



HEARTFELT PERSONALISED SUPPORT

Purpose

Risk management is the suite of activities undertaken by **HEARTFELT PERSONALISED SUPPORT** to ensure that it understands all risks associated with its operations and makes informed decisions in managing these risks. This policy provides a framework for identifying, assessing, and managing potential risks for the business, staff members, and participants.

Policy Statement

HEARTFELT PERSONALISED SUPPORT is committed to identifying and managing all risks to the organisation, participants, and staff members. Our approach is aligned with the Australian and New Zealand Standard AS/NZS 31000:2009. We ensure:

- Risks associated with support provision are identified, analysed, and treated.
- A documented risk management system is in place, proportionate to the size of the provider.
- Integration with incident management, complaints, and work health and safety (WHS).
- Appropriate insurance coverage (Professional Indemnity, Public Liability, and Accident Insurance).

Risk Identification

Identification involves finding events or circumstances that could cause harm. We address the following categories:

Category	Description
Strategic	Risks affecting business plans and funding.
Compliance	Non-conformance with NDIS legislation and standards.
Financial	Liquidity, fraud, and asset protection.
Operational	Failed internal processes or system failures.
WHS	Hazards affecting staff and participants in the workplace/home.

Risk Assessment & Matrix

Risks are assessed based on Likelihood (how likely it is to happen) and Consequence (the severity of the impact).

Likelihood	Consequence				
	Insignificant	Minor	Moderate	Major	Severe
Almost Certain	Medium	High	Extreme	Extreme	Extreme
Likely	Medium	Medium	High	Extreme	Extreme
Possible	Low	Medium	Medium	High	Extreme
Unlikely	Low	Low	Medium	Medium	High

Roles and Responsibilities

The Governing Body / CEO

Responsible for overseeing the entire risk management system and making high-level strategic decisions to mitigate liability.

Operations Manager

Maintains the Risk Register, ensures staff training, and monitors the effectiveness of control measures.

Staff Members

Must comply with this policy, identify hazards in real-time, and report all risks via the Hazard Identification Report or Individual Risk Assessment Form within 24 hours.

Continuity of Support

Heartfelt Personalised Support ensures that critical risks are managed to prevent service disruptions. In the event of emergencies or staff shortages, the Delegation of Authority Register is activated to ensure qualified personnel maintain participant safety. Page 3 of 3

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