

RISK MANAGEMENT – Service Delivery

POLICY NUMBER: SER.DEL.4.

When the policy is reviewed and policy checklist completed ensure the WPP covers the review process and how the register is to be completed

INTENT

Lifestyle Connections is committed to the efficient and effective management of risk within the workplace. Lifestyle Connections aims to identify and manage risks in a systematic and cost effective manner.

DEFINITION

Risk Management is the identification, assessment, and prioritization of risks followed by coordinated and economical application of resources to minimize, monitor, and control the probability and/or impact of unfortunate events.

POLICY STATEMENTS

Lifestyle Connections Association Inc. recognises that the organisation has legal and moral obligations to provide and uphold so far as is practicable, a workplace that is safe for employees, Service Users, Volunteers and visitors.

DEFINITION OF TERMS USED IN THIS POLICY

Hazard is a situation that has the potential to harm a person, plant, damage property or the environment.

Risk is the likelihood that a harmful consequence (death, injury or illness) might result when exposed to a hazard.

Risk Assessment is the process of evaluating the severity of a risk, for the purpose of prioritising and taking action to control the risk.

Risk control is the actions taken to eliminate or minimise the risks associated with hazards.

PROCEDURES

The Risk Management Process

Preparation

- Define the context; and identify activity/task/work area/personnel to be assessed.

The five step Risk Management process is:

Step 1: Identify all hazards by:

- Observing, Inspecting, investigating, communicating and consulting
- Conducting annual safety checks for each venue
- Receiving feedback from Support Staff via the Hazard Report Form
- Completing an Activity Risk Assessment tool
- Making a record of all hazards identified in the Hazard and Associated Risk Register
- Conducting Activity Visits

Step 2: Assess the risks these hazards create by:

- Assessing and prioritising the risks

Adopted Date: 22/06/2010	Next Review Date: Aug 2017	Version #:02
NON CONFIDENTIAL	P:\Policy\Service Delivery\4 Risk Management - Service Delivery.Doc	

RISK MANAGEMENT – Service Delivery

- Dealing with the highest priority risks first
- Dealing with the lesser risks or least significant risks last
- Use of the Activity Risk Assessment tool. If the risk rates a:

Level Significant - it is unacceptable to carry out the task involved. Report the hazard to the Management Committee.

Level High- incorporate control measures to bring risk level down to an M before participating. Review in a month. If risk level remains an H it is unacceptable to carry out the tasks involved. The hazard is to be reported to the Management Committee.

Level Moderate- it is acceptable to participate with the Service Manager/Coordinator's approval.

Level Low - it is acceptable to participate.

Step 3: Decide on Measures to control the risks by:

- Eliminating the risk;
 - If elimination of the risk is not possible, select these control measures in the following order of preference.
 - Substitution; Can the activity be substituted with an activity that will achieve the same objective.
 - Isolation (not administrative); Can the objectives of the activity be achieved with the hazard identified isolated from the activity.
 - Minimisation by engineering means; can the activity be minimised by using appropriate aids to reduce the risks associated with the hazards E.g: A trolley for heavy office objects, lifting hoist for manual handling of people (It is important to remember that a risk assessment will need to be completed for the activity including the use of aids).
 - Application of administrative measures; Can the activity be controlled by Administration through Policies and Procedures that minimise the risk associated with the hazard.
 - Use of personal protective equipment (PPE); PPE is the final and least preferred method for controlling Risks and Hazards, a risk management system should be implemented to monitor and review the use of PPE.

Step 4: Implementing appropriate control measures should:

- Adequately control the risks;
- Not create other risks; and
- Allow workers to do their work without undue discomfort or distress

Step 5: Monitor the control measures and review the process:

A: Monitor and Review

- The Service Manager is to review the Hazard and Associated Risk Register annually and report to Management Committee
- The Service Manager is to review the Venue Risk Assessment Register annually and report to Management Committee
- Staff are to provide feedback on controls on the General Feedback and Hazard Report Form

Adopted Date: 22/06/2010	Next Review Date: Aug 2017	Version #:02
NON CONFIDENTIAL	P:\Policy\Service Delivery\4 Risk Management - Service Delivery.Doc	

RISK MANAGEMENT – Service Delivery

A review of Risk Controls Form is to be completed:

- when any changes have occurred to the working environment, eg Service User's abilities or Staff changes,
- if an injury/incident occur,
- during Activity Visits,
- a minimum of once a year,
- as indicated by level of risk.

The way the risk management process is implemented can depend on the type of activity and tasks involved.

RISK IDENTIFICATION AND CLASSIFICATION MATRIX

Risk Analysis Matrix					
Likelihood	Consequences				
	Insignificant No damage, Low financial loss.	Minor First aid treatment, low financial loss, min environmental factor.	Moderate Medical treatment required, med. Financial loss, lasting environmental impact (less than 3yrs)	Major Extensive injuries, losses of production capability, medium financial loss, lasting environmental impact (greater than 3yrs)	Catastrophic Death, with permanent environmental impact, huge financial loss.
Almost certain Expected to occur in most circumstances	H	H	S	S	S
Likely Probably to occur in most circumstances	M	H	H	S	S
Possible Should occur at some time	L	M	H	S	S
Unlikely Could occur at some time	L	L	M	H	S
Rare May only occur in exceptional circumstances	L	L	M	H	H

RISK MANAGEMENT – Service Delivery

Risk Scores are determined by using the risk definition and classification matrix

DELEGATIONS

Management Committee

- Ensure the implementation of the risk management process
- Ensure information, instruction and training is available to employees
- Monitor and review the overall effectiveness of the risk management process
- Ensure sufficient resources are available to effectively manage workplace risks

Service Manager/Coordinator

- Ensure all employees understand the Risk Management Policy
- Identify hazards and complete risk assessments
- Implement appropriate risk control measures in consultation with employees
- Monitor and review risk assessments and control measures

Support Staff

- Ensure the safety of others and themselves in the workplace
- Report any hazards associated with the working environment, work tasks or activities to the Service Manager/Coordinator as soon as becoming aware of them
- Participate in the development of appropriate risk control measures for identified hazards to eliminate or minimise risk
- Carry out control measures, and adhere to procedures, that are designed to protect health and safety

RELATED DOCUMENTATION

Workplace Health and Safety Policy

Hazard Identification Workplace Practice – Governance

Risk Management Workplace Practice – Service Delivery

Manual Handling Workplace Practice - Governance

Activity Emergency Procedures Workplace Practice - Governance

Service User Review Workplace Practice – Service Delivery

Hazard & Associated Risk Register

REFERENCES

Workplace Health and Safety Act 1995

Workplace Health and Safety Regulation 1997

Risk Management Code of Practice 2007

Human Service Quality Standards - Standard 4

AMENDMENTS/REVIEWS:

Reviewed: 21/06/2012 Reviewed: 26/08/2014

Adopted Date: 22/06/2010	Next Review Date: Aug 2017	Version #:02
NON CONFIDENTIAL	P:\Policy\Service Delivery\4 Risk Management - Service Delivery.Doc	