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3.19 Child Care Services Taree & Districts Inc.

Risk Management Policy

Child Care Services Taree & Districts Inc. (CCSTD) has a commitment to assessing, addressing, managing and minimising risks to the service, staff, support worker, participants and their families. A risk assessment process is established and documented for the service and service users.

The Purpose of the Policy:

As unmitigated risks can adversely impact our stakeholders and our ability to achieve strategic, operational, financial and regulatory objectives, CCSTD is committed to building an organisational culture where proactive and effective risk management is an integral part of all activities and a core management responsibility.

Effective risk management requires:

- a strategic focus;
- forward thinking and proactive approaches to management;
- a judicious balancing of the cost of managing risks with the anticipated benefits and
- contingency planning in the event that mission critical threats are realised.

Risk management is an integral part of corporate governance and builds on transparent and accountable processes consistent with sound business practice. Risk management is applied to the development and implementation of policy, procedures, plans and future directions of CCSTD. This policy outlines the risk assessment process in place for the service, staff, support workers, participants, participant's representative and families.

CCSTD is committed to maintaining effective and efficient risk management through:

- adopting a risk management approach consistent with the principles of Australian and New Zealand Risk Management Guidelines **AS ISO 31000:2018** whereby risks are identified, analysed, addressed, monitored and communicated;
- utilising these principles to establish a formal, structured risk management framework that is appropriate to the organisation's activities and operating environment;
- establishing and from time to time reviewing the organisation's risk capacity and risk tolerance
- conducting formal risk assessments covering all key activities; and
- ensuring the risk management framework is subject to periodic reviews.
- implementing appropriate risk management documentation to support risk management, incident management and complaints management.

Service:

A clear risk assessment is documented in the Service Internal Audit, this is regularly reviewed, evaluated, documented and adjusted for all program operating under CCSTD through Committee Meetings and noted in meeting minutes.

Manager:

The Manager and NDIS Coordinator are responsible for demonstrating effective risk assessment and management. They will provide information to the Committee regularly regarding risk in their services. Specifically, the manager and NDIS Coordinator will:

- provide advice on new and emerging risks;

- monitor and report on the implementation and effectiveness of all risks assessed as high and above in their operations;
- participate in risk assessment when required;
- act as a risk owner where required; and
- model positive behaviour in relation to risk management.

Staff and Support Workers:

Staff and contractors are risk owners and as such have the following responsibilities:

- identifying and managing risks associated with the work;
- participating in risk assessment when new or unrated risks have been identified;
- complying with all policies, procedures, controls, and treatment plans for risk;
- reviewing known risks

Identified risks are assessed using Individual Risk Assessment Form and Risk Matrix.

Incident Injury Hazard form is completed and perceived risk is reported to the Manager.

Management of the risk is documented and retained in relevant files and taken to Committee meeting if required.

Management plan is reviewed after 3 months to confirm risk has been reduced.

Participants and their environment:

Identified risks to or from participants are assessed using Individual Risk Assessment, Risk Matrix and documented on Incident, Injury and Hazard form

Strategies to address, manage and reduce reoccurrence are discussed and documented in consultation with the participant/participant representative using Cause and Treatment Form, Forms are signed by participant or participant's representative. A copy of the risk assessment is provided for the participant or participant's representative.

Manager or NDIS Coordinator to be notified immediately of any incident, injury or hazard as per NDIS Quality Practice and Guidelines 2018 and Policy 1.12 Reportable Incidents. All forms are submitted to the Manager or NDIS Coordinator within 24 hours of incident occurring.

Management Plan is reviewed after 3 months to confirm risk has been reduced

Individual Risk Assessment is completed, and any identified risks are noted, assessed and a management plan put in place to minimise risks in consultation with the participant.

Individual Risk Assessments are reviewed at least every 3 months in consultation with the participant

Implementation & Evaluation

The implementation of this policy is immediate and will be supported by learning and development processes via:

- Staff induction;
- Staff training;
- Team meetings; and
- Internal communications.

Relevant Legislation and Standards

- NDIS Practice Standards
- NDIS Code of Conduct
- NSW Disability Service Standards (NSW DSS)
- NDIS Terms of Business
- Privacy and Personal Information Act 1988 (NSW)
- Associations Incorporation Act 2009(NSW)

- Associations Incorporation Regulation 2010 (NSW)
- NSW Fair Trading
- The Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014 (NSW)
- NDIA National Quality and Safeguards Policy 2018