



A22 Risk Management Overarching Policy

(Standards 1.2 Regulatory Compliance; 1.8 Information Systems)

Risk Management: An Overarching Policy and Practice Protocol

Within its organisational and operational frameworks the Serbian Community Welfare Association of Sa Inc. T/A Pennwood aims to:

Identify and develop knowledge and understandings about how to interpret and comply with on-going Risk Management policy and practice concepts in its programs;

Minimise, reduce or address the risks to foster a safe working environment for staff, volunteers and board members;

Meet the Risk Management outcome of The Commonwealth, HACC, Community Care Common Standards (CCCS) quality review requirements;

Embed CALD specific content and contexts in the HACC services' outcomes for Risk Management.

The Objectives of the Serbian Community Welfare Association of Sa Inc. T/A Pennwood Risk Management Policy include:

Identifying Risk Management concepts and meanings, processes and procedures;

Developing understandings about Risk Management concepts and meanings, processes and procedures;

Developing awareness and understandings of the meanings of Risk Management with cultural content, contexts and perspective.

Outcomes to be achieved through a Risk Management approach include:

Improved awareness and understandings of Risk Management concepts and meanings, processes, procedures and practices;

Improved awareness and understandings of the meanings of Risk Management with cultural content, contexts and perspectives;

Improved access to information and resources on implementing of Risk Management strategies in HACC funded CALD programs;

Improved capacity to deliver HACC services targeting CALD specific understanding of Risk Management within CCCS expected outcomes.

Serbian Community Welfare Association of Sa Inc. T/A Pennwood Risk Management Approach:

Serbian Community Welfare Association of Sa Inc. T/A Pennwood Risk Management Approach includes actively working to identify and address potential risks, to ensure the safety of service users, staff and the organisation. The ongoing identification of risks to service users, staff, volunteers and the organisation means identifying strategies that



would minimise the occurrence of these risks and to deal with the risks should they occur.

Serbian Community Welfare Association of Sa Inc. T/A Pennwood undertakes a Risk Management process in its organisational and operational implementation frameworks and information, resources and training delivery. On an ongoing basis, and particularly within the areas of Governance; Human Resources Management; Financial and WHS puts into practice:

- Risk Identification
- Risk Assessment/ Evaluation
- Reducing Identified Risks
- Risk Management Program
- Risk Management Plan Evaluation

Serbian Community Welfare Association of Sa Inc. T/A Pennwood through its policies, processes, procedures and practices, actively and ongoing:

Undertakes to manage the achievement of both its organisational and operational outcomes and outputs whilst guarding the physical and emotional safety of its staff, volunteers and board members;

Involves staff, volunteers and board members in the framing and documentation of risk management policies, procedures, processes and practices;

Recognises and addresses risks under the categories of Governance; Human Resources; Financial; and WHS;

Identifies, analyses and reviews risks on an ongoing basis;

Outlines strategies to reduce, minimise and/or address the risks to the staff, volunteers and board members.

Serbian Community Welfare Association of Sa Inc. T/A Pennwood has:

Processes for identifying and managing potential risks;

A Risk Management plan and other documentation showing the identification of risks and the management of risks to service users, staff, volunteers and the organisation, including appropriate insurance coverage;

Documentation showing the ongoing monitoring of risks and the management of risks to service users, staff, volunteers and the organisation;

Documentation demonstrating the management of specific risk areas such as:

Work, health and safety risks to staff, volunteers and service users;

Infection control;

Financial management risks;

Brokerage, subcontracting or other outsourcing of services risks;

Staff/volunteer education, training and knowledge in relation to specific risks such as occupational health and safety and infection control;

Policies and procedures.

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A handwritten signature in black ink, appearing to read 'Monica Belosevic', written over a faint circular stamp.

Chairperson of the Board

(Monica Belosevic)