
P014 – Risk Management Policy

1. Purpose

District 360 is diligently engaged in the identification, address, and monitor of potential risks to ensure a secure environment for all participants, customers, employees, and visitors to maintain adequate viable business operations to;

- Support decision-making processes in alignment with our mission and vision.
- Ensure a consistent approach to risk management
- Formalise our dedication to risk management principles, integrating these across all business facets.
- Cultivate a risk-aware culture where risk management is perceived as an intrinsic part of the decision-making, rather than merely a remedial action.
- Align District 360 Services' planning, quality, and risk management frameworks, ensuring comprehensive integration across our operations.
- Enact stringent corporate governance measures to adeptly navigate risks, thereby fostering innovation and development.

2. Scope

This policy applies to all employees and volunteers and supports District 360 risk management strategy and good governance of organisational and individual risk. This policy works alongside individual safeguarding policy and the Code of Conduct.

3. Policy Statement

District 360 has a legal and ethical obligation to ensure its staff, people with disability and visitors are not harmed during the use of District 360's services. This policy outlines how District 360 prepares for and responds to risks as part of District 360 ongoing commitment to providing safe, high-quality services.

4. Principles

District 360 Services recognises the following key risks that need to be addressed:

- Economic risks: financial instability, funding cuts, and budget constraints.
- Environmental risks: natural disasters, climate change impacts, and resource depletion.
- Health and safety risks: workplace accidents, injuries, and illnesses.
- Compliance risks: non-compliance with legal and regulatory requirements.
- Operational risks: disruptions to services, equipment failure, and human error.

5. Procedures

a. Risk Assessment

A comprehensive risk assessment is undertaken for all organisational processes, services, products, and assets. The assessment process includes completing the F089 Intake Risk Assessment form, which involves the following steps:

- Identifying potential risks
- Evaluating the likelihood of each risk occurring.
- Assessing the potential impact or harm of each risk.
- Prioritising risks based on their likelihood and potential impact.

b. Risk Mitigation

Resources are allocated to eliminate, minimise, or manage identified risks. The responses to risks must be proportionate to the level of risk. Mitigation measures may include:

- Implementing preventive measures to reduce the likelihood of risks.
- Developing contingency plans to address potential incidents.
- Providing training and resources to staff and volunteers.
- Regularly reviewing and updating risk management practices.

c. Risk Register

District 360 Services maintains a risk register that documents all identified risks, their assessments, and mitigation measures. The risk register is reviewed and updated:

- Following any complaint, accident, or incident.
- Annually as part of a routine review process.
- Based on feedback from people accessing services, their families or carers, staff, and volunteers.
- In response to formal evaluations and audits.

d. Reporting and Compliance

District 360 Services complies with all mandatory reporting requirements related to safeguarding people with disabilities, quality management, and workplace safety. This includes:

- Adhering to the National Disability Insurance Scheme Act 2013 (NDIS Act).
- Meeting the NDIS Practice Standards.
- Complying with the WA Disability Services Act 1993 and VIC Disability Amendment Act 2017.
- Following the guidelines outlined in the NDIS detailed guidance reportable incidents document.

e. Communication and Awareness

All personnel, including staff, volunteers, participants, their families, and carers, are made aware of risks and the importance of risk management. This includes:

- Providing training on risk management practices.
- Sharing information about identified risks and mitigation measures.
- Encouraging open communication and feedback regarding potential risks and incidents.

6. Continuous Improvement

District 360 Services is committed to continuous improvement in risk management practices. This includes:

- Regularly reviewing and updating the risk management policy and procedures.
- Incorporating feedback from participants, families, carers, staff, and volunteers.
- Utilizing the results of formal evaluations and audits to enhance practices.
- Promoting a culture of risk awareness and proactive management.

7. Other relevant District 360 policies

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 policies, including

- Code of Conduct
- Feedback, complaints and Ideas Policy
- Client Safe and Security Policy
- Medication Management Policy

Relevant form

- NDIS Reportable Incident Process
[Notify us about a reportable incident | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au/notify-us-about-a-reportable-incident)

Relevant legislations;

- The National Disability Insurance Scheme Act 2013 (NDIS Act)
- NDIS Practice Standards
- WA Disability Services Act 1993
- VIC Disability Amendment Act 2017
- NDIS detailed guideline reportable incidents
[detailed-guidance-reportable-incidents-detailed-guidance-registered_0.pdf \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au/detailed-guidance-reportable-incidents-detailed-guidance-registered-0.pdf)

8. More information

If you have a query about this policy or need more information, please contact the management team at info@district360.com.au

9. Review details

Approval Authority	Tanya Johnston
Responsible Officer	Tanya Johnston
Approval Date	14 April 2021
Last updated Date	06 June 2024
Next Review Date*	06 June 2025
Last amended	- Reference to F089 Intake Risk Assessment form - Detailed procedures

8. Appendix A – Risk Matrix

RISK MATRIX CHART

		LIKELIHOOD				
		1	2	3	4	5
Consequence		Rare	Unlikely	Moderate	Likely	Almost Certain
		The event may occur in exceptional circumstances	The event could occur sometimes	The event should occur sometimes	The event will probably occur in most circumstances	The event is expected to occur most circumstances
1	Insignificant	LOW	LOW	LOW	LOW	MODERATE
2	Minor	LOW	LOW	MODERATE	MODERATE	HIGH
3	Moderate	LOW	MODERATE	HIGH	HIGH	CRITICAL
4	Major	LOW	MODERATE	HIGH	CRITICAL	CATASTROPHIC
5	Extreme	MODERATE	HIGH	CRITICAL	CATASTROPHIC	CATASTROPHIC

Risk rating:

Low risk:	Acceptable risk and no further action required as long as the risk has been minimised as far as possible. Risk needs to be reviewed periodically.
Moderate risk:	Tolerable with further action required to minimise risk. Risk needs to be reviewed periodically.
High risk:	Tolerable with further action required to minimise risk. Risk needs to be reviewed continuously.
Critical risk:	Unacceptable risk and further action required immediately to minimise risk.
Catastrophic:	Unacceptable risk and urgent action required to minimise risk.

Risk rating for this incident

LOW RISK	MODERATE RISK	HIGH RISK	CRITICAL RISK	CATASTROPHIC RISK
Acceptable with periodic review	Tolerable with periodic review	Tolerable with continuous review	Intolerable	Intolerable