

## Risk Management Policy

### 1. Purpose

Community Engagement (CE) is committed to ensuring the safety and wellbeing of all people involved in the service including service users, families, visitors and workers. CE recognises that risks may occur both within the service delivery context and also as a result of a service users' individual circumstances.

This policy operates pursuant to the ICH *Risk Management Policy* which provides workers with information about identifying, understanding and managing possible risks.

### 2. Scope

This risk management policy applies to all Community Engagement staff, contractors and volunteers. For the purposes of this policy these persons shall be referred to as workers.

### 3. Definitions

**Restrictive practices:** include any intervention and/or practice used to restrict the rights or freedom of movement of people. This includes seclusion, chemical, mechanical, physical, environmental and psychosocial restrictive practices.

**Harm:** includes abuse, neglect, exploitation, discrimination and incorporates physical, sexual, psychological, emotional, financial and chemical harm.

### 4. Policy

#### 4.1 Principals

Principles underpinning this policy are:

- The safety and well-being of all community members, families and workers is paramount
- Workers are active participants in the risk management processes and share the responsibility in identifying potential risks

#### 4.2 Risk Management

Community Engagement seeks to safeguard the health and wellbeing of all persons who access services through procedures and practices which prevent, eliminate or mitigate harm caused by identified risks.

#### 4.2.1 General

CE seeks to identify and respond to a wide variety of risks which may arise through service delivery. Some examples of general risks include:

- manual handling
- sickness/infection control
- food handling
- provision of off-site services

CE has processes in place to address these risks in a way that safeguards the health and safety of all people involved with CE.

CE also has policies and procedures which address significant identified risks, these include the:

- *Harm Prevention and Response Policy and Procedure* which outlines systems to prevent, identify and respond to harm that may occur internally or externally.
- *Managing Challenging Behaviour Procedure* which outlines CE's commitment to supporting service users to engage in a positive manner by identifying and managing challenging behaviour that may result in harm to themselves or others.
- *Privacy Policy* which recognises the harm that may be caused by unauthorised access to, or disclosure of personal information. This policy seeks to uphold all service users rights to personal privacy and dignity.

These policies and procedures operate in conjunction with all other relevant ICH policies and procedures.

#### 4.2.2 Other Risks

### **Safeguarding Service User Property and Finances**

CE is committed to respecting and safeguarding service users' property and finances. CE has systems in place to ensure that if property and finances are handled they are managed, handled and accounted for appropriately.

Service user property and finances will only be used with the consent of the service user (or their representative) for the purpose intended by the service user.

CE workers will not provide financial advice or information except when it is within the scope of services being delivered.

### **Emergency and Disaster Management**

CE is committed to responding effectively to emergencies and disasters in a way which ensures continuity of supports and which seeks to mitigate risks to the health, safety and wellbeing of the service users. These processes aim to:

- assist service users to prepare and respond to an emergency or disaster
- consult with service users about changes to supports before, during and after an emergency or disaster
- have effective plans in place to ensure continuity of services provided which may include adapting service delivery to ensure the safety of all persons

## **Restrictive Practices**

CE seeks to uphold the service users legal and human rights whilst also maintaining the safety of the service user and others. CE recognises that restrictive practices have the effect of restricting the rights or freedom of movement of a person and can pose a risk to their health, safety and wellbeing.

Within NDIS, CE has processes in place which seek to address the use of restrictive practices and the relevant reporting processes. For other services provided by CE, restrictive practices should not be used except where deemed necessary to protect the immediate safety of an individual or others in an emergency. The use of restrictive practices must be immediately reported to the Manager (CE) and an incident report form completed.

### **4.3 Incident Management**

CE is committed to ensuring effective and timely incident management and reporting takes place. This ensures that CE can effectively manage and review incidents, seek to identify the cause and mitigate any future risk of harm in order to protect the health and safety of all people.

CE recognises that incidents can occur onsite or offsite and may constitute actions, omission, events or circumstances which have or may cause harm to the individual or to another person.

CE has processes in place documented within the *Incident Management Procedure*.

## **5. Review**

This policy shall be reviewed every 2 years.

This policy remains in effect unless otherwise determined by resolution of the Board of Directors.

## 6. Related Documents

### **Policies**

ICH Workplace Health and Safety Policy  
ICH Risk Management Policy  
ICH Privacy Policy  
CE Harm Prevention and Response Policy  
CE Privacy Policy

### **Procedures**

CE Harm Prevention and Response Procedure  
CE Managing Challenging Behaviours Procedure