

Music Rocks Australia Risk Management Policy for NDIS participants

Foreword

The policies and system to support people with a disability who are provided services by Music Rocks Australia will be set out in this document to be adhered to by all staff, volunteers, and management. The system relates to the care and communication for risk minimisation and management so that people with a disability and everyone associated with them, are cared for and looked after in a manner that directly demonstrates our mission for remarkable service delivery and the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 as set out by the Commissioner.

The schedule for risk management is aimed to protect and prevent harm to people with disability and to uphold the rights of people with disability, to live free from abuse, neglect, violence, and exploitation.

Guidelines and Policy

Scope

Music Rocks Australia will implement and maintain a system to record and manage certain risks that happen in connection with providing supports or services to people with disability. The risks that must be recorded and managed relate to both incident and service delivery risks.

Risk Management

Much of the risk assessment and management is documented in the *Music Rocks Australia Incident Management and Reportable Incidents Policy for people with a disability*.

Music Rocks Australia deems the following performances as organisational risks:

- poor complaints management processes
- injury to members of the public or Personnel
- insurance is not appropriately maintained, or
- inadequate record keeping

Risk is also assigned to the service delivery of Music Rocks Australia programs and sessions. Music Rocks deems activity risks as the following:

- meet participants' requirements
- meet community expectations
- properly account for activity funding
- identify and manage occupational health and safety risks or hazards,
- provide appropriate supervision of participants

When reviewing risks and their control measures, Music Rocks Australia has deemed the following questions as useful:

- has there been an increase in reported incidents
- have new risks been addressed and incorporated into the risk assessment
- how effective are the control measures in mitigating risks, and
- what preventative control measures have been undertaken to avoid these issues occurring in the future?

Music Rocks keeps a register of risks that are regularly discussed and assessed by the management team (*Appendix G*). Both the register and the risk matrix as shown below have been taken from the Australian Standard for Risk Management AS 4360:2004

Likelihood	Consequences				
	Insignificant	Minor	Moderate	Major	Severe
Almost Certain	M	H	H	E	E
Likely	M	M	H	H	E
Possible	L	M	M	H	E
Unlikely	L	M	M	M	H
Rare	L	L	M	M	H

Risk Level:	Likelihood:	
E Extreme risk	Almost certain	Expected in most circumstances
H High risk	Likely	Will probably occur in most circumstances
M Moderate risk	Possible	Could occur in most circumstances
L Low risk	Unlikely	Not expected to occur
	Rare	Exceptional circumstances only