

Risk Register

Location:

Date Completed: December 2024

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur? <i>(Describe probability of risk rated on a scale of Low, Moderate and High)</i>	What is the level of risk? <i>(Describe impact of risk rated on a scale of Low, Moderate and High)</i>	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, Emergency and Disaster Preparedness Management Plan)									
Support delivery risks	Lenka Boorer is critical to the business's success and delivery of services and supports. Revenue and service delivery may suffer if Lenka Boorer is unavailable to provide services due to unplanned absence.	Low, most absences will be planned and agreed with Clients.	Low	Through Lenka Boorer's professional network, able to source additional suitably qualified and worker screened contractors from time to time to provide backup support. These persons will be provided a copy of the policies, processes and other information at the time of entry into the contractor agreement or arrangement and will ensure NDIS worker screening checks are obtained from them.	Engage additional Workers as required to meet Client demand. Succession Plan to be considered.	Lenka Boorer	On or before the date of commencement of provision of supports	Actioned	December 2026 or earlier if the harm that the hazard could cause or the likelihood that the harm would occur materially changes
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 Centre for Inclusive Supports. 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 a cloud based storage system. Attracting experienced and capable Workers by offering higher than industry average remuneration.	Upon engagement of new Workers, controls to be reviewed.	Lenka Boorer	Within 3 months of the date of commencement of provision of supports	Actioned	December 2026 or earlier if the harm that the hazard could cause or the likelihood that the harm would occur materially changes
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, Emergency and Disaster Preparedness Management Plan and Risk Management Policy.	Review of insurances	Lenka Boorer	Actioned	Actioned	December 2026 or earlier if the harm that the hazard could cause or the likelihood that the

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				Some service and support delivery can continue as consultations can be run via skype or telehealth mediums. Where necessary, alternative venues could be sourced and used while damage is being repaired. Business Continuity, Emergency and Disaster Preparedness Management Plan and Evacuation Procedures in the event of emergency.					harm would occur materially changes
Lack of established brand and Client base	Clients in local areas unlikely to switch providers, especially to new providers such as Centre for Inclusive Supports	Moderate	Moderate	High availability and service coverage area. Become searchable on the NDIS provider portal Use of online marketplaces to add credibility to offering	Search Engine Marketing (SEM) and Search Engine Optimisation (SEO) to target potential clients (and their families) within the Service Area who are searching online for NDIS Providers. Paid social media marketing to target and/or retarget potential clients or family members who are on social media Business Development and relationship building with Support coordinators, general practitioners, other allied health practitioners and industry bodies.	Lenka Boorer	Within 3 months of obtaining approval as a registered NDIS provider	Actioned	December 2026 or earlier if the harm that the hazard could cause or the likelihood that the harm would occur materially changes

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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 cash flow 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	Lenka Boorer	Ongoing	Actioned	December 2026 or earlier if the harm that the hazard could cause or the likelihood that the harm would occur materially changes
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 the Principal.	N/A	Lenka Boorer	Ongoing	Actioned	December 2026 or earlier if the harm that the hazard could cause or the likelihood that the harm would occur materially changes
Data breach	Loss of client records and breaches of confidentiality and privacy	Low	High	Electronic client records are kept in the business's secure a cloud based storage system. Selected important 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 a cloud based storage system.	N/A	Lenka Boorer	Actioned	Actioned	December 2026 or earlier if the harm that the hazard could cause or the likelihood that the harm would occur materially changes
Website downtime	Loss of opportunity	Low	Low	Website externally hosted and managed.	N/A	Lenka Boorer	Actioned	Actioned	December 2026 or earlier if the harm that the hazard could cause or the likelihood that the harm would occur materially changes

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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 a cloud based storage system, 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	Lenka Boorer	On or before the date of commencement of provision of supports	Actioned	December 2026 or earlier if the harm that the hazard could cause or the likelihood that the harm would occur materially changes
Reputational risk	Failing to meet the expectations of clients through poor internal management or poor service delivery, potentially leading to negative reputational damage to Centre for Inclusive Supports	Low	Low	Feedback and Complaints Management system in place that encourages feedback from Clients to assist Centre for Inclusive Supports to address concerns when expectations are not met. Client Survey to ensure feedback is provided on a regular basis.	N/A	Lenka Boorer	On or before the date of commencement of provision of supports	Actioned	December 2026 or earlier if the harm that the hazard could cause or the likelihood that the harm would occur materially changes
Staff retention	Regular turnover of staff and an unstable working environment.	Moderate	Moderate	Staff Performance Improvement Plan and Training and Development	Provide above market	Lenka Boorer	On or before the date of commencement	Actioned	December 2026 or earlier if the harm that the hazard

