural disaster or Emergency Plan – See also Emergency Management Policy and Procedure
- Ensuring Shift Managers and support staff are trained in identifying and responding to risk across all levels.
- Ensuring all WHS hazards and risks are entered onto the WHS Register
- Ensuring all clients are listed and assessed on the Client Vulnerability Register
- Undertaking check ins of clients who have been identified as vulnerable on the Client Risk Register

Shift Managers are responsible for:

- Where the client has consented, sharing risk with other providers who are involved in the client care.
- Monitoring actions being undertaken to manage risk to ensure effectiveness.

Staff are responsible for:

- Identifying and reporting client risk to the Director
- Identifying and reporting WHS risk through the completion of the WHS Hazard and Incident Reporting forms
- Updating Environmental Risk Assessment forms when emerging risks present and entering the risk onto the client database.
- Following direction provided by the Director in addressing identified risks.



Related Policies and Documents

- Risk Management Framework
- Natural Disaster and Emergency Management Policy and Procedure
- Work Health and Safety Policy
- Incident Management Policy
- Human Resources Policy
- Individual Planning Policy
- Freedom from Violence, Abuse, Neglect, Exploitation and Discrimination Policy
- WHS Risk Management Plan
- Organisation Risk Management Plan
- Individual Client Risk Management Plan.

Review

Play Grow Flourish will review each policy through internal audit processes, client feedback or as contextual drivers determine the need for a review.

Release Date:	Version No:	Approved By:	Amendments:
January 2024	1.0	Director	Nil
Review Date:	Version No:	Approved By:	Amendments:
May 2025	2.0	Human Resources Manager	Minor role title and responsibility adjustments in the responsibilities section. See Master Register for Details