Policy Statement

Integrated Risk Management

Risk Management is a strategic approach to managing risks that looks at the whole of the organisation and is led by the Board of Helping Hand.

Risk management is a structured process which assists Helping Hand to predict future events which may impact on our activities and allows our organisation to take appropriate actions to address the likelihood of the event happening, and/or the impact of the event should it occur.

Effective risk management systems and practices ensure and enable our organisation to deliver on the following as an absolute minimum:
- manage high-impact or high-prevalence risks associated with the care of consumers
- identify and respond to abuse and neglect of consumers
- support consumers to live the best life they can.

Through the Integrated Risk Management Policy, Helping Hand endorses the following commitments:
- ensure enterprise-wide risk management systems and frameworks are established, maintained and monitored
- respect the consumers right to take risks they choose to take in balance with our duty of care
- identify and assess risks to consumers
- identify and evaluate incidents and 'near misses' in relation to clinical are and in relation to delivering care and services
- provide information to improve performance and improve on how we deliver quality care and services
- escalate risk/s to ensure timely management within and outside the organisation
- continue to monitor risks to consumers and others and take action if a risk has increased
- embed risk management in to organisational culture
- ensure that the levels of acceptable risk are clearly set and communicated to employees
- committing to further develop and communicate Helping Hand's risk appetite
- create and socialise a consistent risk management process throughout all business units and functions across the organisation
- ensure that risk management is documented as part of all formal decision-making processes, planning, change management, project and program management, and business continuity management
- ensure that employee roles and responsibilities for proactively identifying, reporting and managing risks and opportunities are clearly defined and communicated throughout the organisation
- follow relevant legislation, regulatory requirements, professional standards and best practice guidelines to inform all organisational activities
- maintain the confidence of our stakeholders in both the organisation and our management practices.

Links to Standards

ACSQC Standards
Standard 1: Consumer dignity and choice
Standard 2: Ongoing assessment and planning with consumers
Standard 3: Personal care and clinical care
Standard 4: Services and supports for daily living
Standard 5: Organisation's service environment
Standard 6: Feedback and complaints
Standard 7: Human resources
Standard 8: Organisational governance

NDIS Practice Standards
Standard 1: Rights and Responsibilities
Standard 2: Provider Governance and Operational Management
Standard 3: Provision of Supports
Standard 4: Provision of Supports Environment