

DOCUMENT HRG009

Our Approach to Risk Management Guidelines

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Community Connection Incorporated believes that risk is part of life and there is little development or opportunity to be a lifelong learner or continue improved service provision without an element of risk.

In order to manage risk, Community Connection Incorporated is committed to establishing a clear plan for every worker and individual supported to reduce the dangers associated with risk.

The following points are fundamental to our risk management system and our outstanding safety record:

- The provision of one-to-one support, as opposed to drawing from a pool of workers, who may or may not know the individual or the family well is fundamental to our HR process
 - The high value that is placed on listening to family and/or the individual and respecting their importance to, and understanding of, the needs and issues of their sons and daughters
 - There is a heavy investment in the worker to become an expert on the person supported rather than a 'disability expert'
 - There is a strong focus on assisting the individual to become as competent and as independent (or interdependent) as he or she can possibly become
 - There is a strong and trusting working relationship between Community Connection, the Lifestyle Assistant, the individual and the family
 - There is a belief that behaviour is a form of communication and that an understanding of the individual's behaviour – the behavioural whispers, the triggers and the communicative function of the behaviour – are ways in which all individuals communicate their levels of happiness and discontent.
- Our safety record is longstanding and is significant when the significant level of disability experienced by many individuals supported and the degree to which the supported individuals are present in the Townsville community is taken into account.

Quality of workers

Community Connection is committed to employing and retaining the highest quality Lifestyle Assistant. We do not generally employ agency staff nor do we engage in what we call 'social work employment' - i.e. employing a person because they are a nice person or employing someone because they really need a job. Rather, we match the right person for the right position. The emphasis in recruitment is on quality and match. This means that workers are generally highly practical and exercise sound judgement in their own lives as well as in their work. They like the person that they support and the person and their family like and trust them.

The power of one-to-one support

The first order approach to risk management is that Community Connection recruits in a very specific and direct way. Great attention is paid to the compatibility of the person supported, the family and the Lifestyle Assistant.

If a family or an individual is not happy with the Lifestyle Assistant, their wishes will be carried out – even if we disagree. We recognise that a positive and trusting relationship between families and Lifestyle Assistants will be vital in managing the aftermath of any accident or issue that arises.

As Lifestyle Assistants are trained to work with a specific individual over time, they develop a very clear understanding of what it takes to keep themselves and the individual safe.

These three elements build a foundation of trust and respect between the family/individual, Lifestyle Assistant and Community Connection.

The Process

The investment in staff focussed on building expertise with the person that they support includes:

Worker and Individual/Family Introduction

A formal introduction by a member of the CCI Management team is a means to assess the interaction between all stakeholders to ensure a suitable match.

Double up process

In most instances, Community Connection provides double-up support matching an experienced worker or a family member with the new worker in order to facilitate learning the job. This addresses the complexities of learning the needs of the individual and recognises that it can be overwhelming for both the Lifestyle Assistant and the individual.

We acknowledge that the double up process is not perfect but it has proven to be an effective strategy in most situations in Community Connection.

Induction

Every worker completes an Induction Workshop within one month of commencing employment.

Risk Matrix

The ALERT concept is introduced to Lifestyle Assistants at Induction. This is a simple process to encourage Lifestyle Assistants to take personal responsibility for their actions and to think about risk.

ALERT stands for:

Assess every situation for risk before and during an activity

Look at the whole environment including the person you are supporting before making a decision to proceed

Educate yourself on the issues related to the person supported's disability and adjust your support to match

Recognise your own capabilities and do not take on an activity if you are not confident

Take the time to review all situations – those that go well and those that did not. Learn from both.

This is also printed on the Time Sheet as a reminder to them of the importance of risk management.

Induction Checklist

Each worker is given an induction checklist to fill out .This must be completed and returned to the HR Coordinator at their 4-week check in who ensures that the answers are correct and the Lifestyle Assistant is as clear as possible about the work.

Risk Assessment Checklist

The Risk Assessment Checklist is handed to the Lifestyle Assistant at their Commencement Interview. The Checklist is also an educative tool as it enhances the Lifestyle Assistant's awareness of possible risks. It lists the risks that have been identified which could be problematic to providing support. The worker must return the checklist at their 4-week check in with the Recruitment Coordinator. .

Workplace Health and Safety

WH&S is placed on the agenda for each family/team planning meeting as a way to raise the awareness of the workers to safety issues and to identify any relevant safety issue for the management team. Any issues raised are immediately dealt with so that the risks in these situations can be reduced as soon as possible.

Communication Notes

All Lifestyle Assistants are required to write up Communication Notes and deliver them to the office with their pay sheets in pay week or email them on a daily basis if preferred. There are guidelines that set out what should be written in the notes. Each Lifestyle Coordinator reads the notes and a summary is written in "Family Reporting" for the Business Meeting. Any issues are raised at the monthly Business Meeting for attention or raised immediately with the Management Team if the issue is particularly concerning.