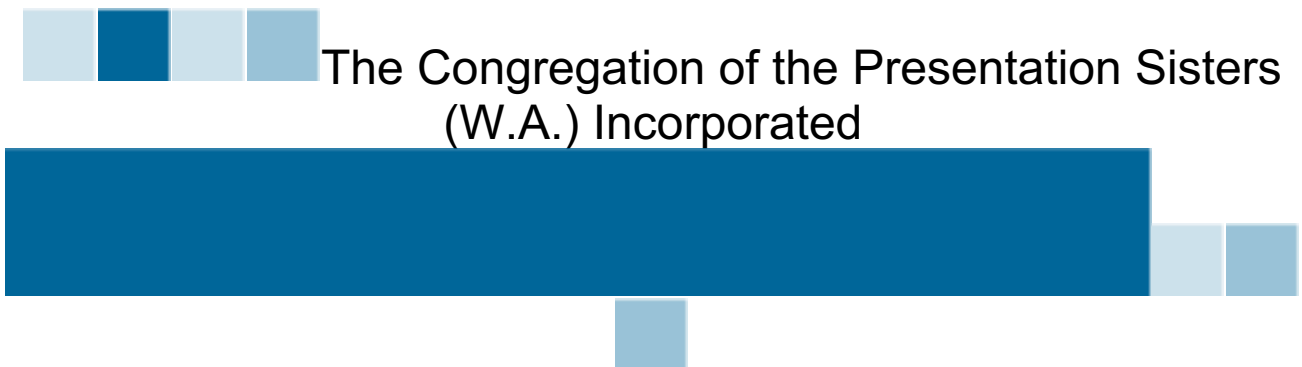# Risk Management Strategy

### The Congregation of the Presentation Sisters (W.A.) Incorporated

**Adopted March 2021**

**Last Updated Jan 2026**

**Next Review June 2026**

# Contents

## 1.  Introduction

The Congregation of the Presentation Sisters (W.A) Incorporated is committed to providing a safe environment that minimises the potential of abuse or harm to children and adults at risk. Together with the Safeguarding Commitment Statement, Safeguarding Policy, Code of Conduct and Complaint Handling Policy, the Risk Management Strategy supports the practical implementation of this commitment. It is approved and endorsed by the Commissary.

The Risk Management Strategy complies with the National Catholic Safeguarding Standards (the Standards), which outline requirements for Catholic entities across Australia to promote the safety of children and adults at risk through implementing policies and activities to prevent, respond to and report concerns regarding abuse and harm.[1] It also reflects relevant safeguarding legislation in Western Australia.

The Risk Management Strategy is published on the website of The Congregation of the Presentation Sisters (W.A) Incorporated together with the related safeguarding policies noted above. Once a year they will be proactively communicated to all personnel by the Congregation Safeguarding Officer via email.

## 2.  Purpose and Scope

The purpose of the Risk Management Strategy is to document the strategic approach taken by The Congregation of the Presentation Sisters (W.A) Incorporated to identify and minimise risks to the safety of children and adults at risk (see the Safeguarding Policy for the definition of both cohorts). It includes practical tools to help personnel implement these approaches:

- Appendix A: sample job interview questions
- Appendix B: sample referee questions and checklist
- Appendix C: pre-employment screening checklist and forms
- Appendix D: safety hazard checklist
- Appendix E: risk assessment and management template
- Appendix F: safety concern reporting flowchart
- Appendix G: safety concern reporting template
- Appendix H: initial risk management checklist

The Risk Management Strategy applies to all personnel, including Sisters, employees, CMC members and others engaged to provide services to children and adults at risk by The Congregation of the Presentation Sisters (W.A) Incorporated. It covers all aspects of service by The Congregation of the Presentation Sisters (W.A) Incorporated, in any location including physical premises or environments under The Congregation of the Presentation Sisters (W.A) Incorporated's control and/or management such as buildings, structures, open spaces, grounds, homes of the Sisters, and arrangements for live-in carers/caretakers, as well as the online environment.

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[1] The Standards are based on the child safe standards recommended by the Royal Commission into Institutional Responses to Child Sexual Abuse but include additional 'core components.'

