

# Adelaide Quality Care

## Policy 1

### Risk Management Policy & Procedure

Document Control Information	
Policy Doc. Reference No.	P1 / A / 004
Document Location	Policy 1 AQC Organizational Governance

Document History			
Date	Version	Who Approved	Reason for change

# Risk Management Policy and Procedure

## PURPOSE AND SCOPE

Adelaide Quality Care 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 Managing Director to carry out risk management analyses for the organisation and to take appropriate measures.

## POLICY

Adelaide Quality Care recognises the importance of managing risk and ensure that all staff and consumers are aware of their own roles in identifying, analysing, evaluating, treating, monitoring and communicating risk in a systematic risk management approach.

Adelaide Quality Care 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;
- They have not implemented a comprehensive Risk Management Plan;
- Insurance is inadequate or inappropriate; or
- Operations are not regularly evaluated.

## DEFINITION

<b>RISK</b>	Is the chance of something happening that will have an impact on the Service. It is measured in terms of consequences 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
- Information from planning days including, Strategic and Operational planning sessions
- Information obtained via education and training
- Internal and external audits

## PLANNING

Adelaide Quality Care have established and maintain a Risk Management Plan. The Plan identifies and addresses:

- Risks to Adelaide Quality Care – 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 Managing Director 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 Managing Director every two months or more frequently, as required in response to information received via WHS, Audit and Continuous Improvement systems.

## **MANAGING RISKS**

### ***-Controls***

Controls are strategies utilised to manage risk and are balanced against the cost and inconvenience of the control. Controls utilised by Adelaide Quality Care include:

- Strategic Plan
- Risk Management Plan
- Staff orientation, education and training
- Actions from Environmental Risk Assessments and all other Adelaide Quality Care risk assessments
- Adelaide Quality Care 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***

All risks will be reviewed by Adelaide Quality Care's Managing Director.

Members of the Improvement Committee are representatives of the Adelaide Quality Care 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.

### ***-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 Office Manager on the same working day.

If the consequences of the hazard are assessed as High or Extreme, staff must contact Adelaide Quality Care to inform the Managing Director immediately or as soon as it is safe to do so.

Managing Director 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 Adelaide Quality Care Improvement Committee for review.

### ***-Monitoring***

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

### ***-Reporting***

Adelaide Quality Care 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
- Changes to legal or compliance requirements
- Training and education

## **RELATED DOCUMENTS**

- Hazard Form
- Continuous Improvement Policy
- Compliments, Complaints/Feedback Policy and Form
- Risk Management Plan
- Actions from Environmental Risk Assessments and all other Adelaide Quality Care risks assessments
- Documentation, including meetings and memos
- Policies, procedures and work instructions
- Position descriptions
- Maintenance of current registrations and insurances

## **REFERENCES**

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