

	ONE2ONE POLICY			
	Title	Risk Management	Policy No	37
	Indicator	CM2 – Governance and Operational Management	Review Date	14/05/2021

1. PURPOSE AND SCOPE

This policy establishes the process for the management of risks faced by One2One. The aim of risk management is to maximise opportunities in all One2One activities and minimise adversity. The policy applies to all services and activities associated with the normal operation of One2One.

It is the responsibility of the Quality Systems Committee, management, staff, and volunteers to identify, analyse, evaluate, respond, monitor and communicate risks associated with any activity, function or process within their relevant scope of responsibility and authority.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One's supports and services.

2. POLICY STATEMENT

One2One is proactive in its approach to risk management, balances the cost of managing risk with anticipated benefits, and undertakes contingency planning in the event that critical risks are realised.

One2One has the primary duty to ensure the health and safety of workers and other persons at the workplace. A duty to ensure health and safety requires One2One to manage risks:

- by eliminating health and safety risks so far as is reasonably practicable; and
- if it is not reasonably practicable to eliminate the risks, by minimising those risks, so far as is reasonably practicable.

Deciding what is 'reasonably practicable' to protect people from harm requires weighing up certain matters, including the likelihood of a hazard or risk occurring and the degree of harm that would result, and then making a judgement about what is reasonable in the circumstances.

Effective risk management involves:

- a commitment to health and safety from One2One's HR practices;
- and the involvement and cooperation of One2One management, staff and volunteers.

3. DEFINITIONS

Risk is the likelihood that a harmful consequence (death, injury or illness) might result when exposed to a hazard. Risk is characterised and rated by considering two characteristics:

1. Probability or likelihood (L) of occurrence; and
2. Consequence (C) of occurrence.

This is expressed as $R \text{ (risk)} = L \text{ (likelihood)} \times C \text{ (consequence)}$.

Likelihood is a qualitative description of probability or frequency.

Consequence is the outcome of an event, being a loss, injury, disadvantage or gain. There may be a range of possible outcomes associated with an event.

Risk control means taking action to first eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable. Eliminating a hazard will also eliminate any risks associated with that hazard.

Risk assessment is the process of evaluating and comparing the level of risk against predetermined acceptable levels of risk.

Risk management is the application of a management system to risk and includes identification, analysis, treatment and monitoring.

Risk owner is the person(s) responsible for managing risks and is usually the person directly responsible for the strategy, activity or function that relates to the risk.

4. POLICY CONTENT

1.1. Outcomes

- As far as is reasonably practicable, staff, consumers and other persons are not put at risk from work carried out by One2One.
- One2One is protected from adverse incidents, reduces its exposures to loss, and mitigates and controls loss, should it occur.
- One2One has ongoing, unimpeded capacity to fulfil its mission, perform its key functions, meet its objectives and support its consumers.
- The costs of risk to One2One and its funders, is reduced.

1.2. Functions and Delegations

A person can have more than one duty and more than one person can have the same duty at the same time.

<p>Directors Corporate Services Manager</p>	<p>Exercise due diligence to ensure that One2One complies with the WHS Act and Regulations. This includes taking reasonable steps to: gain an understanding of the hazards and risks associated with the operations of One2One and</p> <ul style="list-style-type: none"> • ensure that One2One has and uses appropriate resources and processes to eliminate or minimise risks to health and safety.
<p>Management Committee</p>	<ol style="list-style-type: none"> 1. Ensure, so far as is reasonably practicable, that staff and other persons are not put at risk from work carried out by One2One. 2. Ensure, so far as is reasonably practicable, that: <ul style="list-style-type: none"> • the workplace, including entry and exit and anything arising from the workplace are without risks to health and safety. • the fixtures, fittings or plant are without risks to health and safety. • the plant, substance or structure is without risks to health and safety. 3. Establish and implement risk management systems for all functions and activities of One2One.
<p>Staff</p>	<ul style="list-style-type: none"> • Compliance with Risk Management Policy. • Contribute to the establishment and implementation of risk management

1.3. Risk Management

All directors and staff contribute to the establishment and implementation of risk management systems for all functions and activities of One2One. Risk management practice aligns with all federal and state legislation.

1.4. Policy Implementation

Risk management forms part of One2One's strategic, operational and line management responsibilities, and is integrated into all strategic and service planning processes.

Risk management is embedded in all One2One policies and procedures, with workers contributing to risk management systems.

1.5. Policy Detail

One2One aims to achieve better practice in the management of risks that threaten to adversely impact on One2One, its functions, objectives, operations, assets, staff, consumers or members of the public.

One2One does whatever it can (whatever is 'reasonably practicable') to ensure its workers, consumers and other people are not harmed by its activities.

Risk management involves four steps (see Figure 1 below):

1. Identify hazards – find out what could cause harm;
2. Assess risks – understand the likelihood of a hazard causing harm and how serious it could be,
3. Control risks – implement the: most effective control measure that is reasonably practicable in the circumstances, and
4. Review control measures to ensure they are working as planned.

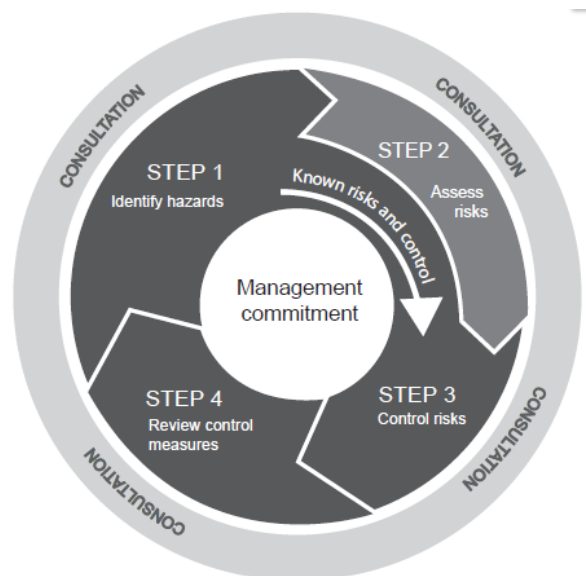


Figure1: The risk management process
From Worksafe Australia, 2010, p6

Many hazards and their associated risks are well known and have well established and accepted control measures. In these situations, the second step to formally assess the risk is unnecessary.

If, after identifying a hazard, we already know the risk and how to control it effectively, One2One just implements the controls.

4.6 Consultation with Staff

Consultation with staff is required at each step of the risk management process. By drawing on the experience, knowledge and ideas of its staff and consumers, One2One is more likely to identify all hazards and choose effective risk controls.

One2One staff must follow safety instructions and procedures, and they will do this more effectively if they are involved in the development of these procedures, understand the reasons for them and how they work.

One2One encourages its staff to report any hazards and health and safety problems immediately so that risks can be managed before an incident occurs.

4.7 When should a risk management approach be used?

Managing work health and safety risks is an ongoing process that is triggered when changes affect One2One's work activities – changes such as:

- new One2One consumer service design
- changing work practices, procedures or the work environment
- purchasing new or used equipment, systems or using new substances
- planning to improve productivity or reduce costs
- new information about workplace risks becomes available
- responding to workplace incidents (even if they have caused no injury)
- responding to concerns raised by staff, consumers or others at the One2One workplace, and

One2One also uses the risk management approach when designing and creating services, processes or places used for work, because it is often easier and more effective to eliminate hazards before they are introduced into a workplace and to incorporate safety features in the early stages of service or process development.

5. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One