



# Risk Management Policy & Procedure

First Call Home Services Pty Ltd

---

<b>VERSION CONTROL</b>	Version:	<b>4</b>
Approved on:	<b>13 August 2023</b>	Review Date: <b>13 August 2024</b>

## **AUTHORISATION & APPROVAL**

Managing Director  
First Call Home Services Pty Ltd

## **1.0 PURPOSE**

First Call Home Services is actively working to identify, address and monitor potential risks to promote a safe environment for participants, customers, staff and visitors and to maintain adequate and viable business operations to:

- Support effective decision-making that is guided by our mission and vision
- Ensure a consistent and effective approach to risk management
- Formalise our commitment to the principles of risk management and incorporating these into all areas of the business
- Foster and encourage a risk-aware culture, where risk management is understood to be a positive attribute of decision-making, rather than a corrective measure
- Align the First Call Home Services planning, quality and risk management systems and integration into all areas of our operations
- Implement robust corporate governance practices to manage risk while allowing innovation and development.

## **2.0 SCOPE**

Risk management is built into all areas of our operations, including service delivery and corporate governance. Risk management is the responsibility of all Staff and all areas of the organisation. It is the responsibility of the Managing Director to carry out risk management analyses for the organisation and to take appropriate measures.

## **3.0 POLICY**

The Company recognises the importance of managing risk and ensuring that all stakeholders are aware of their role in identifying, analysing, evaluating, treating, monitoring and communicating risk in a systematic risk management approach.

The Company understands the organisation may be at risk when:

- A well-functioning governance structure is not in place
- Management plans, policies and processes are inadequate
- Team member roles and responsibilities are unclear
- Participants are not required to sign Service Agreements
- Equipment and facilities are not safe for the intended use
- Finances are managed inappropriately resulting in inadequate financial sustainability and cash flow
- Insurance is inadequate or inappropriate
- Operations are not evaluated regularly.
- There is no risk management policy in place.

## 4.0 DEFINITIONS

Terminology	Definition
Risk	The possibility of something occurring that will have an impact on the service's objectives. Often risks involve constraints, failures, obstacles and losses that may arise in the future. Risk is measured in terms of consequences and if it the risk will have a positive or negative impact.

## 5.0 PROCEDURE

### 5.1 Identification



Our organisation implements processes to effectively manage risk, such as:

- analysing hazards
- conducting risk assessments
- reviewing incident and accident information
- seeking Staff, participant and visitor feedback and complaints
- ongoing review of all policies and procedures
- seeking input from team members
- incorporating new information obtained via education and training into the business
- conducting internal and external audits.

### 5.2 Planning

First Call Home Services has established and maintains a **Risk Assessment Management Register**. The plan identifies and addresses:

- **Risks to the Company** - 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 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 Customers & Participants** - Including environmental, fire, falls, Staff working in a participant home, changes in the consistency of performance of activities, interruptions to service delivery.

The Risk Assessment & Management Register includes:

- details of the risk
- date the risk was identified
- risk rating; possible consequence/s of the risk
- actions required to eliminate, mitigate or control the risk
- controls and changes to existing controls.

The Managing Director reviews the Risk Assessment & Management Register every two (2) months, or more frequently as required, in response to information received via incident reports, feedback and complaints, audit and continuous improvement systems.



### **5.3 Managing risks**

#### **5.3.1 Controls**

Controls are strategies used to manage risk. Identified risks are balanced against the cost and inconvenience of the control to the organisation prior to implementation. Controls used by the Company to manage risks include:

- implementation of a Risk Assessment & Management Register
- thorough Staff orientation, education and training
- implementation of new processes
- effective internal and external information systems, including staff communications and announcements
- strict adherence to policies, procedures and work instructions by all Staff
- utilisation of position descriptions
- ongoing maintenance
- maintaining all current registrations, worker checks and insurances.

#### **5.3.2 Improvement Opportunities**

Members of the workforce, customers and participants are welcome to provide feedback and input into potential improvement ideas or opportunities for the business. Feedback is captured in many ways, including the Company's Complaints and Feedback Policy.

Separate from the above, all risks will be reviewed independently by the Managing Director where identified or highlighted in the course of running the business.

Where risks are ongoing, they will be included in the Risk Assessment & Management Register. It is management's role to ensure all actions required to manage identified risks are undertaken within the nominated time frames.

### **5.3.3 Hazard identification**

Where a hazard or potential hazard is identified, Staff must complete in detail a Hazard Report Form and provide this to the Company.

When the consequences of hazards are assessed as high or extreme Staff must contact the Company to inform the Administration Support Team or Managing Director immediately, or as soon as it is safe to do so. The Managing Director will take steps to address extreme or high-risk hazards immediately.

Detailed documentation of action taken must be included in the **Hazard Report Form and Risk Assessment Form**.



[LINK – Hazard Report Form](#)

All Hazard Report Forms are reviewed by the Company for potential improvement opportunities.

### **5.3.4 Monitoring**

Risk management processes and systems are audited regularly as part of the audit program.

### **5.3.5 Reporting**

The Company will use the data gained from the risk management process to inform decisions and plans to improve practices continuously. The analysis will be conducted to assist changes in services, policies and procedures.

The analysis will include, but is not limited to:

- Complaints and feedback
- Financial risk
- Staffing issues
- Customer and participant satisfaction
- Risks to customers, participants, and staff
- Amendments to legal or compliance requirements
- Training and education.

## **5.4 Emergency & Disaster Planning**

It is important that we plan and be prepared for emergencies and natural disasters that may impact our customers, participants and employees across our service regions.

The Company maintains a specific **Disaster & Emergency Management Plan** to provide guidance and thought as to how we can best minimise the risks associated with various types of disasters that may occur.

## 5.5 Consequence Rating Table

Insignificant	Minor	Moderate	Major	Extreme
<b>Participant / Customer</b>				
Less than a first aid injury or brief emotional disturbance.	First aid injury or emotional disturbance impacting more than 2-days but doesn't require treatment.	Substantial injury resulting in medical treatment. Temporary impairment or development/exacerbation of mental illness requiring treatment. Some cases of abuse/neglect.	Significant injury causing permanent impairment. Severe, long-lasting or significant exacerbation of mental illness requiring long-term treatment. Significant faults that allow serious abuse/neglect of people receiving support.	Avoidable death of a person. Systemic faults. Allowing widespread abuse/neglect of people receiving support.
<b>Employees / Workers</b>				
Nil or minor first aid injury. Brief emotional disturbance.	First aid injury. Psychological injury impacting more than 2-days but doesn't require treatment.	Substantial injury resulting in medical treatment. Temporary impairment or development/exacerbation of psychological injury requiring treatment.	Significant injury causing permanent impairment. Severe, long-lasting or significant exacerbation of mental illness requiring long-term treatment.	Preventable fatality.

## 6.0 RELATED DOCUMENTS

- [Complaints and Feedback Policy and Procedure](#)
- [Complaints and Feedback Form](#)
- [Hazard Report Form](#)
- [Risk Assessment Form](#)
- Risk Assessment & Management Register
- Disaster & Emergency Management Plan
- Policies, procedures and work instructions
- Position Descriptions

## 7.0 REFERENCES

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