**NOTE**: Nothing that is written in these procedures prevents any Sister, paid employee, CMC member or any other person from taking immediate action to notify Police, W.A. Ombudsman, the Department for Communities, Child Protection and Family Support (for children under 18 years), Aged Care Quality and Safety Commission, and/or the W.A. Department of Communities' Elder Abuse Helpline particularly if he/she believes that it is essential to act to ensure a vulnerable person's safety.

## 3. Roles and Responsibilities

The Commissary has overall responsibility for identifying and minimising risks to the safety of children and adults at risk who have contact with The Congregation of the Presentation Sisters (W.A) Incorporated through implementing and monitoring the Risk Management Strategy. She is supported to meet this responsibility by the person appointed as the Safeguarding Officer.

The Safeguarding Officer monitors and regularly reports on risk management issues to the Safeguarding Committee which is responsible for providing strategic advice about these issues to the Commissary.

All personnel share day-to-day responsibility for identifying and minimising risks to the safety of children and adults at risk by observing and complying with the Risk Management Strategy. As part of their initial safeguarding induction and refresher training, personnel will be familiarised with the Risk Management Strategy and supported to understand and fulfil their safeguarding responsibilities.

## 4. Strategies for Identifying and Managing Risks

The following strategies will be implemented by The Congregation of the Presentation Sisters (W.A) Incorporated to identify and manage risks.

4.1 Recruiting safe and suitable people

The Congregation of the Presentation Sisters (W.A) Incorporated will implement the following practices to support the recruitment of people who are safe and suitable to have contact with children and adults at risk:

4.1.1 Job advertisements and role descriptions will contain the following statement:

*'The Congregation of the Presentation Sisters (W.A) Incorporated is committed to safeguarding children and adults at risk and has a zero-tolerance policy to abuse. We have robust recruitment procedures to select suitable people and provide our personnel with ongoing training and support to meet their safeguarding obligations.'*

4.1.2 Applicants for all roles, including volunteers,[2] will be required during interview to demonstrate an understanding of, and commitment to, safeguarding principles and culturally safe practices that reflects their expected level of contact with children and/or adults at risk. **Appendix A** includes sample interview questions

4.1.3 Applicants for all roles, including volunteers, will be required to disclose whether they have been the subject of any criminal or disciplinary proceedings.

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[2] In this section, 'volunteer' means any individual who provides an unpaid service to The Congregation of the Presentation Sisters (W.A) Incorporated on a more than occasional basis. It does not include individuals who are involved as volunteers in one-off events or are supervised at all times by another appropriately screened adult.

4.1.4    At least two recent verbal referee checks will be directly obtained and documented for all applicants. Referees may be former or current employers. Referees will be asked specific questions about the person's suitability to have contact with children and adults at risk, including (but not limited to) whether they have been the subject of previous disciplinary proceedings. The identity of referees will be verified with the referee, where possible by telephone. **Appendix B** includes sample referee questions and a referee checklist.

4.1.5    Pre-employment screening checks will be completed and documented. Any person in a role required by legislation to have a current Working with Children Check (WWCC) or NDIS Worker Screening Check will have their clearance verified prior to being permitted to have contact with children or adults at risk.[3] A current National Police Check/National Police Certificate will also be conducted, and the outcome assessed before any person is permitted to have contact with children or adults at risk. **Appendix C** includes a pre-employment screening checklist.

4.1.6    The Congregation of the Presentation Sisters (W.A) Incorporated will securely record and store all recruitment information, including disclosures of criminal history/disciplinary proceedings, references and pre-employment screening checks (see also section 9). The Safeguarding Officer will monitor the status of Working with Children Checks and any other background checks for all personnel to ensure they remain current. Personnel will be given sufficient notice when advised to renew their checks. Should an individual refuse to obtain or renew a WWCC, The Congregation of the Presentation Sisters (W.A) Incorporated will determine whether the individual should be stood down or transferred to other duties until such time as the WWCC is obtained. If an individual has an allegation substantiated or receives a conviction of child abuse, the Commissary will advise the relevant authority that the WWCC should be cancelled.

