

Risk Management Policy

Policy

ELIZABETH MACKNEY acknowledges that informed and considered risk taking using the defined risk management process is necessary and valuable in providing services to participants (refer to Service Delivery Model and rights & responsibilities in the Service Agreement).

ELIZABETH MACKNEY will identify risks, control them where possible and monitor these risks. Where residual risks remain, ELIZABETH MACKNEY will implement strategies to manage these. Where the risks involve participants, strategies will be implemented where the participant consents.

Outcomes of Risk Management

Key outcomes sought are:

- Reduction and, as far as possible, elimination of harm to participants, ELIZABETH MACKNEY and visitors
- Safeguarding the business
- Compliance with legislative and funding bodies requirements

Risks to be Managed

Risks to be managed encompass

- Clinical risks e.g. participant injury, participant dissatisfaction, breach of privacy
- Compliance risks e.g. practising without appropriate professional registration, worker checks, non-reporting of required events
- Business risks e.g. financial viability, reputational damage
- Risks to others

Risk Management Strategies

A wide variety of strategies will be used including:

- Review of funding body and statutory body requirements
- Appropriate insurances
- Working closely with participants to ensure their rights are being respected and acted upon
- Use of policies and procedures / processes / forms / checklists
- Development of processes to monitor progress (see service delivery model)
- On-going training/education/review and updating of policies and procedures (see HR documents)
- Actively seeking feedback on services from stakeholders (e.g. see feedback, complaints and incident management systems)
- Actively seeking information from others e.g. funding bodies, experts, colleagues
- Ongoing monitoring and review

Strategies are developed and improved through:

- Consultation with others e.g. governing body, participants and their families, experts, colleagues, other providers, professional associations
- Review of funding body and legislative requirements
- Review of investigation of incidents

Risk Minimisation Program

Risks are managed through the development and regular review of:

- HR Register (see Provider Profile includes **SELF-MONITORING INDUCTION/REFRESHER TRAINING/CPD/PEER REVIEW & UPDATE OF POLICIES & PROCEDURES AND REGISTRATIONS/INSURANCE CHECKLIST**)
- Participant Feedback systems
- Complaints and incidents
- Safety checks