



# **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

NRG 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 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

| <b>Risk Matrix</b>      |   |                 |                    |                 |                  |                   |
|-------------------------|---|-----------------|--------------------|-----------------|------------------|-------------------|
| <b>Impact rating</b>    |   |                 |                    |                 |                  |                   |
| 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   |
| <b>Severity rating</b>  |   | 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 Plan & Risk Assessment                     | 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  
 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

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|-------------------------|--------------------------------------|----------------------------|--|
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