4.1.7    All personnel are required to sign an acknowledgement, before commencing employment or becoming a CMC member, of their agreement to comply with The Congregation of the Presentation Sisters (W.A) Incorporated's Code of Conduct. The Code of Conduct clearly outlines conduct, including conduct towards children and adults at risk, that is not acceptable. Breaching the Code of Conduct may constitute misconduct and result in disciplinary proceedings up to and including dismissal (with or without notice) and possible criminal proceedings. In addition, a Sister, following all due Canonical processes, may be removed from ministry and be dispensed from her vows. This may impact on the individual's ability to work with children and/or adults at risk in the future.

**NOTE:** Prior to contracting a third party to deliver services to children or adults at risk, The Congregation of the Presentation Sisters (W.A) Incorporated will confirm the third party has appropriate recruitment and training policies and practices in place to safeguard children and adults at risk. See also section 5.

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[3] A person is generally permitted to work with children if they have applied for a clearance, however, you must ensure that the outcome of the application is checked and that their work with children is more closely supervised until the clearance has been given.

## 5.  Supporting Personnel to Safeguard Children and Adults at Risk

The Congregation of the Presentation Sisters (W.A) Incorporated recognises that all personnel play a critical role in keeping children and adults at risk safe. We support them to fulfil this role in the following ways.

5.1.    Providing initial safeguarding training (as soon as possible after commencement) and refresher safeguarding training (every three years) to all personnel. The training will equip personnel with information and skills to understand and fulfil their safeguarding responsibilities, including preventing, identifying and reporting concerns about safety to children and adults at risk. At a minimum the training will cover the areas outlined in Section 7 of the Safeguarding Policy.

5.2.    Maintaining up-to-date participation records to ensure personnel complete induction and refresher safeguarding training as required.

5.3.    Ensuring that Leaders, relevant personnel and Sisters in active ministry will be offered, and expected to access, ongoing professional development and annual performance appraisals which include a focus on safeguarding responsibilities.

5.4    Ensuring that Sisters in full-time active ministry participate in 10 hours of professional/pastoral supervision per year. Sisters in part-time ministry participate in 6 hours of supervision annually. Professional supervision for personnel will include attention to safeguarding of children and adults at risk, with specific consideration to the appropriate management of power imbalances in relationships.


## 6   Creating and Maintaining Safe Environments

The Congregation of the Presentation Sisters (W.A) Incorporated will strive to maintain safe environments for all people, particularly children and adults at risk, through implementing the following practices:

6.1    We will communicate with The Congregation of the Presentation Sisters (W.A) Incorporated's community about our approach to safeguarding and how people can raise concerns about the safety of children or adults at risk.

6.2    Adults at risk (or their families where appropriate) will be:

- made aware of the roles and responsibilities of personnel providing services to them

- provided with accessible information in appropriate formats about their right to be safe and how to speak up about problems or concerns

- consulted about what makes them feel safe and about decisions that affect them

- supported to make informed choices ('dignity of risk')

- where appropriate, provided with accessible information about safe and respectful relationships

- where appropriate, referred to other organisations/services for specialist advice or support.

6.3    Physical premises or environments under our control and/or management (including buildings, structures, open spaces, grounds and arrangements for live-in carers/caretakers) will be assessed and regularly monitored for safety hazards to minimise the risk of injury or harm to any person, particularly young children, people with physical disability and frail older people. Where potential hazards are

identified, the Operations Manager is responsible for ensuring they are documented and promptly mitigated. Appropriate risk management strategies will be put in place during any interim period. **Appendix D** includes a safety hazard checklist.

6.4     One-to-one interactions between an adult and a child will not take place, whether on The Congregation of the Presentation Sisters (W.A) Incorporated's premises or elsewhere, unless in an open or visible space, or within the clear line of sight of another adult, unless express permission has been provided.  A similar approach will generally be taken with an adult at risk; however, this will depend on the individual's circumstances, preferences and right to privacy. Prudent judgement will be exercised on a case by case basis, having regard to any issues of diminished capacity.

