



Maleny Neighbourhood Centre is a NFP community resource, responding to diverse local needs. We deliver emergency relief, facilitating community networks and connections. Maleny Neighbourhood Centre fosters resilient and fair communities and a just society where diversity is celebrated and participation encouraged.

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In the Heart of Maleny ...

FINAL

MALENY NEIGHBOURHOOD CENTRE 2017 RISK MANAGEMENT POLICY v1

Authorised By: Management Committee

Responsibility for the review:	Management Committee and Centre Coordinator and Development Worker (CCDW)
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Date last review: 30/06/2017	Reviewed By: CCDW & Management Committee June 2017	Date of next review: 30/6/20
	(Signature)	

Review Process	The review will be undertaken by the CCDW, endorsed by Management Committee and approved on or before the next review date.
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Documentation and Communication:	Any decisions requiring policy changes will be recorded in the Minutes of Maleny Neighbourhood Centre Management Committee and forwarded to the CCDW for implementation. Staff and volunteers will be advised, where necessary, at staff meetings and/or by email.
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POLICY CONTEXT:

Queensland Standards for Community Services:	Standard 1: Governance & Management Indicator 4: The organisation's management systems are clearly defined, documented and monitored and (where appropriate) communicated including finance, assets and risk. Standard 4: Safety, wellbeing and rights
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Other Standards:	Australian Standard, AS/NZS ISO 31000:2009 Risk management National Standards for Involving Volunteers in NFP Organisations 2015
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Relevant Policies:	<ul style="list-style-type: none"> ● Financial management and delegations policy ● 2018 Child Protection Policy ● Business continuity and disaster planning (to be developed) ● Code of Conduct
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Forms or other organisational documents:	<ul style="list-style-type: none"> ● Risk Management Plan ● Risk Register ● Incident form ● Accident form ● Complaint form ● MNC Strategic plan
Legislation or other requirements:	<p>Work Health and Safety Act 2011 (Qld) Legal Compliance AS 3806: 2006</p> <p>Working with Children (Risk Management and Screening) Regulation 2011</p>
PURPOSE AND COMMITMENT	<p>Purpose: Why do we have a Risk Management policy? Risks arise due to the organisation’s operational undertakings and from external sources. Risks occur in numerous ways and have the potential to impact financial performance, reputation, health and safety, community and the overall performance of the organisation.</p> <p>A Risk Management policy guides how Maleny Neighbourhood Centre Association Inc. assesses and responds to risks which we will inevitably encounter in managing and delivering our services. This ensures that risks are removed, minimized or managed to maximize safety for our staff, management committee, volunteers and service users and ensure the viability, quality and accountability of our services.</p> <p>Our commitment Maleny Neighbourhood Centre Inc. (MNC) is committed to the responsible identification and management of risks which may arise during the delivery of services and the general management of the organization. In order to fully understand such risks, MNC has established this Risk Management Policy which provides the framework for how risk will be managed within the organisation. The Risk Management Policy is based on the Australian Standard, AS/NZS ISO 31000:2009 Risk Management – Principles and guidelines.</p>
SCOPE	<p>This policy will apply to Maleny Neighbourhood Centre Inc. (MNC) clients, MNC committee, stakeholders, staff and volunteers. The Risk Management Policy forms part of the governance framework and integrates with the strategic planning process. The Policy addresses both strategic and operational risks and the requirement of the organisation to operate in its regulatory environment.</p>
POLICY	<p>Maleny Neighbourhood Centre Inc. (MNC) will use our skills and expertise to identify risks across the organisation. MNC will also identify operational controls in place which manage risk. We will assess the size or degree of risk by taking into consideration the potential impact to our operations. Risks will be ranked in a common and consistent manner and a Risk Register will be maintained containing material risks to the organisation.</p>

