

## AL11. SERVICE MANAGEMENT - RISK MANAGEMENT

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	1.0
Section:	Ability Links
Applies To:	Board, Management and Staff of all IAC Ability Links Services
Date:	August 2014 (Review August 2017)

### Background and Purpose

The IAC's Ability Links policies articulate our aims, goals and philosophies in providing services for people with disability, their families and their carers. They explain how the Illawarra Aboriginal Corporation works with its staff, carers and other agencies to ensure that people with disability, their families and their carers are afforded the best and most appropriate care and that we meet all of the requirements of Family and Community Services - Ageing Disability and Home Care.

### Principle

The IAC recognises and understands that it has to actively work to identify and address potential risks, to ensure the safety of service clients, staff and the organisation.

The IAC is committed to identifying and reviewing risks and to identifying and implementing strategies to minimize risk to clients, staff and the organisation..

The IAC is committed to working with ADHC in an open and positive manner to ensure that we identify risks and enact suitable strategies to minimise these risks.

### Our Commitment

*The IAC will ensure that:*

- it regularly monitors and responds to risks to clients, staff and the organisation
- has appropriate insurance coverage for identified potential risks
- relevant notifications are made, and authorisations for medication, medical attention and treatment are obtained and recorded
- risks to staff through occupational, health and safety issues are identified and addressed, including the assessment of client and office workplaces
- staff are adequately trained to identify and report on risks to themselves and their clients
- policies and procedures are in place to identify and act on financial and other risks

---

### COMPLIANCE

*This policy complies with:*

- Disability Services Act 1993
- National Standards for Disability Services
- Community Care Common Standards

---

### REFERENCES

*This policy should be read with:*

- National Standards for Disability Services- Standard 6– Service Management
- Community Care Common Standards - Standard 1 - Effective Management - 1.6 Risk Management
- All Governance policies
- All Financial policies
- All Human Resources policies