6.5     When The Congregation of the Presentation Sisters (W.A) Incorporated becomes aware that a person (other than personnel) attending or residing in any of its services or activities poses an unacceptable risk to others (eg. those with a serious criminal conviction resulting in parole conditions, domestic and family violence orders) the risks posed by the person's ongoing involvement in the service or activity will be appropriately managed. The Commissary is responsible for decision-making in relation to any person who poses an unacceptable risk to others. Advice should be sought from Police in this regard as appropriate on a case by case basis.

6.6     Personnel will use appropriate and safe online applications to minimise online risks to the safety of children and adults. Electronic devices will be appropriately secured to prevent unauthorised access and usage may be intrusively monitored to ensure compliance with the Code of Conduct.

6.7     Personnel must report any incident that raises concern for the safety of a child or adult at risk to the Commissary and/or Safeguarding Officer as soon as practical. A safety concern reporting flowchart is provided at **Appendix F**. The Complaint Handling Policy will be followed when any incident about the safety of a child or adult at risk is reported. A safety concern reporting template is provided at **Appendix G**.

# 7   Planning Specific Programs, Activities, and Events

In addition to maintaining safe environments through the steps outlined in section 3, The Congregation of the Presentation Sisters (W.A) Incorporated will take a structured approach to risk management for specific programs, activities and events, whether on or off premises. Using the template provided in **Appendix E**, the Safeguarding Officer or the Operations Manager will ensure that a risk assessment and management plan is completed for each program, activity or event where it is anticipated that children and/or adults at risk may be present.  The plan will include (but not be limited to) consideration of the following:

- the nature of physical spaces and physical safety hazards

- privacy (eg. toilets, change rooms)

- health/medical needs of participants

- supervision arrangements

- child-to-child interactions; adult-to-child interactions and adult-to-adult interactions

- access and transport arrangements

- access to electronic equipment and on-line environments
- use of cameras/audio-recorders/video-recorders
- needs of adults with diminished capacity

The plan will take into account the ability for adults to make informed choices while also having regard to the needs of adults with diminished capacity to make decisions. Adults with heightened vulnerability will be consulted about their safety needs and their views will be respected. Where appropriate, families/carers will be encouraged to participate in safety planning for adults with diminished capacity.

## 8 Handling Disclosures and Complaints

The Congregation of the Presentation Sisters (W.A) Incorporated has a robust process for receiving, recording, managing, resolving and monitoring complaints, including disclosures or allegations of current or historical abuse towards children or adults. This includes appropriately assessing and managing any current safety risks. These processes are documented in the Complaint Handling Policy.

*The Safeguarding Policy* and *Code of Conduct* require personnel to promptly report any concern for the safety of children or adults at risk to the Commissary and/or Safeguarding Officer as soon as practical. If the concern relates to the Commissary, then it must be reported to the Safeguarding Officer or in relation to the Safeguarding Officer then it must be reported to the Commissary. A safety concern reporting template is provided at **Appendix G** and an initial risk management checklist at **Appendix H.**

## 9 Keeping Records and Sharing Information

The Congregation of the Presentation Sisters (W.A) Incorporated acknowledges that in the past, institutions have not always fulfilled their obligations to keep records and share appropriate information about risks to the safety of children and adults. Our processes are documented in the Record Keeping and Information Sharing Policy. We recognise that record-keeping and information sharing is a key risk management strategy and will implement this in the following ways:

9.1.   Complete and accurate records will be created and maintained for all incidents, complaints (including disclosures/allegations), responses and decisions that relate to abuse or harm to children or adults at risk. Records will be created at the time of, or as soon as practicable following, an incident, complaint, response or decision.

9.2.   All records will be securely stored, maintained and disposed of in accordance with Western Australian legislative and statutory requirements or after a period of 50 years (whichever is higher). Access to information and records will be restricted to the Commissary and Safeguarding Officer who require it in order to discharge their safeguarding obligations.

9.3.   We will maintain current knowledge of, and comply with, our legislative obligations to maintain confidentiality and protect personal information and privacy. Information and records relating to incidents, complaints, responses and decisions will be treated as confidential except where the sharing or distribution of information and/or records is mandated by statutory requirements or principles of natural justice. In this regard, if the complaint involves conduct that is serious and/or potentially

criminal, any legal obligations to report relevant information to bodies such as the Police or child protection services will over-ride confidentiality, or to other prescribed bodies.

