

Macarthur Companion Services

Risk Management Policy

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Risk Management Policy

1. Cover Page

Macarthur Companion Services

Risk Management Policy

Safety • Prevention • Continuous Improvement

2. Purpose

The purpose of this policy is to outline Macarthur Companion Services' (MCS) framework for identifying, assessing, managing, and reviewing risks that may impact clients, staff, operations, or service delivery.

3. Policy Statement

MCS is committed to: - Providing a safe environment for clients and staff - Preventing foreseeable harm - Implementing proactive risk mitigation strategies - Maintaining compliance with relevant legislation and standards - Promoting a culture of safety and accountability

Risk management is integrated into all aspects of service delivery, including transport, community access, social outings, and one-on-one support.

4. Scope

This policy applies to: - All employees - Volunteers - Contractors - Anyone providing services on behalf of MCS

5. What is a Risk?

A risk is any event, condition, or situation that has the potential to: - Cause harm or injury - Damage property - Interrupt service delivery - Create legal or financial issues - Impact client wellbeing or staff safety

6. Types of Risks

Risks may include: - **Client behavioural risks** (aggression, wandering, distress) - **Environmental risks** (uneven surfaces, weather hazards) - **Transport risks** (vehicle malfunction, road hazards) - **Medical risks** (illness, fainting, falls) - **Operational risks** (policy gaps, miscommunication) - **External risks** (public safety issues, community outbreaks)

7. Risk Management Framework

MCS follows a four-step approach:

1. Identify

Staff must observe and report hazards or risks immediately.

2. Assess

Risks are evaluated based on: - Likelihood of occurring - Potential severity - Ability to control or reduce

3. Control

Strategies may include: - Providing additional support - Modifying the environment - Using equipment or PPE - Updating service plans - Adjusting transport arrangements

4. Review

Risks are reviewed: - Every 6 months - After incidents - When client needs change - When environmental or community risks shift

8. Client Risk Assessments

A risk assessment is completed: - At intake - When identifying new hazards - Following behavioural or medical changes - After critical incidents

Risk assessments document: - Identified risks - Control strategies - Client-specific safety needs

9. Staff Responsibilities

All staff must: - Follow this policy and safe work procedures - Report risks immediately - Implement risk controls - Participate in training - Complete risk assessment documentation accurately

10. Management Responsibilities

Management must: - Oversee risk evaluations - Ensure control measures are implemented - Provide training and supervision - Maintain a Risk Register - Investigate incidents and review risks accordingly

11. Emergency Risks

In emergency situations (e.g., medical emergencies, vehicle incidents, environmental hazards): - Staff must prioritise client and personal safety - Call 000 if required - Notify management immediately - Complete incident documentation

12. Continuous Improvement

Risk data is used to improve: - Policies - Staff training - Client care plans - Safety practices

13. Header & Footer Instructions (For PDF Export)

Header:

Macarthur Companion Services – Risk Management Policy (logo right)

Footer:

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When ready, I will generate the next policy: **Workplace Health & Safety (WHS) Policy.**