



Risk Management Policy



"I feel safe because I see the organisation taking risk seriously."

Kia kaha, kia maia, kia manawanui

Be strong, be brave, be steadfast.

Intent

We aim to be risk-aware and manage risks, rather than risk-averse.

Risks can relate to people - kaimahi, volunteers, students, rangatahi - and to the organisation, for example, its reputation and finances. We manage risks to people through our focus on wellbeing and policies addressing areas like [health and safety](#) and service delivery and financial risks through sound financial planning and accounting processes.

This policy outlines our broad approach to managing and learning from risks.

Definition

"Risk" is the uncertainty created through internal and external events that could adversely impact on or impede our people, reputation or financial and strategic objectives.



Responsibilities

The board must:

- fulfill our health and safety duties
- ensure that organisational risks are appropriately managed
- review the central risk register at least once annually
- oversee the management of high-level risks escalated by management

Management will:

- keep the board informed about risks in the organisation and escalate information and decisions as necessary
- ensure effective risk management procedures are in place
- implement recommendations from the risk management processes as they consider appropriate
- ensure kaimahi are aware of relevant risks and are familiar with risk management procedures
- in consultation with the board chair, report to regulatory and purchasing agencies in accordance with our policies and contractual arrangements about risks or incidents
- ensure a central risk management register is maintained and updated.

Kaimahi/volunteers will:

- take action to eliminate hazards and risks
- apply the risk management procedures applicable to their roles
- inform management if they become aware of any risk not covered by existing procedures.

Requirements

Systemic approach



Risk management is built into our systems and processes and part of our everyday decision making. Different types of risk (eg financial, health and safety) are managed through different strategies:

- Our policies and procedures specify actions to identify and manage risks to people, property, health and safety and financial sustainability in accordance with legislation and regulation.
- Our strategic and operational processes incorporate ways to identify and manage risks relating, for example, to resourcing, human error and media.

Engagement

Management will have ongoing engagement with kaimahi/staff, volunteers, rangatahi, whānau and other stakeholders about the identification of risks and monitoring the effectiveness of controls to manage risks:

- kōrero about assessment and management of risk at team hui
- monitor and review the organisational risk register
- encourage rangatahi to identify risks and feedback on mitigations that have been implemented.

Monitoring organisational risk

Organisational risks will be subject to ongoing management as follows:

- identify risks with the activities we undertake
- assess the likelihood and consequence of the risks if they were to eventuate
- prioritise risks with the most severe consequences
- eliminate the risks if possible or if not, isolate them
- identify controls to manage the risks that we can't eliminate or isolate.

A RAMS form or other risk management tool will be used to assist planning and management of risks for non-routine activities.



Record of risks

A Hazard and risk register is maintained to record risks and how we mitigate them. The register will be reviewed and updated at team hui at least once a quarter, with adjustments made to reflect changes in the levels of risk and controls.

Report as necessary

The board shall be kept informed about risks through regular reporting.

Risks, adverse events and accidents will be reported to regulatory and purchasing agencies in accordance with law and our contractual obligations (eg [Incident management](#)).

Learn and improve

Because we take risks, incidents may occur. They will be investigated and learnt from.

Improvements will be made when reasonably practicable to prevent recurrence and improve our risk management response in accordance with our [Quality assurance and improvement](#) strategy.

Monitoring and reporting

Progress with strategic goals and risks will be reported quarterly to the board by management. Recommendations will be outlined to address risks and issues of concern.

The financial status of the organisation will be monitored and reported on by management to the board on a monthly basis (ie monthly reporting).

Monthly service reports will be produced using data from the referral database with gaps, trends and needs highlighted.



Compliance

Social Sector Accreditation Standards Level 2 Governance and management structure and systems 5.0-6.0; Financial management and systems 2.0-5.0; Health and safety 1.0-3.0

NZS 8134: 2021 Pathways to Wellbeing, Criterion 3.4;

NZS 8134: 2021 Workforce and Structure, Quality and Risk 2.2

Helpful links

[Health and safety](#)

[Financial controls](#)

Hazard and risk register

[Incident management](#)

[Risk Assessment Management Strategy \(RAMS\) form](#)

Review

Date: August 2020

Next review: by July, 2022