

Risk Register

Location: CDNI Care Pty Ltd business premises

Date Completed: 2020-07-31

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?	Are further controls required?	Actioned by	Date Due	Date Complete	Maintenance and review
Business Risks (also refer to Business Continuity Plan)									
Worker related risks	Risks related to Worker turnover, worker health and safety and the nature of the Worker's largely autonomous role when dealing with clients	Moderate	Moderate	Implementing procedures set out in Human Resources Management Policy to ensure Workers are trained, protected and invested in the growth and success of CDNI Care Pty Ltd. Implementing procedures set out in the Work Health and Safety Policy to ensure physical and psychological harm to workers are controlled. Workers are required to keep client records in ShiftCare.	Upon engagement of new Workers, controls to be reviewed.	The board	Actioned	Actioned	30 July 2021 or sooner if new Workers are engaged
Fire, flood, theft, pandemic or other business interruption	Property damage to Workplaces and business interruption	Low	Low	Relevant insurances maintained in accordance with Business Continuity Plan and Risk Management Policy. Alternative Workplaces could be sourced and used while damage is being repaired (meeting rooms in co-working spaces, council offices, Client's home etc). Business Continuity Plan and Evacuation Procedures in the event of emergency.	Review of insurances	The board	Actioned	Actioned	30 July 2021
Financial sustainability (non NDIS)	Outstanding and overdue fees owed by Clients	Low	Moderate to High - failure to receive payments on time has significant impacts on cashflow and continuity of business	Outstanding payments owed from Clients reviewed on a regular basis. Emails and telephone calls are made to follow up on late payments. Termination of Services Agreement considered in the event of persistent late payment	N/A	The board	Actioned	Actioned	30 July 2021
Financial sustainability (NDIS)	Working Capital and Liquidity issues	Low	High	Managing cash flow on a daily, weekly and monthly basis by monitoring the flow of cash in and out of the business. Understanding of NDIS pricing, payment terms and business cost structure. In the event of unanticipated cash flow issues, access to external borrowings and borrowings from Principal.	N/A	The board	Actioned	Actioned	30 July 2021

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Data breach	Loss of client records and breaches of confidentiality and privacy	Low	High	Electronic client records are kept in the business's secure ShiftCare. Hard-copy organisational, operational, financial and business documents kept in the filing cabinet kept at the Principal's residence. Copy of key documents kept with accountants. Electronic operational, financial and business documents kept in ShiftCare.	N/A	The board	Actioned	Actioned	30 July 2021
Website downtime	Loss of opportunity	Low	Low	Website externally hosted and managed.	N/A	The board	Actioned	Actioned	30 July 2021
Limited or no telephone or internet	Loss of communication with Workers and Clients and impact on contemporaneous record keeping	Low	Low	Record new messages for incoming calls advising outage and expected time of recovery, advise callers to email if query is not urgent and it will be attended when outage is resolved. If urgent, advise callers of appropriate alternative number Work locally on computers, saving documents locally until they can be reuploaded to ShiftCare, ensuring that a log is kept of files that need to be uploaded. Work on systems that are functioning and work from home where possible If no fixed Internet access is at all possible for extended periods (more than 1 day) then interim backup mechanisms should be implemented such as saving to 4G mobile devices and usage of usb flash drives, ensuring that files that are sensitive are appropriately password protected and a log is kept of all files that need to be uploaded Use alternative communication mechanisms if email services are unavailable (e.g. Skype, mobile phone sms)	N/A	The board	Actioned	Actioned	30 July 2021
Client Specific Risks									
Risks of physical and psychological harm to Clients	Physical harm to Clients including physical and psychological harm	Client Specific	Client Specific	CDNI Care Pty Ltd Client Risk Assessment completed by or with each Client CDNI Care Pty Ltd Intake Assessment Form completed by or with each Client CDNI Care Pty Ltd Support Plan completed by or with each Client WHS Walk Around Risk Assessment	Further controls	The board	Date of first meeting	Date of first meeting	In accordance with Service Agreement In accordance with Support Plan Upon changes to the Workplace
Work Health and Safety Risks – See Work Health and Safety Policy and Managing and Reducing Known Risks Matrix for further details									

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COVID-19 from clients who are infected	Workers or other customers catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	Controls are set out in the COVID-19 Pandemic Management Policy	Further controls may be required to ensure the protective measures against COVID-19 as advised by Government are implemented	The board	Actioned	Actioned	Controls will be reviewed as recommendations by Government change
COVID-19 from staff who are infected	Other Workers or customers catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	Controls are set out in the COVID-19 Pandemic Management Policy	Further controls may be required to ensure the protective measures against COVID-19 as advised by Government are implemented	The board	Actioned	Actioned	Controls will be reviewed as recommendations by Government change
Fatigue from working longer hours to meet high demand	Injury to staff or others from fatigue related accidents or illness resulting from fatigue.	Moderate to High as demand for services is likely to increase due to community demand for counselling	High, due to increased demand for services	Ensure breaks are provided between consultations. Staff are rostered to ensure that they regularly get two complete days off work if they are working long hours	Potential additional controls should be implemented as set out in the Managing and Reducing Known Risks Matrix	The board	Actioned	Actioned	Controls will be reviewed based on Client load experienced
Client aggression	Physical or psychological injury to staff.	Moderate to High as demand for services is likely to increase due to community demand for counselling	High, due to increased demand for services	The Principal regularly contacts Workers to address any Client concerns. Workers can report aggressive Clients and they may not be able to access the services and supports in future. Policies and processes are in place to manage abusive and violent Clients. Workers have access to psychological support upon request	Training for Workers on communicating with aggressive Clients Potential additional controls are set out in the Managing and Reducing Known Risks Matrix	The board	Actioned	Actioned	Review if any occurrences reported
Persistent use of hand sanitiser	Dermatitis	Moderate, many staff will not have used hand sanitiser regularly before	Moderate, effected individuals may have a significant reaction	Workers are encouraged to wash hands with soap and water for 20 secs where possible as an alternative to hand sanitiser in non-medical situations	Ask staff if they have a history of dermatitis or allergy to alcohol	The board	Actioned	Actioned	Review if any occurrences reported
Persistent use of latex gloves	New or aggravated latex sensitivity	Low, most gloves will not be latex-based	Moderate, effected individuals may have a significant reaction	Workers are provided with non-latex gloves or remove gloves when not necessary	Ensure latex free gloves are purchased.	The board	Actioned	Actioned	Review if any occurrences reported

For other WHS hazards which are Workplace Specific, refer to the Work Health and Safety Policy and WHS Walk Around Risk Assessment Checklist to identify and control on a case by case basis for each Workplace

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