



# **Risk Management Policy (Simple English)**

## **Purpose**

The purpose of this policy is to make sure we manage risks in a clear and organised way. This helps keep participants, staff, contractors, and the organisation safe. It includes risks for staff working alone, services in the community, and following NDIS rules.

## **Scope**

This policy applies to:

- All staff, contractors, and volunteers of Soaring Sparrows Pty Ltd.
- All parts of the organisation, including participant services, office work, and community work.

## **Definitions**

- **Risk** – Something that could cause harm or problems.
- **Risk Management** – Finding, checking, and controlling risks to keep people safe.
- **Risk Assessment** – Checking how likely a risk is and how serious it could be.
- **Risk Control / Mitigation** – Steps we take to make risks smaller or safer.
- **Risk Register** – A list of all the risks and how we are managing them.
- **Participant Risk** – A risk that could affect a participant's safety or wellbeing.
- **Organisational Risk** – A risk that could affect the business or organisation.
- **Lone Worker** – Staff, contractors, or volunteers working alone without supervision.
- **Life360 App** – A safety app to check the location of staff working alone.
- **Shared Calendar** – A calendar to show staff schedules and locations.
- **Risk Matrix** – A tool to check how serious a risk is and how likely it is to happen.
- **Mitigation Strategy** – A plan to reduce the risk.

## **Policy Statement**

Soaring Sparrows Pty Ltd will:

- Keep participants, staff, and contractors safe.
- Make sure services continue without interruptions.
- Follow laws, regulations, and NDIS requirements.
- Encourage everyone to notice and report risks.
- Be prepared for emergencies.

## **Responsibilities**

### **Director / Management**

- Make sure the policy is followed.
- Check risks regularly.
- Approve and monitor risk control measures (like Life360 and shared calendars).
- Train staff on risk management.
- Keep and review the Risk Registers.

### **Staff / Contractors**

- Report any risks they see.
- Follow all risk management steps, including lone worker safety rules.
- Use approved tools like Life360 and shared calendar.
- Record or report risks for the Risk Registers.

### **Participants**

- Can report any risks or safety concerns they notice.

## **Procedures**

### **1. Risk Identification**

- Risks are found during staff induction, planning, and service delivery.
- Staff report new risks through Splose or to management.
- All risks are recorded in the Risk Registers.

### **2. Risk Assessment**

- Risks are checked using the Risk Matrix.
- High participant risks are discussed with the Director and staff.

- High organisational risks are reported to management immediately.

### **3. Risk Control / Mitigation**

#### **For Lone Workers**

- Keep Life360 app active during work.
- Keep shared calendar up to date.
- Check in with management at the start and end of shifts (or as directed).

#### **For Participants**

- Risk assessments at intake and regular reviews.
- Document behaviour, health, or environmental risks in the participant file.
- Enter participant risks into the Participant Risk Register.

#### **For Organisational Operations**

- Review systems to meet laws and NDIS rules.
- Enter organisational risks into the Organisational Risk Register.

### **4. Monitoring and Review**

- Monitor risks through incident reports, complaints, and Risk Registers.
- Director reviews risk management at least every year or sooner if needed.
- Risk Registers updated promptly and reviewed every three months.

#### **Related Legislation**

- NDIS Act 2013 (Cth)
- NDIS Practice Standards
- Work Health and Safety Act 2012 (SA)
- Privacy Act 1988 (Cth)

#### **Other Relevant Documents**

- Incident Management Policy
- Human Rights and Freedom from Abuse Policy
- Restrictive Practices and Behaviour Support Policy
- Privacy and Confidentiality Policy
- Risk Registers

- Care and Support Plan
- Action Plan
- Risk Assessment
- Incident Report
- Emergency Management Plan

## **Review**

This policy will be reviewed every two years or earlier if:

- Laws or rules change.
- Feedback shows improvements are needed.
- An incident shows a gap in risk management.