Greystanes
DISABILITY SERVICES

RISK MANAGEMENT

Policy Approved:	Sign:	Date: 26/6/25

POLICY:

Greystanes Disability Services (Greystanes) recognises that the organisation is exposed to certain risks due to the nature of its activities and the environment in which it operates. Risks arise due to the organisation's operational undertakings and from external sources. Risks occur in numerous ways and have the potential to impact financial performance, reputation, health and safety, community and the overall performance of the organisation. This Policy identifies Risk Management areas.

Risks to participants, workers and to Greystanes are identified and managed as follows:

- Risks to the organisation, including risks to participants, financial and work health and safety risks, and risks associated with provision of supports are identified, analysed, prioritised and treated.

- A documented risk management system that effectively manages identified risks is in place and is relevant and proportionate to the size and scale of the Greystanes and the scope and complexity of supports provided.

- The Greystanes Risk Management system is covered under the individual areas below, with each having a separate policy and procedure:

    - Incident management.
    - Complaints management and resolution.
    - Financial management.
    - Governance and operational management.
    - Human resource management.
    - Information and Cyber management.
    - Work health and safety.
    - Emergency and disaster management.
    - Measures for the prevention and control of infections and outbreaks.

- Supports and services are provided in a way that is consistent with the risk management system.
- Greystanes has appropriate insurance is in place, including professional indemnity, public liability and accident insurance.

SCOPE:

This policy relates to the people Greystanes supports, families, guardians, all Board members, Sub Committee members, employees, contractors, volunteers and other stakeholders.

PRINCIPLES:

1. PLANNING AND THE BOARD OF DIRECTORS

1.1 A Strategic Plan is developed usually every three years by the CEO, Board and management with the input of participants, their families and staff;

1.2 Risk management is integral to the Strategic Planning process. Areas to be covered are: IT/Information Management, Human Resources, Service Delivery, Health and Safety, Financial, Compliance, Political/Economic, Operational, and Reputational;

1.3 The integrity and effectiveness of legal compliance requirements and operational systems are monitored and reviewed by the Board members and senior management;

1.4 The Board has a Finance Committee which reviews all financial reports, auditor reports and budgets;

2. MANAGEMENT

2.1 Internal controls are developed to effectively manage potential or actual risk. Controls are monitored, and reviewed with consideration given to external auditors' reports;

2.2 The Management Team meets monthly and reviews organisational and risk management issues as part of that meeting;

2.3 The Management Team may review human resources, evaluate staff numbers, acting up roles and position descriptions at their monthly meeting as required;

2.4 Risk management is included in budget planning and resourced to minimise harm;

2.5 The Management Team develops an annual Business Plan which is approved by the Board;

2.6 A policy implementation, review and compliance process is in place to guide the conduct of the organisation;

2.7 Significant risks are responded to and reported to the Board in a timely manner.

3. WORK HEALTH & SAFETY

3.1 Work environments managed to minimise risk, are accepted as part of the day-to-day operations of the service;

3.2 The WHS Committee provides information to the Management Team on incidents, hazards, Injuries and near misses and makes recommendations concerning these;

3.3 Training is held on Work Health and Safety Awareness and Team Leaders are required to report potential or actual incidents or hazards; Greystanes use the "Risk Escalation and Retention Guidelines" below to assess risk. WHS is everybody's business.

3.4 Hazard reporting and risk management practices are documented and maintained using the appropriate forms;

3.5 The WHS Committee meet regularly or as needed and provide a consultative forum to address health safety and welfare issues arising in Greystanes.

LEGISLATIVE FRAMEWORK:
Australian Standard AS/NZS ISO 31000:2018 Risk Management
Work Health and Safety Act 2011
Work Health and Safety Regulation 2011
National Standards for Disability Services
Attendant Care Industry Standard: 2013
NDIS Practice Standards 2021
NDIS Rules 2018

REFERENCES AND LINKS:

SafeWork NSW

Call on 13 10 50
Submit an online enquiry
Visit in person at your local Service NSW centre (for licensing-related matters)
Write to us at Locked Bag 2906 Lisarow NSW 2252
Voice call or telephone typewriter (TTY) call 133 677 then ask for 13 10 50
Speak and listen service call 1300 555 727 then ask for 13 10 50
SMS relay service on 0423 677 767 then type 13 10 50
make an internet relay call then type 13 10 50

RISK ESCALATION AND RETENTION GUIDELINES

RISK LEVEL	RISK TREATMENT GUIDELINES	ESCALATION & RETENTION GUIDELINES
EXTREME	Immediate action is required to actively manage risk and limit exposure	Escalation to the Board, risks generally not accepted or retained
HIGH	Cost/benefit analysis required to assess the extent to which risk should be treated - monitor to ensure risk does not adversely change over time	Escalate to CEO, risks generally not accepted or retained
MEDIUM	Constant/regular monitoring is required to ensure risk exposure is managed effectively, disruptions minimised and outcomes monitored	Escalate to relevant management level, and specify risk management actions, risks may generally be retained and managed at an operational level
LOW	Effectively manage through routine procedures and appropriate internal controls	Monitor and manage at the relevant manager or operational level, risks generally retained

LIKELIHOOD CRITERIA

	LIKELIHOOD	
LIKELIHOOD LEVEL	DESCRIPTION	PROBABILITY
Almost certain (5)	Is expected to occur in most circumstances - frequently during the year	≥ 95% - 100%
Likely (4)	Will probably occur - once during the year	70% - 95%
Possible (3)	Might occur at some time - once every 3 years	30% - 70%
Unlikely (2)	Could occur at some time - once every 5 years	5% - 30%
Rare (1)	May occur only in exceptional circumstances. This event is known to have occurred elsewhere - once every 5 + years	≤5%

Risk Matrix

	Low	Medium	High	Extreme
Almost certain				
Likely				
Possible				
Unlikely				
Rare				