



## **ABILITY WA RISK APPETITE STATEMENT**

The Risk Appetite Statement is the classification and level of risk Ability WA is prepared to accept to ensure our objectives of delivering quality services, valuing our customers, focussing on our people, building our communities and strengthening our organisation are met through well informed decision making, high calibre service provision and strategic development.

***Our risk mitigation approach places customer service and safety as our foremost responsibility so that our customers thrive in their communities throughout their lives.***

***Ability WA puts "choice and control" for our customers foremost. We will not tolerate abuse, neglect, violence, harm or substandard care.***

***We are committed to the wellbeing of our staff and to ensuring a safe working environment and positive culture.***

***We will not tolerate any activity that violates laws and regulations.***

The Ability WA governance model applies the three lines of opportunity creation and defence as a framework for managing risk across the organisation. Critical to this is a customer centric culture, effective training, risk identification, mitigation and management and appropriate reporting at all levels, and compliance with the NDIS Commission Quality and Safeguarding Framework as a minimum. This risk culture starts at the "top" and cascades into the organisation through reporting lines.

Our ***First line of defence*** includes management and supervisory staff responsibility for owning, managing and supervising within a defined risk appetite, all the risks in each business and support areas.

Our ***Second line of defence*** provides oversight and control including responsibility for a risk culture, risk appetite being defined, reporting and analysis of clinical and non-clinical risk for Executive, Governance & Risk Committee and Board.

Our ***Third line of defence*** includes the responsibility of internal audit, which is performed by relevant independent companies, for reporting any matters warranting escalation to the Board, Customer Experience Committee, Finance and Audit Committee and Governance & Risk Committee.

We recognise risk is dynamic and part of our lives. We see risk management as a matter that facilitates the opportunities presented and evaluates risks attached to our business to be balanced within a pragmatic, realistic risk appetite."