



Proactive risk management

Responsible person question tool

Proactive risk management supports organisations to uphold the Statement of Rights and deliver safe, quality care for older people.

It focuses on identifying risks early by looking for warning signs, emerging trends and changing patterns before issues escalate. It also supports older people to make informed choices, exercise dignity of risk and maintain independence wherever possible.

As a responsible person or manager in an aged care organisation, you can start the process by asking yourself and others, the following questions to help identify emerging risks.

This isn't an exhaustive list, and you might need to consider other questions based on your context or the information you find.

Identifying emerging risks

☐ What are we seeing?

- What is changing, increasing or emerging?
- Why has this occurred?
- What could happen next?
- Does anything surprise us?

☐ What is the risk?

- Who or what could be affected?
- How could they be affected?
- What impact could this have on older people or our workers?

☐ What are older people telling us?

- What matters to them?
- What complaints or feedback are we receiving?
- Which rights, choices or outcomes could be affected?

Identifying emerging risks

☐ What does our data tell us?

- What patterns, trends or near misses can we see?
- What is our IMS telling us?

☐ What are we already doing to respond to this risk?

- Are our controls effective?
- Are we focusing our efforts in the right place?

☐ What needs to happen?

- Have we considered the likelihood and potential consequences of known risks?
- Which risks should we prioritise?
- What actions are needed to reduce or manage the most significant risk?
- How can we manage the risk while supporting older people's choice, independence and dignity of risk?
- What does this mean for older people?

☐ Who needs to know?

- Which workers, managers or clinical teams need to be informed?
- Does the governing body need to be notified?
- Is reporting to the Commission or another authority required?

☐ How will we know when the risk is managed and our controls are working?

- What metrics will we be monitoring?
- How frequently will we be reviewing this?

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 agedcarequality.gov.au

 Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city

Find this resource online

agedcarequality.gov.au/resource-library/proactive-risk-management-responsible-person-question-tool