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				Register to ensure continual staff development. Exit Interview Form and Staff Exit Checklist to help understand why staff are leaving and to assist in finding recurring reasons (if any) for exit.	remuneration to deserving Workers		of provision of supports		could cause or the likelihood that the harm would occur materially changes
Staff qualifications	Staff are employed without the requisite knowledge or experience to deliver high quality services.	Low	Low	Pre Employment Collection Form Staff File Checklist Staff Induction Checklist Potential Staff Reference Check Form Interview Report Pro Forma Staff Files including documents collected during staff induction process	N/A	Lenka Boorer	Actioned for existing Workers (but ongoing in respect of new Workers)	Actioned	December 2026 or earlier if the harm that the hazard could cause or the likelihood that the harm would occur materially changes
Staff clearances	Staff are employed without the requisite State and National clearances to ensure they do not pose a risk to the safety of participants	Moderate	Moderate	Staff without the requisite clearances are not allowed to work in certain risk assessed roles that require those qualifications, e.g if one does not have a WWCC, they are not allowed to work with children.	Encourage all staff to obtain all requisite clearances so as to be eligible for all risk assessed roles	Lenka Boorer	Actioned for existing Workers (but ongoing in respect of new Workers)	Actioned	As required.
Client Specific Risks									
Client reliance on support delivery	Clients are dependent on the business's successful delivery of services and support. Clients may be vulnerable or experience a significant detriment if Centre for Inclusive Supports is unavailable to provide services due to unplanned absence.	Low, most absences will be planned and agreed with Clients.	Low	Through Lenka Boorer's professional network, able to source additional suitably qualified and worker screened contractors from time to time to provide backup support. These persons will be provided a copy of the policies, processes and other information at the time of entry into the contractor agreement or arrangement and will ensure NDIS worker screening checks are obtained from them.	Engage additional Workers as required to meet Client demand. Business Continuity, Emergency and Disaster Preparedness Plan	Lenka Boorer	On or before the date of commencement of provision of supports	Actioned	December 2026 or earlier if the harm that the hazard could cause or the likelihood that the harm would occur materially changes

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				Business and Client continuity processes set out in our Business Continuity, Emergency and Disaster Preparedness Plan					
Participants who are provided with personal support in their own home may experience a high level of risk if those supports are provided by the same individual NDIS worker for any extended period of time.	Neglect, abuse and exploitation. This risk is increased when certain risk factors in the Risk Assessment Form are identified or if the Client is Subject to a Significant Risk Factor as defined in the Provision of Supports policy .	High	High	The Provision of Support Policy sets out a monitoring, supervision and review process for Clients who are part of the risk assessed group. The Services Agreement and Client Information Booklet sets out how Centre for Inclusive Supports will manage these risks	Client and representative (if relevant) to be made aware of risk and the controls in place. Worker given guidance on the risk associated with providing sole support	Lenka Boorer	Actioned	Actioned	In accordance with Service Agreement In accordance with Risk Assessment
Risks of physical and psychological harm to Clients	Physical harm to Clients including physical and psychological harm	Client Specific	Client Specific	Centre for Inclusive Supports Risk Assessment and WHS Walk Around Risk Assessment completed by or with each Client	Further controls	Lenka Boorer	On or before the date of commencement of provision of supports	Actioned	As required when changes occur
Work Health and Safety Risks – See Work Health and Safety Policy and Managing and Reducing Known Risks Matrix for further details									
Infection of COVID-19 or other diseases from Clients who are infected	Workers or other customers catching COVID-19 or other disease (could result in serious illness or death).	Moderate to High	Moderate, in some rare cases the consequences may be severe.	Controls are set out in the COVID-19 Pandemic Management Policy and Infection Control Policy Clients are required to wear masks..	Further controls may be required to ensure the protective measures against COVID-19 as advised by Government are implemented	Lenka Boorer	Actioned	Actioned	Controls will be reviewed as recommendations by Government change
Infection of COVID-19 or other diseases from staff who are infected	Other Workers or customers catching COVID-19 or other diseases(could result in serious illness or death).	Moderate to High	Moderate, in some rare cases the consequences may be severe.	Controls are set out in the COVID-19 Pandemic Management Policy and Infection Control Policy Staff are trained in proper PPE use and Infection Control.	Further controls may be required to ensure the protective measures against COVID-19 as advised by	Lenka Boorer	Actioned	Actioned	Controls will be reviewed as recommendations by Government change

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					Government are implemented				
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	High, due to increased demand for services	Ensure breaks are provided between services. 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	Lenka Boorer	Actioned	Actioned	Controls will be reviewed based on Client load experienced
Client aggression	Physical or psychological injury to staff.	Moderate to High	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 support 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	Lenka Boorer	Actioned	Actioned	Review if any occurrences reported
For other WHS hazards which are Workplace Specific, refer to the Work Health and Home Safety Policy and Home Safety and Risk Assessment Checklist to identify and control on a case by case basis for each Workplace									

Risk Matrix

		Impact				
		Negligible	Minor	Moderate	Significant	Severe
Probability	Very Likely	Low / Mod	Moderate	Mod / High	High	High
	Likely	Low	Low / Mod	Moderate	Mod / High	High
	Possible	Low	Low / Mod	Moderate	Mod / High	Mod / High
	Unlikely	Low	Low / Mod	Low / Mod	Moderate	Mod / High
	Very Unlikely	Low	Low	Low / Mod	Moderate	Moderate