

Risk Management Plan - Geraldton

Risk Management Plan – New Compass Geraldton		
Risk Category	Risk Source	Risk Mitigation and Control Measures
Client Intake	Referral Process	<ul style="list-style-type: none"> All clients accepted into the Ruah Respite Service are refereed by one of the following, Midwest Mental Health Service, GP or Private Psychiatrist. All referrals must include a Ruah Brief Risk Assessment IMS-P2-PR2-F22. Which clearly details current risk factors, protective factors and a risk management plan. A Ruah Referral form IMS-P2-PR2-F6 is also completed that clearly details emergency contacts such as the clients GP and or Mental Health Case manager. A full comprehensive Assessment is conducted by a senior worker to assess suitability prior to acceptance into the program. The Initial Meeting and Risk Assessment Report IMS-P2-PR2-F10 is completed.
	Client Rules and expectations	<ul style="list-style-type: none"> All clients upon arrival at the program will sign a Client Agreement IMS-P2-PR2-F10 that clearly states the rules and expectations of the Ruah Respite Service Sign in/sign out book. All movements are recorded and clients have contact details for staff in event of emergency. Clients have to be returned to property by 9pm. The service is a voluntary respite service so if a client chooses to leave that is their decision but the case manager will be informed and they will follow the Ruah no

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		<p>client contact procedure which may include completing a missing persons report is whereabouts cannot be determined.</p> <ul style="list-style-type: none"> • Only 1 vehicle per resident is permitted. • Resident movements during the day and evening are at resident choice. Some residents may have employment, be studying at TAFE, be participating in other programs off site or have appointments etc. Documentation of such movements is required (as noted above). • Where a resident engages in activities or conduct that are considered a moderate to extreme risk to the safety of the individual, other residents, staff, and/or the community, these are not tolerated and removal from the program will occur through a planned exit strategy.
Environment	Program purpose	<ul style="list-style-type: none"> • This program is a respite facility for clients to come regroup and work on their mental health recovery goals it is not an alternative to hospital. This program is a voluntary program. • The facility will be staffed each day and overnight by Support staff.
	Visitors	<ul style="list-style-type: none"> • A coordinator or Manager will be on call after hours to attend to any risk issues in accordance with Critical Incident Management Procedure IMS-P1-PR2-PC2 • All clients and any approved visitors must sign in and out of the facility in the main office that is monitored by support staffs. • Visitors only during normal business hours.

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		<ul style="list-style-type: none"> • Visitors to residents are rare. • Visitors entry to the site are at the discretion of staff and this is documented on the client agreement document
Medication	Medication procedures	<ul style="list-style-type: none"> • Ruah staffs do not administer medication to clients but will assist clients to self-administer medication as outlined in the Assisting Clients with Self-Medication procedure IMS-P2-PR3-WI3. • All medication will be stored appropriately in a lockable cabinet in the staff office.
Community Support	Daily activity's	<ul style="list-style-type: none"> • All clients will take part in an array of recovery orientated activities each day with community support staffs. These will include activities of daily living, social outings, medical appointments and or employment and or education.
Critical Incident Management	Team Response	<ul style="list-style-type: none"> • Support workers in attendance when residents present. Night shifts commences 5 pm through to 7 am. Day staff presence and movements depends on residents needs. • Any critical incidents will be actioned in accordance with the Critical Incident Management Procedure IMS-P1-PR2-PC2. • As mentioned previously there will always be a staff member rostered to work including overnight. • All staff have been appropriately trained to manage any incidents that may arise. It is a requirement of employment that all staff are trained to provide Senior First Aid

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		<p>Mental Health First Aid and have completed the comprehensive learning and development modules during induction.</p> <ul style="list-style-type: none"> A senior member of staff will be available afterhours to respond to any incidents. Please note there has been no critical incidents documented at the respite service for the past 12 months.
Risk and Quality	Operations Management	<ul style="list-style-type: none"> Risk and Quality Committee is a key formal organisational committee that is in place to ensure the flow of risk and quality information, actions and progress throughout all levels of the business is captured and reported in an open and transparent manner throughout all levels of the organisation. Clear escalation mechanisms will ensure that risks and quality issues will not stagnate nor be left unaddressed as well as ensuring that information and decisions will be effectively communicated within clear timeframes. Risk and Quality Committee Terms of Reference IMS-P1-PR2-TOR1
Safety Management Procedure	Fire and Emergency	<ul style="list-style-type: none"> Safety Management Procedure IMS-P1-PR3 Manages the risks associated with fire and emergency evacuation the following measures will be taken as a minimum. All employees, volunteers and casuals will be informed of emergency fire and evacuation information and requirements through the orientation and induction process. All staff will be Fire Extinguisher trained and selected staff trained Fire Wardens. Identification of fire and emergency hazards will be included in monthly inspections. An annual audit of safety compliance at the respite services carried out by an

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	Requirements	<p>external consultant and an action plan provided for inclusion in the relevant risk register. A schedule of evacuation drills will be established and drills will be documented to identify opportunities for improvement.</p> <ul style="list-style-type: none"> • A schedule of inspection for fire equipment will be maintained. All Ruah offices will display and maintain an accurate floor plan that clearly identifies emergency exits, firefighting equipment, first aid facilities and other relevant emergency and evacuation information. Familiarisation with the evacuation process, location of exits and other relevant information will form part of the local site induction.
Property and Asset	Site Security	<ul style="list-style-type: none"> • Monitored security system with alarm and notification alert to staff to investigate unexplained movement. • The site will have secured perimeter fencing, gate and CCTV system to monitor movement in and out of the property and assist with monitoring indiscriminate access. • Swipe security access card system installed to all access points to the site and to residential units. Lost access card will be disabled to prevent unwanted access to the property. This will also assist with restricting indiscriminate access.

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		<ul style="list-style-type: none"> • Clients are required to sign in and sign out and must be in by 9 PM.
	Hazard Inspection	<ul style="list-style-type: none"> • In line with the 1984 Occupational Safety and Health Act 1984 all employees are required to identify and report hazards, near misses and incidents to enable Ruah to address and manage associated risks. • Workplace site inspections performed monthly to identify and document potential hazards that will require immediate action.