Risk Management

Policy 9 | Version 5

We are committed to proactive risk management by implementing strategies and systems that minimise potential harm, comply with legal and regulatory requirements and maximise safe outcomes. This commitment helps us proactively identify and manage risks to protect people, maintain service quality and achieve our objectives responsibility.

Vertaview Group recognises effective risk management as a cornerstone of sound governance and a key driver of strategic and operational decision-making. Protecting the safety of people is fundamental to this commitment. All workers, officers, volunteers, and contractors are accountable for adhering to our Risk and Quality Management Framework.

Scope:

This policy (and related document/s) applies to Vertaview Limited and its subsidiary companies, related entities, and affiliates anywhere in Australia (collectively referred to as the Vertaview Group) (we/us).

We will:

- Embed risk management into all our business practices and decision making.
- Implement procedures to identify, assess, and minimise risk and reduce potential consequences as far as reasonably possible.
- Apply risk tolerance levels as approved by the Vertaview Limited Board and Executive to ensure appropriate management and reporting of risk.
- Integrate an assurance framework within our risk management system which strengthens governance and accountability.
- Seek to fully understand risks that are material to our business or those that impact our people or community.
- Ensure workers have the appropriate training and tools commensurate with the risks associated with their roles, to build capability in risk management.
- Facilitate continuous improvement through the ongoing audit, review, and management of risks.

We recognise some level of risk is inherent in the management and delivery of services. To protect the safety of people and customers, and ensure the ongoing viability, quality, and accountability of our operations, we proactively identify potential sources of harm and implement controls to eliminate, minimise, or manage risk effectively. Assurance checks are conducted regularly to confirm that these controls are operating as intended.

Our objective is to always ensure we maximise the safety outcomes for our customers, workers, volunteers, officers, contractors, and the general public.

Accountability sits with the Vertaview Group Chief Executive Officer, who is accountable to the Vertaview Limited Board for the development and implementation of a risk management framework specific to business and organisational needs. Ultimate responsibility for risk management sits with the Board for determining the appropriate level of risk that Vertaview Limited and its subsidiary companies are willing to accept.
We will comply with the requirements laid down by relevant legislation and develop strategies and systems to assist customers to understand and manage risk.

Angela Tillmanns, Vertaview Limited Chair	Damian Bell, Vertaview Group CEO
February 2026	February 2026