

## 2.6 Risk Management

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### Risk Management Policy

Braver Together's Risk Management Policy enables the appropriate management of identified risk and to ensure the quality of the service provision to the client. Risks include, financial risks, workplace wellbeing, health and safety risks, and risks associated with the provision of supports. Risks are identified and analysed; management strategies are formulated and recorded on the register. More detailed strategies on how many risks are managed are also included in Braver Together's policies & procedures, for example, the Incident and Complaint Management.

This policy and the associated practice statement relate to the following national standards:

National Disability Insurance Scheme (NDIS) Practice Standards and Quality Indicators. July 2020 v3	National Standards for Disability Services. December 2013 v1	National Quality Standard (Early Childhood). October 2018.
2.2. Risk Management: Risks to participants, workers and the provider are identified and managed.	4.3. Complaints are resolved together with the individual, family, friends, carer or advocate in a proactive and timely manner. 4.6. The service effectively manages disputes	7.1.3. Roles and responsibilities. Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service

#### Scope

1. The scope of this policy applies to all workers

#### Outcome

2. The outcome of this policy, is that Braver Together intends that each client:
  - a. Accesses support that is respectful and espouses their legal and human rights and manages our Duty of Care.
  - b. Experiences a service that preserves their Dignity of Risk in supporting their right to exercise informed choice and control.
  - c. Authentic freedom of expression, self-determination, and decision-making when building relationships that encourage wholistic growth and development.

#### Principles.

3. Effective management of risk is fundamental to every aspect of Braver Together's business. Safeguarding the business ensures its sustainability and effectiveness. The principles that govern a person-centred approach to the management of risk is to be taken seriously at all levels of the organisation. At present, as a Sole Trader, the processes are simple; however, with growth and complexity, the following principles must be applied to the strategic endeavours, activities and operations of Braver Together by all stakeholders.
  - a. **Authentic** – Braver Together places a high degree of value on authentically seeking to ensure that the supportive services being provided are beneficial, cost-effective, practical, and appropriate for the client and for the worker involved in their delivery. Seeking to improve through well-designed policies and processes is only managed through a systematic and responsive approach to undertaking regular reviews and evaluations that are grounded in a culture of collaboration and consultation by all stakeholders.
  - b. **Certainty** – Operating a service with confidence that it will not be threatened by significant or unexpected changes to operational standards requires a commitment to welcoming feedback from all stakeholders. A commitment to regularly and routinely reviewing and evaluating the organisation's policy against the organisation's growth and evolution will invigorate corporate confidence and



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maintain certainty into the future. To achieve this degree of certainty, the Induction of all workers includes an introduction to the Risk Management Policy and Procedures.

- c. **Helpful** – The genuineness of seeking to benefit others is manifested in how helpful the organisation's services and processes are when contributing to the wellbeing of a person. Braver Together takes its responsibilities seriously and holds all workers accountable for their judgements and actions. Learning from mistakes can only occur where there is a high degree of confidence that the mistake is viewed from an optimistic growth mindset.
- d. **Integrated** – Managing risk is fundamental to all of Braver Together's business
- e. **Transparent** – Openness engenders confidence in the development and application of objectives and leads to acceptance of organisational decisions and directions. All stakeholder contributions are welcome when policies and practices are reviewed and considered against the organisation's mission, vision, and strategic objectives

## Definitions

- 4. Definitions within the Risk Management Policy and Procedure. Where these Terms and Conditions refers to:
  - a. **Braver Together** – this is My registered business that is used to contract Me for the following services: Counselling, and Individual and Group Skill Development.
  - b. **Client** – this means the Client who is being supported by Braver Together, who may or may not be a NDIS Participant.
  - c. **Dignity of Risk** – This term means respecting the client's right to make an informed decision and experience life and the opportunity that life brings for learning through experiencing, reflecting, thinking, and experimenting.
  - d. **Duty of Care** – This term requires the obligation of accepting the duty to take reasonable steps to avoid harm to another person.
  - e. **Risk** – the likelihood that a harmful consequence (death, injury or illness) might result when exposed to a hazard
  - f. **Stakeholders** – embraces all the members of Braver Together's corporate ecology; which includes, clients, their families, workers, business partners of the organisation, and members of the community who are interested in the work that we do.

## Legislation

- 5. The relevant legislation that supports and inform the delivery of this policy
  - a. Carers Recognition Act 2010 (Federal): <https://www.legislation.gov.au/Details/C2010A00123>
  - b. Children and Young People Act 2008 (ACT): <https://www.legislation.act.gov.au/a/2008-19>
  - c. Disability Discrimination Act 1991 (ACT): <https://www.legislation.act.gov.au/a/1991-81/> and [Discrimination Regulation 2016](#)
  - d. Disability Services Act 1991 (ACT): <https://www.legislation.act.gov.au/a/1991-98/> and [Disability Services Regulation 2014](#)
  - e. National Standards for Disability Services: <https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services>
  - f. National Disability Insurance Scheme 2013: Principles: [Part 2—Objects and principles](#)
  - g. NDIS Quality and Safeguarding Practice Standards 2018: <https://www.ndiscommission.gov.au/document/986>
  - h. Universal Declaration of Human Rights: <https://www.un.org/en/about-us/universal-declaration-of-human-rights>
  - i. United Nations Convention on The Rights of Persons with Disabilities: <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>
  - j. Work Health and Safety Act 2011 (ACT): <https://www.legislation.act.gov.au/a/2011-35/>
  - k. Work Health and Safety Regulation 2011 (ACT): <https://www.legislation.act.gov.au/sl/2011-36/>



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- I. Work Health and Safety (Work Health and Safety Consultation, Cooperation and Coordination Code of Practice) Approval 2018: <https://legislation.act.gov.au/ni/2018-725/>

### *Approvals*

Date of approval: 13 June 2021

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Signature of Director: **Carolyn Harkness**

