

RISK MANAGEMENT	Date of Origin:	FEB 2002
	Last Date Reviewed:	DEC 2008
	Next Review Date:	DEC 2011
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Policy Author/Owner: CEO

Stakeholders:

Authorised by the Board of Directors

Signature.....

Date:

1. INTRODUCTION

RDNS has established an organisational philosophy and culture that ensures risk management is an integral part of corporate objectives, plans and management systems. Compliance with legislative requirements is only a minimum standard.

This policy is supported by the following attachments:

- A Business Continuity Strategy
- B Multiple Risk Assessment

2. RISK

Risk is defined as the likelihood that an event or action may have a negative impact upon organisational and/or operational goals/objectives.

3. SCOPE OF APPLICATION

Risk management requires risk assessment and planning across all activities, in such a way that even less foreseeable risks can be responded to effectively. There are a number of tools available to staff to assist in the identification, assessment and management of risks and opportunities including:

- Riskman incident reporting process
- Multiple Risk Assessment Tool
- Client Needs Assessment Form (includes an aspect of risk assessment)
- Nursing Centre Health and Safety Standards Audit tool
- RDNS Workplace Inspection Check List
- Legislative Audit Tool

4. RISK MANAGEMENT ROLES

Board of Management

The role of the Service and Foundation Boards is related to the terms of reference of the Service Finance, Risk and Audit Board Sub committees. The Board annually reviews the approved delegations to the CEO and other key staff to ensure that the resources and assets to the organisation are appropriately managed. All client sentinel events are report to the Risk and Audit Board subcommittee.

CEO / General Managers

Operational Risk Management role is a shared responsibility between a number of staff in the organisation as delegated from the Boards to the Chief Executive Officer (CEO), Chief Nursing Officer and Chief Financial Officer (CFO) The risks are registered and the system is managed, monitored and evaluated by delegated staff or groups who take on a risk manager's role as indicated below.

The CEO and GM's are responsible for overseeing the management of urgent or high priority occurrences that are identified at the Riskman incident process or any immediate and major state or RDNS adverse event (See Disaster Management Plan in the Business Continuity Policy and Sentinel and Adverse Event Policy)

The CFO is responsible for:

- Coordinating the Risk Register reporting to the Audit and Risk Board Sub Committee

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- Notification of potential liability claims to insurers and clinical in consultation with the Chief Nursing Officer
- Working with lawyers for the management of incidents, liability claims, settlement discussions and proceedings

Workers Compensation Claims Management as required by legislation and reducing liability to the organisation is currently management through the Health Safety & Wellbeing Unit. Lump sum payments are funded by the DoH.

The Chief Nursing Officer will notify the Client Records Administrator to secure client record(s) in the event of:

- Notification of claim against the organisation or other (s)
- The client or guardian requesting access to their file
- A serious or critical incident

Department

All departmental risk profiles completed on a Multiple Risk Assessment Form are forwarded to the Health Safety & Wellbeing Unit Manager for inclusion on the risk register.

Events are reported as follows:

- Lost time injury or serious occurrence are reported to Operational Management Team (OMT), Safety and Rehabilitation Coordinator and Health & Safety Representative (H&SR)
- Staff incidents are reported to the respective Manager and General Manager
- Complaint or client incident identified as urgent or high priority or as per sentinel and adverse event policy are reported to the Chief Nursing Officer and CEO
- Hazards are reported to the Health Safety & Wellbeing Unit Manager and H&SR.

5. DIMENSION OF RISK	EXAMPLES OF ADVERSE EFFECT OR OPPORTUNITY
INTERNAL OPERATIONS CAPABILITIES (Clinical and Non-Clinical)	Clinical and non clinical risk encompasses failure to provide adequate: <ul style="list-style-type: none"> - Policies and guidelines - Monitoring of practices, - Identification of deficiencies and appropriate follow up training - Training & education - Operational resources to a particular internal service, process or task - Direct property and or system loss through fire, vandalism, terrorist activity
STAFF	<ul style="list-style-type: none"> - Risk to staff through inadequate or ineffective: <ul style="list-style-type: none"> - Occupational Health Safety & Welfare procedures and training - Equipment - Hazard identification and control policies - Loss of a number of key personnel simultaneously - Measures to identify and keep staff informed of external sources of risk - Claims of negligence or wrong against a member of the Board or staff.
CUSTOMER	A significant: <ul style="list-style-type: none"> - Client occurrence resulting in complaint harm or injury - Contractor occurrence resulting in complaint harm or injury - Stakeholder occurrence resulting in complaint harm or injury Risk to organisation reputation / relationships
FINANCIAL	<ul style="list-style-type: none"> - Indirect loss (cost associated with recovering from direct loss)

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5. DIMENSION OF RISK	EXAMPLES OF ADVERSE EFFECT OR OPPORTUNITY
	<ul style="list-style-type: none"> - Loss through theft or fraud - Loss of government or other sources of funding - Inappropriate allocation of funds
INNOVATION LEARNING AND GROWTH	<ul style="list-style-type: none"> - Viability of a business opportunity or project. Risk elements may include: <ul style="list-style-type: none"> - Inadequate management of financial and human resources - Project cost overruns - Time delays - Objectives/goals not met - Changes to operating environment/economic and market conditions - Strategic risk arising from failure to improve or modify the services or products it provides to meet <ul style="list-style-type: none"> - customer expectations - purchaser requirements - regulatory changes - Assessment of risk associated with new or modified service options - Evaluation of service outcomes - Measures to ensure adherence to regulatory requirements to practice

For Example Only