

Risk Management Policy



1. Purpose and Scope

The purpose of this Risk Management Policy is to establish a systematic approach for identifying, assessing, and managing risks associated with service delivery at Invicta Care. This policy is designed to align with the National Disability Insurance Scheme (NDIS) service providers' requirements in Australia and to ensure the safety, well-being, and quality of services provided.



2. Policy Statements

Invicta Care is committed to a proactive and comprehensive risk management approach by:

2.1. Risk Identification

Invicta Care will:

- Regularly identify and document potential risks associated with service delivery.
- Encourage staff, clients, and stakeholders to report and contribute to the identification of risks.

2.2. Risk Assessment

Invicta Care will:

- Assess identified risks in terms of their likelihood, impact, and consequences.
- Prioritize risks based on their severity and potential harm.

2.3. Risk Mitigation and Control

Invicta Care will:

- Develop and implement risk mitigation strategies and control measures.
- Assign responsibilities for implementing and monitoring these strategies.

2.4. Incident Reporting and Response

Invicta Care will:

- Establish a clear incident reporting system to capture and respond to identified risks.
- Investigate incidents thoroughly to understand root causes and implement corrective actions.

2.5. Documentation and Communication

Invicta Care will:

- Maintain a central repository for all risk-related documentation.
- Communicate risks, control measures, and updates to relevant stakeholders, including staff and clients.

2.6. Compliance with Legislation

Invicta Care will:

- Ensure that risk management practices comply with relevant legislation and regulatory requirements.
- Regularly review and update risk management processes to align with any changes in regulations.

2.7. Staff Training and Awareness

Invicta Care will:

- Provide ongoing training to staff on risk management practices and procedures.
- Foster a culture of risk awareness and encourage staff to actively participate in risk management activities.

2.8. Continuous Improvement

Invicta Care will:

- Regularly review and assess the effectiveness of risk management strategies.
- Incorporate lessons learned from incidents and near misses into the improvement of risk management processes.

3. Responsibilities

All staff members at Invicta Care share the responsibility for implementing and upholding this Risk Management Policy. The management team oversees the policy's implementation, monitors progress, and makes adjustments as necessary.

4. Review

This policy will be reviewed annually or as needed to ensure its continued relevance and effectiveness in managing risks associated with service delivery.

This Risk Management Policy demonstrates Invicta Care's commitment to a proactive and comprehensive approach in identifying, assessing, and managing risks associated with service delivery, aligning with the NDIS service provider requirements in Australia.