

Risk Management

POLICY AND PROCEDURE

Purpose

- 1.1 To support a culture in which risks are identified, assessed, and mitigated in the context of the risk appetite of the business, underpinning business philosophies and state and federal regulations.
- 1.2 To integrate risk mitigation into all aspects of service delivery without compromising quality or cost effectiveness.
- 1.3 To facilitate a transparent and proactive process.

Scope

- 2.1 Risk management is embedded in all Subee Newlake operations and practiced in all Subee Newlake spaces including community care sites (private homes, community spaces), administration areas and fleet vehicles.
- 2.2 Risk management can be applied at all stages in the lifecycle of an activity, function, project, product or asset.
- 2.3 Risk management refers to operational, financial or strategic activities.

Definition/s

3.1 For the purposes of this policy risk management is defined as a 'logical and systematic method of identifying, analysing, evaluating, treating, monitoring and communicating risk associated with any activity, function or process in a way that will enable the organisation to minimise losses and maximize opportunities. Risk management is as much about identifying opportunities as avoiding

or mitigating losses' (AS/NZS 4360:1999).

Responsibility and Authority

- 4.1 The Business Owner and Company Director are responsible for supporting a culture of risk management and providing appropriate resources (human or otherwise) identified in this policy, with particular regard for legislative compliance and strategic intent.
- 4.2 Senior managers are responsible for ensuring this policy is understood, implemented and maintained at all levels of the organisation.
- 4.3 While specific employees may have explicit risk management responsibilities, all employees are responsible for knowing and following this procedure and for engaging in behaviour that Risk Management Policy supports risk mitigation, including identification of risks, analysis, monitoring and implementation of best practice.

Procedure

- 5.1 Subee encourages proactive identification and mitigation of risk by:
 - 5.1.1 *Maintaining a risk register which is reviewed annually or on a needs basis and which includes operational, financial, and industry/political risks.*
 - 5.1.1.1 *The register describes, rates, and prioritises an identified risk.*
 - 5.1.1.2 *The register outlines possible consequences, responses and responsibilities.*
 - 5.1.1.3 *Responses may include:*
 - 5.1.1.3.1 *Risk acceptance*

P-Risk Management Policy -333	Printed documents are uncontrolled. View current documents on the Subee Intranet	
V5	29/11/2019	Page 1 of 3



In-Home Care • NDIS Disability Support • Aged Care • Packages

Subee Unit 2, 84-90 Industrial Drive, Coffs Harbour NSW 2450
02 6651 3153 | www.subeenewlake.com.au
subee@subeenewlake.com.au



In-Home Care • NDIS Disability Support • Aged Care • Packages

Newlake 3/11 Glenwood Drive, Thornton NSW 2322
02 4966 8399 | www.subeenewlake.com.au
newlake@subeenewlake.com.au

Risk Management

POLICY AND PROCEDURE

- 5.1.1.3.2 Risk avoidance – by deciding not to proceed with activity
- 5.1.1.3.3 Risk control including reducing likelihood and consequences
- 5.1.1.4 The Risk register is compiled collaboratively and transparently.
- 5.1.1.5 The register is managed by the Business Owner and Company Director.
- 5.1.2 Maintaining an incident reporting mechanism which includes:
 - 5.1.2.1 A register
 - 5.1.2.2 Follow up and review process
 - 5.1.2.3 Measurement
 - 5.1.2.4 The Incident Report register is managed by the Company Director.

5.2 The risk management process is supported by key internal processes, including:

- 5.2.1 Internal audit which is scheduled, and reported on by the Quality Manager
- 5.2.2 Meeting hierarchy of care staff, administration staff and management review including risk management meetings
- 5.2.3 Systematic WHS policies and reviews including risk assessment and hazard identification
- 5.2.4 Human resource processes including employee screening and compulsory checks, minimum qualification requirements, staff supervision and support

5.2.5 Feedback processes

5.2.6 Internal financial controls

5.3 The risk management process is supported by key policies including but not limited to:

- 5.3.1 Quality Policy
- 5.3.2 Abuse and neglect policy
- 5.3.3 Confidentiality policy
- 5.3.4 Privacy policy
- 5.3.5 Feedback policy
- 5.3.6 Quality policy
- 5.3.7 Police Check policy
- 5.3.8 Workplace Bullying Policy
- 5.3.9 Equal Employment Opportunity
- 5.3.10 Child Safe Policy
- 5.3.11 Staff Training and Development Policy
- 5.3.12 WHS Policies
- 5.3.13 Clinical Policies
- 5.3.14 Code of Conduct

5.4 Policies are reviewed annually.

Related and Support Documentation

- Risk Register (including Risk Matrix and Hierarchy of Control)
- Incident Reporting Policy
- Incident Form
- Feedback Policy
- WHS Manual

P-Risk Management Policy -333	Printed documents are uncontrolled. View current documents on the Subee Intranet	
V5	29/11/2019	Page 2 of 3



In-Home Care • NDIS Disability Support • Aged Care • Packages

Subee Unit 2, 84-90 Industrial Drive, Coffs Harbour NSW 2450
02 6651 3153 | www.subeenewlake.com.au
subee@subeenewlake.com.au



In-Home Care • NDIS Disability Support • Aged Care • Packages

Newlake 3/11 Glenwood Drive, Thornton NSW 2322
02 4966 8399 | www.subeenewlake.com.au
newlake@subeenewlake.com.au

Risk Management

POLICY AND PROCEDURE

Relevant Legislation and Quality Standards

National Disability Insurance Scheme—Risk Management Rules 2013

National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018

National Disability Insurance Scheme Practice Standard 2 – Risk Management

Aged Care Quality Standard 3- 3 (b)

P-Risk Management Policy -333	Printed documents are uncontrolled. View current documents on the Subee Intranet	
V5	29/11/2019	Page 3 of 3



In-Home Care • NDIS Disability Support • Aged Care • Packages

Subee Unit 2, 84-90 Industrial Drive, Coffs Harbour NSW 2450
02 6651 3153 | www.subeenewlake.com.au
subee@subeenewlake.com.au



In-Home Care • NDIS Disability Support • Aged Care • Packages

Newlake 3/11 Glenwood Drive, Thornton NSW 2322
02 4966 8399 | www.subeenewlake.com.au
newlake@subeenewlake.com.au