

Risk Register

| Item No. | CI/ Risk | Risk Category | Potential Risk | Potential Risk Consequence | Likelihood | Consequence | Risk Priority | Strategy to Address Risk/Mitigation | Resources Required | Who Is Responsible For Actions | Date Due | Status |
|----------|----------|---------------------|--|--|------------|-------------|---------------|---|--------------------|--------------------------------|----------|-------------|
| 12 | Risk | Strategy & Planning | NDIS Review has highlighted changes to Plan Management and Support Coordination Conflict of interest | Risk to business | Likely | Moderate | High | Look at Business profile Stay informed of changes and be aware of current status of each department and how | | JH & WM | | In Progress |
| 13 | Risk | Reputational | Brevity showing issues with Statements that are being printed | Loss of Clients Risk to Business by Clients not receiving their mailed | Possible | Minor | Low | Look at alternative ways to manage mailed statements until Brevity fix error | | DL | | In Progress |
| 35 | CI | | Knowledge and understanding of the NDIS and state and territory behaviour support legislative and policy frameworks. | Non Compliance Loss of registration | Possible | Moderate | Medium | All Senior staff and Quality C coordinator maintain networks to share information on ongoing basis BNG as a database for policies and | | AC, DL, JH, NL & WM | | In Progress |
| 51 | CI | | Contributions are made to the reviews of the strategies in a participant's behaviour support plan, with the primary focus of reducing or eliminating restrictive practices based on observed | Fine | Unlikely | Moderate | Medium | APO has been appointed for Headway for reporting Headway have made the decision not to on board any clients with a BSP and to assist with transitioning a | | WM | | In Progress |

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| 65 | Risk | Financial Management | NDIS review has flagged significant changes for businesses with PM | Loss of revenue streams | Likely | Major | Extreme | Brainstorming sessions, strategic planning, diversification. | | DL, JH, NL & WM | | In Progress |
| 66 | Risk | Financial Management | Revenue return on use of buildings | Loss of income | Likely | Moderate | High | Investigation on best use of current or | | DL, JH, NL & | | In Progress |
| 67 | Risk | Financial Management | Loss of staff members in program areas under review | Loss of income | Possible | Moderate | Medium | Brainstorming sessions, strategic planning, diversification. | | DL, JH, NL & WM | | In Progress |
| 68 | Risk | Financial Management | Welshpool house unable to be used for intended purpose | Loss of income and reputational | Likely | Major | Extreme | Board to determine risk appetite for maintaining facility | | Board | | In Progress |
| 69 | Risk | Leadership | Inability to attract and retain suitable board | Innability to govern | Possible | Major | High | Staff working effectively with board | | Board & JH | | In Progress |
| 70 | Risk | Strategy & Planning | Outdated constitution | Innability to diversify business | Likely | Major | Extreme | Review and amend constitution to reflect current business needs. contact | | Board & JH | | In Progress |
| 71 | Risk | Innovation, Quality & Improvement | Loss of Marketing Coordinator | Innability to market and promote business, maintain brand and engaging with community effectively | Likely | Major | Extreme | Offered alternatives to retain, outsource function | | WM | | In Progress |

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| 72 | Risk | Client & Market | Innability to meet financial reporting obligations to participants regarding expenditure of plan funding inline with | De-registration, repayment of funds, loss of clients, reputational | Likely | Major | Extreme | Procedure put in place, task allocated to new position, weekly check-ins with OM to monitor, report monthly | | DL | | In Progress |
| 73 | Risk | Reputational | ????? | De-registration, repayment of funds, loss of clients. | Unlikely | Major | High | Strengthen conflict of interest by introducing Headway specific declaration | | DL | | In Progress |
| 74 | Risk | People | Uncertainty of job security results in loss of highly skilled staff | Loss of knowledge, skills. | Possible | Moderate | Medium | Explore current cohort skills and interests in-line with | | NL | | In Progress |
| 75 | Risk | Operational | Paying or utilising providers from the NDIS banned register | | | | | Investigate further to ensure comprehensive | | JH & WM | | In Progress |
| 76 | Risk | | PACE plan - 12 month funding, lack of description - DL to | | | | | | | DL | | In Progress |
| 77 | Risk | | Providing SC services that aren't funded - NL | | | | | | | NL | | In Progress |
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