CLIENT (ADULT) RISK MANAGEMENT STRATEGY

1.0 PURPOSE

The purpose of the Client (Adult) Risk Management Strategy ('this Strategy') is to identify potential risks of harm to adult clients, enabling Autism Queensland (AQ) to create and implement solutions to minimise these risks.

2.0 SCOPE

This document applies to all employees of AQ. A reference to "employees" or "staff" includes permanent, fixed-term, temporary and casual employees, as well as directors, contractors, volunteers, people undertaking work experience or vocational placements acting on behalf of AQ in any capacity.

This document also applies to all AQ Clients over the age of 18.

3.0 PRINCIPLES

Autism Queensland is committed to the safety and wellbeing of all clients. AQ has made a public commitment statement as a client safe organisation including 8 Principles:

1. Ensuring client safety and wellbeing is embedded in organisational leadership, governance and culture.

2. Families and communities are informed and involved in promoting client safety and wellbeing.

3. Equity is upheld and diverse needs are respected in policy and practice.

4. Clients are informed about their rights, participate in decisions affecting them and are taken seriously.

5. People working with AQ are suitable and supported to reflect client safety and wellbeing values in practice.

6. Processes to respond to complaints and concerns are client focused.

7. Staff and volunteers are equipped with the knowledge, skills and awareness to keep clients safe through ongoing education and training.

8. Physical and online environments promote safety and wellbeing while minimising the opportunity for clients to be harmed.

4.0 IMPLEMENTATION

AQ's Intranet (SharePoint) includes all policies and procedures which relate to this Strategy. All staff are expected to be familiar with how to access policies and procedures and managers ensure implementation at all levels.

4.1 Code of Conduct

The purpose of the AQ *Code of Conduct* is to outline and promote the standards of behaviour expected of all employees.

The AQ *Code of Conduct* applies to all employees of AQ. A reference to "employees" or "staff" includes permanent, fixed-term, temporary and casual employees, directors, contractors, volunteers and other representatives acting on behalf of AQ in any capacity.

4.2 Recruitment, Selection, Training and Management Procedures

AQ has implemented policies and procedures relating to recruitment, selection, training and performance management which are accessible to all staff within the AQ Intranet as well as utilizing Employment Agreements. Policies and procedures include:

- Performance Management Policy and Procedure

- Recruitment and Selection Policy & Procedure

4.3   Handling Disclosures or Suspicions of Harm

AQ has implemented policies and procedures which includes steps to take when handling disclosures of suspicions of harm. Policies and procedures include:

- Client Protection (Adult) Procedure
- Client Safeguarding (Adult) Policy
- Client Safety Management Guidelines
- Incident Management Procedures
- Managing Client Mental Health Procedure

4.4   Managing Breaches of the Strategy

AQ is committed to appropriately managing breaches of this Strategy in accordance with other relevant AQ policies as appropriate in the circumstances, which could include:

- Client Diversity and Inclusion Policy
- Client Protection (Adult) Procedure
- Client Safeguarding (Adult) Policy
- Clients' Rights Policy
- Code of Conduct
- Complaints & Feedback Management Policy
- Incident Management Policy and Procedures
- Performance Management Policy and Procedure

4.5   Implementing and Reviewing the Strategy

The AQ Executive Leadership Team (ELT) and AQ Board is responsible for ensuring AQ reviews and implements this Strategy.

AQ has established a Client Safety and Wellbeing Working Group who is responsible for reviewing and supporting the implementation of this Strategy across the organisation.

AQ has a dedicated Client Safety and Wellbeing Manager who is responsible for reviewing and supporting the implementation of this Strategy across the organisation.

- Client Safety and Wellbeing Working Group Terms of Reference
- Client Safety Management Guidelines

4.6   Policies and Procedures for Managing Compliance with NDIS

AQ require all employees, volunteers and contractors to present evidence of successful combined Blue Card and NDIS Worker Clearance. All workers who are employed or otherwise engaged to provide NDIS supports and services to people with disability, including Board Members are required to evidence completion of NDIS Worker module "Quality Safety and You" prior to commencing work with AQ. In some instances this may include contractors, depending on the nature of their work.

- Client Protection (Adult) Procedure
- Client Safeguarding (Adult) Policy
- Code of Conduct
- Performance Management Procedure

- Recruitment and Selection Policy & Procedure
- Visitor Screening Procedures

4.7   High Risk Management Plans

AQ is committed to identifying risks and assessing risk, as well as eliminating, minimising and monitoring of risk to the safety of clients on an ongoing basis. AQ utilises various risk management tools and stores appropriate records of decisions along with actions taken in relation to risk. Policies and procedures include:

- Client Protection (Adult) Procedure
- Client Safeguarding (Adult) Policy
- Client Safety Management Guidelines
- Community Access and Excursion Policy and Procedure
- Incident Management Policy and Procedures
- Client Health & Medication Policy
- Client Medication Procedure
- Positive Behaviour Support Policy & Procedure
- Restrictive Practices Policy & Procedure
- Risk Management Policy

4.8   Strategies of Communication and Support

AQ policies relating to client protection and complaints management are available on the AQ website.

5.0   COMPLIANCE AND MONITORING

AQ is committed to the annual review of this Strategy, as well as continuous monitoring of client risk. AQ will also record, monitor and report to the AQ Board, via the ELT regarding performance against this Strategy.

6.0   RELATED DOCUMENTS

Legislation and Regulations

Anti-Discrimination Act 1991 (Qld)

Criminal Code Act 1899 (Qld)

Disability Services Act 2006 (Qld)

National Disability Insurance Scheme Act 2013 (Cth)

Privacy Act 1988 (Cth)

Guardianship and Administration Act 2000 (Qld)

Public Guardian Act 2014 (Qld)

Public Trustee Act 1978 (Qld)

Workers' Compensation and Rehabilitation Regulations 2014

Workplace Gender Equality Act 2012 (Cth)

Standards and Principles

Australian Privacy Principles

Human Services Quality Standards

National Disability Standards (Cth)

NDIS Quality & Safeguarding Framework

NDIS Modules and Practice Standards

Core 1: Rights and Responsibilities

- 06 Person-Centred Supports
- 07 Individual Values and Beliefs
- 08 Privacy and Dignity
- 10 Violence, Abuse, Neglect, Exploitation and Discrimination

Core 2: Governance and Operational Management

- 11 Governance and Operational Management
- 12 Risk Management

Internal

Client Diversity and Inclusion Policy

Client Protection (Adult) Procedure

Client Safeguarding (Adult) Policy

Client Safety and Wellbeing Working Group Terms of Reference

Client Safety Management Guidelines

Clients' Rights Policy

Code of Conduct

Community Access and Excursion Policy and Procedure

Complaints & Feedback Management Policy

Client Health & Medication Policy

Client Medication Procedure

Incident Management Policy and Procedures

Managing Client Mental Health Procedure

Performance Management Policy and Procedure

Positive Behaviour Support Policy & Procedure

Recruitment and Selection Policy & Procedure

Restrictive Practices Policy & Procedure

Risk Management Policy

Document Name	Client (Adult) Risk Management Strategy			Document Type	Guideline
Document Approver	Chief Executive Officer			Version	V 1.0
Date Created	November 2022	Date Published	January 2023	Next Review Date	January 2025