| **RISK TYPE** | **RISK FACTOR** | **POSSIBLE CONTROLS** |
| --- | --- | --- |
| **Physical injury** | * Uneven or slippery surfaces leading to slips and falls
* Incorrect techniques used during manual handling of Participants
* Equipment malfunction or misuse
 | * Implement regular safety audits to identify and rectify hazards
* Provide comprehensive training on proper lifting and handling techniques
* Implement a regular maintenance schedule for all equipment and enforce safety guidelines for usage
 |
| **Psychological Harm** | * High workload leading to stress and burnout
* Dealing with complex or difficult behaviours of Participants
* Lack of support for Workers dealing with traumatic or stressful situations
 | * Ensure adequate Worker levels to prevent overload
* Train Workers in effective communication, de-escalation strategies and coping mechanisms
* Establish a strong support system including access to counselling services and regular check-ins with supervisors
 |
| **Infectious Diseases** | * Close contact with Participants increasing the risk of disease transmission
* Inadequate hand hygiene practices
* Inadequate cleaning and disinfection practices
 | * Encourage and enforce regular and effective hand hygiene
* Provide appropriate PPE and training on its usage
* Implement a thorough cleaning and disinfection protocol
 |
| **Medication errors** | * Miscommunication or lack of clarity leading to incorrect dosage
* Similar looking/sounding medication leading to wrong medication being given
* Lack of double-checking mechanisms
 | * Implement a thorough medication management policy, including double-checking doses and comprehensive training on medication administration
* Consider organised medication dispensing systems
* Regular medication audits to identify and rectify any errors or discrepancies
 |
| **Abuse or neglect** | * Insufficient training or supervision may lead to unintentional neglect
* Stress, frustration, or lack of understanding may lead to abuse
* Lack of clear guidelines and procedures for reporting and managing suspected abuse/neglect
 | * Provide thorough training for Workers on recognizing signs of abuse/neglect and appropriate responses
* Develop clear, easy-to-follow policies and procedures for reporting suspected abuse or neglect
* Regular supervision and performance reviews to identify any issues early
 |
| **Privacy Breaches** | * Unintentional sharing of sensitive Participant information
* Cyber attacks on inadequately protected systems
* Improper disposal of Participant information
 | * Regular training for all Workers on privacy policies and data handling procedures
* Regular audits to ensure data security measures are adequate
* Develop and implement a policy for secure storage and disposal of Participant information
 |
| **Fire Safety** | * Malfunctioning or outdated electrical equipment
* Leaving heating sources unattended
* Improper storage and handling of flammable materials
 | * Regular safety inspections to identify and rectify potential fire hazards
* Training for all Workers on fire safety procedures, including emergency evacuation
* Ensure proper storage and disposal of flammable materials
 |
| **Food Safety** | * Cross-contamination during food preparation
* Inadequate or improper food storage and cooking temperatures
* Lack of hand hygiene
 | * Food safety training for all Workers involved in food preparation
* Regular inspections of food storage and preparation areas
* Strict adherence to hand hygiene and other food handling practices
 |
| **Transportation Accidents** | * Ageing or unsafe vehicles
* Drivers without appropriate training or licensing
* Inadequate vehicle maintenance
 | * Regular safety inspections of all vehicles
* Thorough vetting and training of all drivers
* Regular maintenance schedule for all vehicles
 |
| **Burnout and stress** | * High workloads without adequate breaks or time off
* Emotional stress from working with complex Participants
* Long or unpredictable working hours
 | * Implement policies to ensure work-life balance, such as predictable schedules and mandatory time off
* Provide access to mental health resources and counselling
* Encourage regular breaks and self-care among Workers
 |
| **Challenging behaviour** | * Participants with mental health issues or behavioural challenges
* Lack of Worker training in dealing with challenging behaviours
* Insufficient support systems for Workers
 | * Specialised training for Workers on handling challenging behaviours and mental health issues
* Provide strong support systems for Workers, including counselling and debriefing sessions
* Ensure appropriate Workers levels and support for complex cases
 |
| **Non-compliance and regulations** | * Lack of awareness or understanding of regulatory requirements
* Lack of monitoring or enforcement of compliance
* Rapid changes in regulatory landscape
 | * Regular training and updates on NDIS regulations
* Regular internal audits to ensure compliance
* Implement a robust compliance management system with clear responsibilities and procedures
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