

Risk Management Policy

Policy statement

Patches has a legal and ethical obligation to ensure its staff, people with disability and visitors are kept safe during the use of Patches' services. This policy outlines how Patches prepares for and responds to risks as part of Patches ongoing commitment to providing safe, high-quality services.

Patches is a registered NDIS provider and registered against the NDIS Practice Standards. Patches is subject to the NDIS Quality and Safeguarding Commission.

Scope

This policy applies to all employees and volunteers and supports Patches' risk management strategy and good governance of organisational and individual risk.

The Management Team supports the CEO to identify, mitigate and manage risk with the organisation. The Chief People Officer is responsible for maintaining the risk register and ensuring Managers implement risk treatments as directed.

Principles

- Patches is committed to continuous improvement and adapts its services to improve safety on an ongoing basis.
- Patches services should be safe for people to use.
- While some risks cannot be eliminated, action is taken to identify risks and remove, minimise or manage them.
- Risks and the plans to mitigate them are documented.
- People accessing Patches' services will be informed about any risks.

Procedures

- A risk assessment is undertaken for all organisational processes, services, products and assets.
- Risks are assessed based on their likelihood and the potential for harm. Resources are provided to eliminate, minimise or manage risks. Responses must be proportionate to level of risk.
- Patches maintains a risk register that is reviewed following any complaint, accident or incident. The risk register is also routinely reviewed annually.

- Patches complies with all mandatory reporting requirements related to safeguarding of people with disability, quality management and workplace safety.
- People accessing services, their families or carers, staff and volunteers are made aware of risks.
- Feedback from people with disability accessing the service, complaints and the results of formal evaluations are used to update the risk register and improve practice.

Related policy and procedures

- Code of Conduct
- Complaints & Feedback

Legislation and standards

- Carers Recognition Act 2004 (WA)
- Disability Discrimination Act 1992
- Disability Services Act 1993 (WA)
- Relevant state based WHS legislation
- Universal Declaration of Human Rights
- National Standards for Disability Services
- NDIS Practice Standards and Quality Indicators 2021

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