9.4. We will uphold and facilitate, to the fullest extent possible, individuals' rights to access, amend or annotate records about themselves. If the individual has capacity issues, consideration will be given to the most appropriate way to release records and information and who else may be authorised to receive it on their behalf (eg. a guardian or nominee). When determining what information to release relating to a complaint record, The Congregation of the Presentation Sisters (W.A) Incorporated will be mindful of privacy and confidentiality obligations concerning the release of personal information about other individuals, such as a subject of the complaint.

## 10 Review of Risk Management Strategy

The Risk Management Strategy will be updated as required and reviewed at least every three years. In doing so, The Congregation of the Presentation Sisters (W.A) Incorporated will have regard to best practice models and the views of expert stakeholders and community members, children and adults at risk, including those with disability, diminished capacity and/or cognitive impairment.

| **Risk Management Strategy approved** | Sr Lucy van Kessel Congregation Leader | March 2021 |
|---|---|---|
| **Risk Management Strategy reviewed** | Sr Anna Fewer | June 2024 |
| | Sr Anna Fewer and Commissary | June 2026 |
| | Commissary | June 2029 |

## 11 Related Documents

- Safeguarding Commitment Statement
- Safeguarding Policy
- Code of Conduct
- Complaint Handling Policy

## 12 Templates and Checklists

Appendix A: Sample job interview questions

Appendix B: Sample referee questions and checklist

Appendix C: Pre-employment screening checklist and applications

Appendix D: Safety hazard checklist

Appendix E: Safety concern reporting flowchart

Appendix F: Safety concern reporting template

Appendix G: Risk assessment and management template

Appendix H: Initial risk management checklist

## APPENDIX A: SAMPLE INTERVIEW QUESTIONS

**Sample Job Interview Questions**

The following sample job interview questions are designed to elicit information to help assess an individual's suitability to have contact with children or adults at risk. The questions can be tailored to meet the specific dimensions and needs of the role.

| Candidate: | Role: |
|---|---|

1. *The Congregation of the Presentation Sisters (W.A) Incorporated is committed to safeguarding children and adults at risk of abuse or harm:*

   o *What does safeguarding mean to you?*

   o *What are some of the factors that make children vulnerable to abuse or harm?*

   o *What are some of the factors that make some adults more vulnerable to abuse or harm?*

2. *Can you give some examples of what may be unsafe or unacceptable behaviour with:*

   o *children*

   o *adults at risk*

3. *Please tell us how you will contribute to making The Congregation of the Presentation Sisters (W.A) Incorporated a safe environment for children and adults at risk?*

4. *Can you describe a time when you have helped a child or a vulnerable adult to bring forward a safeguarding concern, what happened to them and what was the outcome?*

5. *Have you ever felt uncomfortable about a colleague's behaviour towards children or adults at risk in a previous job?        What were your concerns?*

   *What did you do?        How was the issue resolved?*

6. *Have you ever been dismissed or subject to a disciplinary process?*

## APPENDIX B: SAMPLE REFEREE QUESTIONS AND CHECKLIST

**Sample Referee Questions**

The following sample referee questions are designed to elicit information to help assess an individual's suitability to have contact with children or adults at risk. The questions can be tailored to meet the specific dimensions and needs of the role. These questions are not the entirety of questions that should be asked to assess job suitability generally.

**Candidate:**                                    **Role:**

**Referee name, role and contact details:**

1. *Please comment on [the candidate's] honesty and integrity.*

2. *Safeguarding children and adults at risk is a priority for The Congregation of the Presentation Sisters (W.A) Incorporated  and we take our duty of care seriously:*

   o *Do you know of any reason why we should be concerned about [the candidate] having contact with children or adults at risk? If yes, please provide details.*

   o *Do you know of any other person who may have concerns about [the candidate] in relation to their contact with children or adults at risk?*

3. *Have you observed [the candidate's] conduct towards children or adults at risk? If so, please provide a summary of your observations of these interactions. If not, are you able to refer me to another person who has?*

