Risk Management
Policy and Procedure

Purpose and Scope

Network Rehabilitation Group (NRG) have a moral, ethical, and legal obligation to implement policies, procedures and systems that identify and manage risks. Risk management is a fundamental part of sound organisational management, this policy and procedure will outline the importance of managing risk and ensure all stakeholders are aware of their role in identifying hazards, assessing risks, implementing controls and check controls.

Risk management is the responsibility of all staff across all areas of the organisation, including permanent, contract and casual employees.

1.0 Definitions

Hazard: a situation or thing that has the potential to cause harm

Risk: effect of uncertainty on objectives

Risk source: element which alone or in combination has the potential to give rise to risk

Risk assessment: the process in which risk is identified, analysed, and evaluated.

Risk management: coordinated activities to direct and control an organisation regarding risk.

Risk control measures: Any process, policy, device, practice, or other action which modifies risk

Stakeholder: person or organization that can affect, be affected by, or perceive themselves to be affected by a decision or activity

Event: occurrence or change of a particular set of circumstances

Consequence: outcome of an event affecting objectives

Likelihood: chance of something happening

Risk control measure: measure that maintains and/or modifies risk

Workplace: Includes all places that employees, or contractors work, including client homes and public places, open spaces etc.

Compliance: Adherence to applicable laws and regulations contract terms, position descriptions, policies, procedures, processes and reasonable directions given by NRG.

2.0 Policy

RSS manages risks in accordance with *ISO 31000:2018 Risk Management Guidelines* and recognises that risks effect participants, employees and the organisation, with a focus on operational risk, workplace health and safety risk, financial risk, reputational risk and compliance. We are committed to the safe, ethical and responsible management of risks and will ensure our staff are trained, have the resources, and implement our risk controls (*please refer to the Risk Management Framework).*

NRG will not be able to eliminate all risks, but we can take active steps to prevent or minimise the likelihood and impact of risk by ensuring all employees:

- Responsibly minimise risks to themselves and others in the workplace, and report all hazards, or risk concerns as soon as they are noticed
- Have 100% compliance with our risk control measures

3.0 Procedure

Our Risk Management approach of identifying hazards, assessing risks, implementing controls, and checking controls are discussed across all levels and teams across NCMS and RSS.

 Step 1. Employee identifies the risk or hazard

Step 2. Assess and evaluate the risk or hazard using the risk matrix

Low risk – Can be mitigated by referring to and complying with our processes, policies and procedures as the potential loss or negative impact is likely to be minor.

Medium risk – Requires employee to complying with our processes, policies, procedures and communicate with their manager as the potential loss or negative impact could be moderate.

High risk – Requires employee to complying with our processes, policies, procedures and communicate the risk immediately with their manager as the potential loss or negative impact could be major. Manager is to communicate risk immediately to the General Manager who will escalate to the Managing Director as required.

Extreme risk – Requires employee to complying with our processes, policies, procedures and communicate the risk immediately with their manager as the potential loss or negative impact could be catastrophic. Manager is to communicate risk immediately to the Managing Director.

Step 3. Decide on measures to control the risk and implement them (examples of controls can be found in the Risk Management Framework)

Step 4. Monitor the control measures, review their effectiveness, identity any new risks or hazards

Risk Matrix

Impact rating						
People		Slight injury	Minor injury	Major injury	Single fatality	Multiple fatality
Property		Slight damage	Minor damage	Local damage	Major damage	Extensive damage
Reputation		Internal impact	Stakeholder impact	Industry impact	Statewide impact	National impact
Compliance		Internal impact	Stakeholder impact	Industry impact	Statewide impact	National impact
Severity rating		Negligible	Minor	Moderate	Major	Catastrophic
Very unlikely to happen	Never heard of it happening in the industry	Low	Low	Low	Medium	Medium
Unlikely to happen	Heard of it happening in the industry	Low	Low	Medium	Medium	High
Possible to happen	Has happened once before	Low	Medium	Medium	High	Extreme
Likely to happen	Has happened more than once in the past year	Medium	Medium	High	Extreme	Extreme
Very likely to happen	Happens several times per year for the company/worker/participant	Medium	High	Extreme	Extreme	Extreme

4.0 Related internal documents

Risk Management Framework	Risk Register
Support Worker handbook	Coordinator handbook
Incident Management Policy and Procedure	Accident and Incident Form
Compliments, Complaints and Feedback Form	Restrictive Practice Policy and Procedure
Positive Behaviour Support Policy and Procedure	RSS Support Plan
NCMS Service Plan	NCMS and RSS Service Agreements
NCMS Home Safety Checklist	RSS Home Safety Checklist
SW Home and Safety Checklist	Manual Handling Checklist
SW Journey through RSS – ADAPT	Employee tracker

5.0 Supporting legislation and standards

ISO 31000:2018 Risk management — Guidelines
National Disability Insurance Scheme Act 2013
The Corporations Act 2001
Work Health and Safety Act 2020
Privacy Act 1988
Fair Work Act 2009
National Disability Insurance Scheme Act 2013
National Disability Insurance Scheme—Risk Management Rules 2013
National Disability Insurance Scheme Quality and Safeguards Framework
National Disability Insurance Scheme Practice Standards
National Disability Insurance Scheme Code of Conduct

Authorised

Brett Costello

Brett Costello, Managing Director   Date: 30 June 2022

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