

Org2.1 Risk Management

Purpose

1. To provide an outline of SAVVY's Risk Management Policy.
2. This Policy should be read in conjunction with the Risk Plan and Risk Register which provide a comprehensive overview of SAVVY's risk governance methodology for managing risk and risk mitigation strategies.

Alignment with Practice Standards

1. Module 2: Provider Governance and Operational Management

Legislative Alignment

1. National Disability Insurance Scheme Act 2013

Key Responsible Executive

Chief Executive Officer

For More Support

Your People Manager

Policy Statement

1. SAVVY understands that its operations possess inherent risk. Given the nature of the SAVVY service offering, SAVVY considers it essential for the safety and benefit of the Board of Directors, Management team, employees, participants and stakeholders that SAVVY;
 - a. develop a comprehensive understanding of the risk(s) associated with the SAVVY service offering
 - b. demonstrate that appropriate controls exist to mitigate the identified risks, and
 - c. demonstrate that the weighting of risk has been considered in the organisational response.
2. To support SAVVY's understanding, identification and risk mitigation, SAVVY will maintain current plans, systems and tools including a;
 - a. Risk Plan
 - b. Risk Register
 - c. Risk Database

3. The SAVVY Governance Model, that supports SAVVY’s Risk Management, will be dynamic and be predicated on the need for transparency, and the ability to appropriately respond to the existence of risk. It is important to note that the purpose of the governance model is not to eliminate risk, but rather to provide an appropriate vehicle for the management of risk.

Definitions

1. Risk Plan - A plan that outlines an organisation's approach to managing risk, identified risks, impacts and likelihood of risks and response to those risks.
2. Risk Register - The risk register is a comprehensive list of individual risks that are present within an organisation. The risk register provides a description of the risk, comments on the likelihood of the risk occurrence and provides an assessment as to the consequence of the risk eventuating. The risk register then assesses whether the organisation intends to accept the existence of the risk, reduce the risk through mitigating activities or transfer the risk to a third party, when it is safe to do so. The Risk Register then provides an outline of the controls that the organisation has implemented to mitigate the relevant risk occurring, as well as minimising the likelihood of the risk occurring.
3. Risk Database - The risk database captures all incidents and hazards as they are reported by SAVVY staff and suppliers. It then matches reported incidents and hazards with the risks enumerated within the risk register.
4. Governance Operating Model - defines the mechanisms and interactions through which governance is put into action
5. Risk Rating - a rating for each risk based on the combination of the likelihood of a risk occurring and the impact if the risk occurred.

Delegations

| Roles | Responsibilities |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Board of Directors | <ul style="list-style-type: none"> ● Endorse and ensure compliance with the Participation and Inclusion Policy and Procedure ● Be familiar with the organisation’s legislative requirements regarding this policy ● Support and enable the CEO to identify and manage risks in accordance with the SAVVY Risk Plan |
| CEO | <ul style="list-style-type: none"> ● Lead the development of a quality service culture that continuously seeks to identify and reduce risks inherent in SAVVY’s operations ● Oversee the management and maintenance of the risk plan, risk register and risk database ● Effectively review and respond to all incidents and risks that are identified and reported |

| | |
|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none"> ● Ensure all staff are equipped to assess their role specific risks, seek ways to reduce the risks in their role and respond to and report any incidents which occur. |
| Management | <ul style="list-style-type: none"> ● Receive incidents and risk assessments and ensure the appropriate person investigates and responds to the incident in a timely and effective manner relevant to the risk or incident reported ● Ensure all staff are equipped to assess their role specific risks, seek ways to reduce the risks in their role and respond to and report any incidents which occur. |
| Staff, volunteers, contractors and students | <ul style="list-style-type: none"> ● Complete risk assessments relevant to their role and confidently take the appropriate actions to report the risks and implement effective strategies to mitigate the risks. ● Report all incidents and new risks through the Incident and Hazard Report form ● Respond to incidents in the course of in accordance with SAVVY policies and procedures. |

Procedures

1. Any changes to the risk plan or register will be managed through a five stage change process
 - a. Identify the risk
 - b. Collect data on the risk
 - c. Seek advice pertaining to the risk
 - d. Make a decision on how to respond to the risk
 - e. Implement actions based on the decision.
2. As part of the change process, a new risk may be added to the risk register. The process for adding a new risk to the register is:
 - a. Identify the risk
 - b. Assess likelihood of the risk occurring
 - c. assess impact of the risk if it occurred
 - d. Generate a risk rating
 - e. Identify controls
3. The SAVVY Risk Plan outlines the Governance Operating Model and Internal Controls in place to manage SAVVY's organisational and strategic risks. This plan is endorsed by the Board and the responsibility of the CEO to implement.
4. The SAVVY Risk Register is a dynamic register of all identified risks in SAVVY's operations. The register is reviewed on an ongoing basis and takes into consideration, but is not limited to:
 - a. New Risks identified or submitted by employees
 - b. Incidents reported and the consequent investigations and outcomes
 - c. Feedback and Complaints received by SAVVY
 - d. Recommendations from SAVVY's Advisory Boards

- e. Changes in legislation, operating environment of business strategy and plans
- 5. Incident Management: SAVVY has a comprehensive Incident and emergency reporting and response policies and procedure outlined in the following Policies:
 - a. Incident and Hazard Management Policy
 - b. NDIS Reportable Incident Response and Management Policy
 - c. Disaster and Emergency Management and Response Policy
- 6. Risk management is the responsibility of everyone at SAVVY, and the CEO seeks to build a culture that focuses on
 - a. Educating employees and participants on their risk management capabilities
 - b. Preventing harm and improving SAVVY's quality of service
 - c. Resolving problems and providing oversight in a timely and efficient manner

References to other SAVVY policies and external sources

- 1. Org2.2 Information Management
- 2. Org2.3 Medication Management and Safety
- 3. Org2.4 Registration and Licensing of Staff
- 4. Org2.5 Employment Screening
- 5. Org2.6 Incident and Hazard Management
- 6. Org2.7 NDIS Reportable Incident and Response Management
- 7. Org2.8 Disaster and Emergency Management
- 8. SAVVY Risk Plan
- 9. SAVVY Risk Register
- 10. SAVVY Risk Database
- 11. SAVVY Risk Identification Form

Summary of attachments

- 1. Nil

Version Control

- 1. 1 April 2023 - New Policy Creation