4. *Has [the candidate] been the subject of a disciplinary process?*

5. *To the best of your knowledge, why did [the candidate] leave the role?*

6. *Would you employ/engage [the candidate] again?       If not, why not?*

7. *Is there anything else about [the candidate] you think I should know?*

**Reference obtained by:**

**Date reference obtained:**

| Referee Checklist |
| --- |
| This checklist can be used as a guide to the actions that should be completed when obtaining referee checks for candidates. |

| Candidate: | Position: | Date: |
| --- | --- | --- |

| Process | Yes/No | Notes |
| --- | --- | --- |
| Have you obtained (preferably verbally) at least two recent referee checks? | | |
| Have you verified the identity of the referees? What method did you use to verify their identity? | | |
| Have you asked specific questions about the candidate's suitability to have contact with children and adults at risk, including (but not limited to) whether they have been the subject of previous disciplinary proceedings? | | |
| Have the referee checks raised any questions or concerns about the person's suitability to have contact with children or adults at risk? If so, what additional steps are needed to assess/manage potential risks? | | |
| Have you documented the information provided by the referees and attached it to the relevant file? | | |

| Completed by: | Signed: | Date: |
| --- | --- | --- |

## APPENDIX C: PRE-EMPLOYMENT SCREENING CHECKLIST AND APPLICATIONS

**Screening Checklist**

This checklist can be used as a guide to the actions that should be completed when carrying out pre-employment screening of candidates.

**Candidate:**                                         **Position:**     **Date:**

| Process | Yes/No | Notes |
|---|---|---|
| Is the candidate required by legislation to have:<br><br>- a Working with Children Check/Working with Vulnerable People Check?<br>- a NDIS Worker Screening Check?<br>- a Police Check | | |
| Depending on the nature of services delivered, does the relevant regulator (e.g. aged care or disability) recommend a National Police Check/National Police Certificate for the role (for Church Authorities directly delivering direct services to children and adults at risk)? | | |
| Did the outcome raise any questions or concerns about the person's suitability to have contact with children or adults at risk?<br><br>If yes, what additional steps are needed to assess/manage potential risks? | | |
| If the candidate is required to have a Working with Children Check/Working with Vulnerable People Check/NDIS Worker Screening Check, have you verified the clearance? | | |
| Have you documented the verification and attached it to the relevant file? | | |
| Have you recorded the expiry date of the clearance and followed the correct process to ensure it is monitored? | | |

**Completed by:**                  **Signed:**                          **Date:**

| Applications for Screening Checks | | | |
| --- | --- | --- | --- |
| **Jurisdiction** | **National Police Check/Police Certificate** | **Working with Children Check/Working with Vulnerable People Check** | **NDIS Worker Screening Checks** |
| ACT | AFP National Police Checks | ACT Working with Vulnerable People Check | NDIS Worker Screening Checks<br><br>All states and territories |
| QLD | QLD Police National Police Certificates | QLD Blue Card | |
| NSW | NSW Police National Police Certificates | NSW Working with Children Check | |
| VIC | VIC Police National Police Checks | VIC Working with Children Check | |
| SA | SA Police Record Checks | SA Working with Children Check | |
| WA | WA Police National Police Certificates | WA Working with Children Check | |
| TAS | TAS Police Criminal history checks | TAS Working with Vulnerable People registration | |
| NT | NT National Police Certificates | NT Working with Children Clearance | |

# APPENDIX D: SAFETY HAZARD CHECKLIST AND RISK MANAGEMENT

| Location: | | | | |
|---|---|---|---|---|
| **Person completing checklist:** | | **Date completed:** | | |
| | ITEM | YES | NO | ACTION |
| **1** | **Fire** | | | |
| | Extinguishers/Blankets/Hoses are in place | | | |
| | Extinguishers/Blankets/Hoses are clearly marked & readily located | | | |
| | Extinguishers have been serviced in the last six months | | | |
| | The area around extinguishers is clear for a radius of 1 metre | | | |
| | Exit signs are in place | | | |
| | Exit signs are in working order | | | |
| | Exit doors are not blocked | | | |
| | Exit doors can be easily opened | | | |
| | Smoke detectors are in working order | | | |
| | Emergency plan is displayed | | | |
| | There is safe access & egress | | | |
| **2** | **Electrical** | | | |
| | Electrical plugs, sockets, switches are safe | | | |
| | Frayed or damaged leads are removed | | | |
| | Portable power tools are in good condition | | | |
| | Temporary leads on the floors are appropriately covered | | | |
| | Everything on the switchboard is clearly labelled | | | |
| | Electrical fittings & equipment are regularly inspected | | | |
| | Testing and tagging of electrical items has been completed | | | |
| **3** | **General Lighting** | | | |
| | There is adequate illumination in working areas | | | |
| | There is good natural lighting | | | |
| | Light fittings are in good working condition and are clean | | | |
| | Emergency lighting is operational | | | |