	<p>Risk treatment actions and plans will be developed for risks which are unacceptable to the organisation. Risks, and the effectiveness of the risk management system will be monitored on a regular basis and we will communicate and consult with relevant stakeholders on our approach to managing risk.</p> <p>RISK TOLERANCE Our tolerance for adverse risks will be used to determine which risks are treated through the development of risk treatment actions to manage risks to an acceptable level. During this process we will consider additional control measures to manage the risks to acceptable levels.</p>
Procedures	<p>4. Procedures</p> <p>Risk Management Register A Risk Management Register is maintained for our organization which lists identified risks and actions we take to control or minimize those risks. The Risk Management Plan includes the following information:</p> <ul style="list-style-type: none"> ● Risks to the organisation such as loss of funding, inability to deliver funded outcomes within budget, Board of Management dysfunction, embezzlement of funds, lack of suitably qualified staff, extended staff illness, child safety issues affecting young service users including young visitors to the centre and loss of data due to natural disasters, etc. ● Risks relating to staffing including volunteers such as a lack of suitably qualified staff, extended staff illness, staff injury (physical or psychological) due to OH&S risks or client contact risks, impacts of natural disasters and infection control risks, etc. ● Risks to service users such as risks from confidentiality breaches, accidents, interruptions to service delivery including from natural disasters, child safety issues affecting young service users including young visitors to the centre. <p>The Risk Management Register will include the following information:</p> <ul style="list-style-type: none"> ● Date identified: date the risk was identified ● The specific risk identified: these are the risks identified by the organisation ● What can go wrong: details of what can go wrong in relation to the risk ● Consequence: the consequence of the risk, using the risk rating matrix <p>The Risk Matrix will include: 1= Insignificant 2= Minor 3= Moderate 4= Major 5= Catastrophic</p> <p><u>Likelihood:</u> the likelihood of the risk occurring, using the risk rating matrix A: Almost Certain B: Likely</p>

C: Possible
D: Unlikely
E: Rare

Risk Rating: the rating for each identified risk, using the risk rating matrix:

L = Low

M = Moderate

H = High

E = Extreme

Current controls to reduce risk: the controls or strategies in place to control or reduce the risk

Date reviewed: Date the risk and controls were reviewed to identify improvements

New controls: Additional controls necessary to control or reduce risk or changes to existing controls.

Risks: Risks to service users such as confidentiality breaches, falls, and/or interruptions to service delivery including from natural disasters.

Staff responsibility for risk

- The CCDW is responsible for developing and maintaining the Risk Management Plan, Register and forms.
- The Volunteer Support Workers (VSW) will ensure volunteers know to report any risks they observe or encounter by advising the VSW in the first instance followed by the CCDW and, where appropriate, by completing an incident form.

Identifying and Assessing Risks

MNC regularly identifies risks to the organisation and services. In doing this, the organisation takes into consideration:

- Staff, volunteer and service user feedback
- Staff or volunteer Accident/ Incident Reports
- Service user Complaints
- Hazards and maintenance information
- Review of policies, procedures and processes
- Management knowledge and understanding of service delivery and work processes.
- Results and advice from external audits and compliance processes.
- Information from peak, industry and funding bodies.

Assessment of the processes will be done on a regular basis.

The following Risk Rating Matrix will be used to assess each risk:

		CONSEQUENCES				
LIKE LIH OOD		Insignif icant 1	Min or 2	Mode rate 3	Major 4	Catastro phic 5
	Almost Certain A	Medium	High	High	Extre me	Extreme
	Likely B	Medium	Med ium	High	High	Extreme
	Possible C	Low	Med ium	High	High	High
	Unlikely D	Low	Low	Mediu m	Medi um	High
	Rare E	Low	Low	Mediu m	Medi um	High

Identifying and Implementing Controls

Controls are strategies to manage risk balanced against the cost and inconvenience of the control. Common controls include:

- Staff training
- Provision of information
- The use of safe or safer equipment
- Maintaining adequate insurance
- Changes in procedures or practices
- Personal checks including referee checks, driver’s licenses, motor vehicle registrations, professional registrations, Blue Card checks

Simple controls may be determined by staff or the CCDW. Controls which entail any significant cost or policy change may require MNC Management Committee approval.

Monitoring implementation of controls

Improvements implemented as a result of risk management reviews and planning are recorded in the Risk Management Plan to ensure that they are implemented, monitored and evaluated.

The CCDW is responsible for monitoring and recording improvements implemented and reports directly to the MNC Management Committee.