

POLICY 11.0

RISK MANAGEMENT

Purpose

The purpose of this policy is to

- actively work towards identifying, addressing and monitoring potential risks to promote a safe environment for participants, staff and visitors and to maintain adequate and viable business operations

This policy is guided by Occupational Health and Safety (OHS) legislation, the Work Health & Safety Act 2011 (Qld) (the WH&S Act), Work Health and Safety Regulation 2011 (Qld) (the WH&S Regulation), NDIS Practice Standards and the Disability Services Act 2006 (Qld) (the DS Act).

Applicability

This policy applies to Better Together's programs and activities, service users, employees, management committee members and others who volunteer for the organisation in any capacity.

Policy Statement

Better Together is committed to;

- Ensuring a consistent and effective approach to risk management and reviewing of risk and procedures ;
- To discharging our duty of care without unduly limiting the ability of a service user to take responsibility for their own decision and choice allowing high level of dignity of risk.
- Supporting service users in learning to evaluate and assess risk themselves to increase independence and support informed decision making.
- Ensuring compliance with WSH legislation and ongoing training is provided to all staff in relation to changes to legislation and safe work practices.
- A risk-aware culture where risk management is seen as a positive attribute of decision-making rather than a corrective measure and all staff, volunteers and committee members are aware of the WHS policy, procedures and responsibilities;
- Aligning Better Together planning, quality and risk management systems, and their integration into all areas of our operations; and
- robust corporate governance practices effectively manage risk while allowing innovation and development.
- Ensuring service delivery and controls are considered for emergencies and disasters.



Better Together is committed to service delivery being linked to a risk management system that includes;

- Incident management
- Complaints management
- WHS
- Human Resource management
- Disaster and Emergency Management
- Financial Management
- Information Management
- Governance

Interpretations

Dignity of assessing risk in relation to a person with a disability or mental health issue means the person has the right to be treated with dignity and respect in relation to their individual needs and circumstances and all aspects of their lives. It is intended to allow the person to decide to take a risk that is unlikely to jeopardise the person's health or safety. Its purpose is to encourage independence and to help the person decide, in an assisted and monitored environment, the level of risk involved in an activity.

It is based on the premise that each individual has a right to experience and learn from situations that may involve risk. However, in no case is the person to be exposed to undue risk.

A **Hazard** is anything with the potential to cause harm. It can include substances, plant, work processes and the work environment generally. For example, it includes energy (electricity), manual handling, noise and road traffic.

Risk is the likelihood of death, injury or illness because of a hazard.

Safety Management System means all service management processes that have been specifically developed by Better Together to promote a safe and suitable work environment for Better Together service users.

Workplace is defined in the WH&S Act as follows and has the same meaning in this policy:

- (1) A **workplace** is a place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work.
- (2) In this section, **place** includes—
 - (a) a vehicle, vessel, aircraft or other mobile structure; and
 - (b) any waters and any installation on land, on the bed of any waters or floating on any waters.

So, in a practical sense, a workplace is the place where the employee is working, during the time when they are directed to be at work. This may include the office, Lagoon Creek Café and Function Room, the home of a supported person, in a vehicle or in a community facility.