

Ref: S1.12	CLIENT RISK POLICY
Target group/Applies to: This policy applies to The Housing Connection for adults with disabilities. All THC workers are required to uphold this policy.	Version: 4.1 Review cycle: 3 year

PURPOSE

The Housing Connection is committed to supporting adult clients with disabilities to pursue individual lifestyles that enhance their independence and social and economic inclusion.

Dignity of risk recognises that people with a disability have a right to make their own decisions and are entitled to take reasonable risks in their everyday life (Disability Inclusion Act 2014). At the same time, The Housing Connection is required, as far as practicable, to ensure that staff working with clients are safe, and not exposed to health and safety risks (Work Health and Safety Act 2011).

The Client Risk Policy operates within a risk management framework that provides staff with an understanding of the need to manage risks and a structured approach to prevent, minimise, or eliminate injuries or incidents to clients, themselves and others before they occur.

POLICY STATEMENT

The purpose of the Client Risk Policy is to assist staff to manage risks that may arise while providing support to clients whatever the situation or location so that adverse effects on lifestyle, health, safety and wellbeing are minimised.

The policy provides guidance on:

- how to identify and assess risks to clients, staff and others;
- developing client risk management strategies and plans; and
- monitoring and reviewing Client Risk Management Plans.

Formal assessment and management of risk as required under this policy will enable staff to support clients in a manner that fulfils their responsibilities under duty of care:

1. All clients receiving support are:
 - assessed for risks to their lifestyle, health, safety and wellbeing; and
 - where risks are identified have a risk management plan developed.
2. Service providers are required to meet their work health and safety obligations to provide maximum safety for clients, staff and others.

3. Work health and safety obligations are met in a manner that allows clients to take reasonable risks in their daily lives and without placing staff and others at risk of harm.
4. Risks are identified, assessed, controlled and monitored to minimise risks to clients and staff as part of a risk management approach.
5. Client risk assessment and management are fundamental components of the individual planning process and the health care planning process.
6. Client Risk Assessments and Client Risk Management Plans are incorporated into Individual Plans and are subject to regular review as part of the individual planning review process.
7. Risk management takes into account the specific cultural, linguistic and religious needs of Aboriginal and Torres Strait Islander clients and those from culturally and linguistically diverse (CALD) backgrounds.
8. Risks relating to vulnerable client groups, particularly children, young people and aged clients, are identified and managed.
9. Information and documentation about risk management in relation to individual clients is made available to those persons who need to know because they are involved in supporting the client, and provided in a language or format that suits their communication needs.
10. Personal client information is protected in compliance with the Privacy and Personal Information Protection Act, 1998, and Health Records and Information Privacy Act, 2002.
11. THC workers have current risk management competencies and, if not, receive training to achieve competency.
12. Staff of THC read and use the Client Risk Policy. THC has an effective incident management and reporting system in place to ensure that our legal and WHS obligations are met.

DOCUMENTATION

Documents related to this policy	
Standards, Legislation or other external requirements	<ul style="list-style-type: none">• <u>National Standards for Disability Services (2014)</u>• NDIS (Quality Indicators) Guides 2018• NDIS ACT 2013• <u>Disability Services Act, 1993 (& Disability Services Standards)</u>• <u>Work Health & Safety Act, 2011</u>
Related internal policies	<ul style="list-style-type: none">• Client Rights policies• Service Access Policies• Service Management Policies

Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> • Client Risk Checklist • THC Risk matrix • Client Risk Assessment • Client Risk Management Plan • Staff induction and training registers • Risk management system • Incident reports and investigations • Client protocols and Strategies
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Reviewing and approving this document		
Frequency	Person responsible	Approval
3 yearly	Senior Management	THC Board

Review and version tracking				
Version	Review	Date Approved	Approved by	Next Review Due
1.0	April 2011	27/6/11	THC Board	April 2014
2.0	Jan 2015	Jan 15	THC Board	Jan 2018
3.0	Jan 2018	Jan 2018	THC Board	Jan 2021
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