| 4 | Walkways | | | |
|---|---|---|---|---|
| | Walkways are free of oil or grease | | | |
| | Carpets are wrinkle free with no obvious trip hazards | | | |
| | Walkways are clear of obstructions | | | |
| | Stairs (altar) are not blocked and are in good condition | | | |
| 5 | Amenities | | | |
| | Toilets are cleaned regularly | | | |
| | Bins are not overflowing | | | |
| | Tiled floors are free of chips or cracks causing sharp edges | | | |
| | Soap and handtowels are provided | | | |
| | Surfaces (including toilet seats & lids) are free of chips, cracks | | | |
| 6 | Work Areas | | | |
| | Benches are clear of clutter | | | |
| | Tools are stored properly | | | |
| | Benches are at an adequate work height | | | |
| | Work benches are free of sharp edges | | | |
| | Chair backs & seat heights are adjustable | | | |
| | Storage shelves are organised to minimise bending & stretching | | | |
| 8 | Chemicals | | | |
| | SDS are available for all chemicals | | | |
| | The SDS register is available and up to date | | | |
| | Chemical containers are clearly and accurately labelled | | | |
| | All chemicals are stored in accordance with the SDS | | | |
| 9 | First Aid | | | |
| | First aid kits are clean, orderly and adequately stocked | | | |
| | First aid kits are readily accessible | | | |
| | A sign is displayed advising the location of the first aid kit | | | |
| 10 | Floors | | | |
| | Floors are even with no large cracks, holes or trip hazards | | | |
| | Floors are not cluttered | | | |
| | Floors are free from slip hazards | | | |

| 12 | **Grounds and Garage** | | | |
|---|---|---|---|---|
| | Power equipment maintenance is carried out | | | |
| | Power equipment is clean | | | |
| | There is adequate signage for parking (disabled and no parking) | | | |
| | Safe operating procedures exist for plant such as ride on lawn mowers | | | |
| | Pathways and walkways clear and unobstructed | | | |
| 13 | **Display Material** | | | |
| | The WHS policy is up to date | | | |
| | The WHS policy is displayed | | | |
| | No smoking signs are displayed | | | |
| 14 | **WHS Information** | | | |
| | Incident report forms are available | | | |
| | Hazard report forms are available | | | |
| | An emergency evacuation plan is displayed | | | |
| | An assembly point after evacuation has been identified | | | |
| | Training records are up to date | | | |

## APPENDIX E: RISK ASSESSMENT AND MANAGEMENT TEMPLATE

**Risk Assessment and Management Template**[4]

This template can be used when planning specific programs, activities or events where it is anticipated that children and/or adults at risk may be present. Factors to consider include:

- the nature of physical spaces and physical safety hazards
- access to privacy (e.g. toilets, changerooms)
- supervision arrangements
- medical/health needs of participants
- child-to-child interactions, adult-to-child interactions, and adult-to-adult interactions

- access and transport arrangements
- access to electronic equipment and on-line environments
- use of cameras/audio-recorders/video-recorders
- needs of adults with diminished capacity

**Risk Levels**

- *Low risk:* e.g. minor behavioural issues, minor first aid issues (cuts, bruises etc)
- *Medium risk:* e.g. serious injury/illness, complex welfare issue, disruption or incident causing distress to children or adults
- *Major risk:* e.g. major incident which damages parent/public confidence, injuries requiring hospitalisation, major welfare or liability issue
- *Critical risk:* e.g. death or permanent disability, sustained negative publicity/reputational damage

