| **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 |