**Risk Likelihood**

- *Rare:* may occur but only in rare and exceptional circumstances
- *Unlikely:* unlikely to occur but could happen
- *Possible:* possible and likely to occur at some time
- *Likely:* likely to occur frequently
- *Almost certain:* almost certain to occur in most circumstances

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[4] Adapted from Catholic Diocese of Townsville, Risk Management Strategy https://www.tsv.catholic.org.au/diocese/diocesan-office/safeguarding/ and NSW Office of the Children's Guardian, Risk Management Template, https://www.kidsguardian.nsw.gov.au/child-safe-organisations/training-and-resources/child-safe-resources/risk-management.

| Setting | Who is involved, what is the activity, where is it held, when is it (times and dates) etc | | | | |
|---|---|---|---|---|---|
| **Identified Risk** | **Risk Level** | **Risk Likelihood** | **Risk Management Strategies** | **Monitoring and Governance** | **Contact Person** |
| *Identify the risk (even if it is unlikely to happen it is recommended that you document and identify mitigation strategies)* | *Use the risk table to identify the level of risk* | *Use the table to identify the likelihood of the risk occurring* | *Consider what the organisation can do to reduce the likelihood or consequence of the risk eventuating*<br><br>*Do you have to establish new processes, or is it a case of existing policies or processes needing to be reinforced?*<br><br>*Have the needs of adults with diminished capacity and/or cognitive impairment been considered?*<br><br>*Have families/carers of children and adults at risk (where appropriate) been consulted and involved in planning?* | *Who is responsible for implementing the strategies, and when do they need to be implemented by?*<br><br>*How will the strategies be communicated to staff, volunteers, families/carers etc?*<br><br>*How will the effectiveness of the strategies be monitored/ reviewed and by whom?* | *Person responsible for overseeing the strategies to minimise the risk* |

## APPENDIX F: SAFETY CONCERN REPORTING FLOWCHART[5]

| Who can report? | Affected person | Family/carer | Personnel | Community member |
|---|---|---|---|---|

| What to report? | Any concerns for the safety of a child or adult at risk, including:<br><br>▪ an incident<br>▪ disclosure of abuse or harm<br>▪ allegation, suspicion or observation<br>▪ breach of Code of Conduct<br>▪ environmental safety issues |
|---|---|

| **Call 000 if any person is in immediate danger** |
|---|

| How? | Verbal, letter, email, telephone call, meeting |
|---|---|
| Who to? | Commissary or Safeguarding Officer |
| What happens next? | The Commissary or Safeguarding Officer will:<br><br>▪ offer support to the affected person, their family/carer (if relevant) and the person making the report<br><br>▪ initiate the internal risk management process to ensure the safety of the affected person and any other person, clarify the nature of the complaint and commence disciplinary process (if required)<br><br>▪ decide, in accordance with legal requirements and duty of care, whether the matter should/must be reported to the Police or Child Protection authority and make report as soon as possible if required (and any other entity such as a Church Authority)<br><br>▪ wait for clearance from authorities before starting the investigation<br><br>▪ report to regulators, oversight bodies if allegation is reportable, and working with children check operators where appropriate. |

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[5] Adapted from Victorian Commission for Children and Young People, Flowchart: Child Safety Reporting Process.

## APPENDIX G: SAFETY CONCERN REPORT TEMPLATE

| | **Safety Concern Report Template**[6] |
|---|---|
| | This template can be used/adapted to consistently record safety concerns about children or adults at risk. |
| **1** | **Affected person** |
| | Name: |
| | Age: |
| | Gender: |
| | Do they identify as Aboriginal or Torres Strait Islander? If yes, specify: |
| | Are they from a culturally and linguistically diverse background? If, yes, specify: |
| | Do they have a disability? If, yes, provide any relevant details: |
| | Are they living in residential or out of home care? |
| | Do they have communication support needs?<br>If yes:<br>    ▪ Have they been offered an interpreter?<br>    ▪ Have they been offered a communication assistant?<br>    ▪ Have they been offered a support person, advocate, family member?<br>    ▪ Any other supports? |
| | Provide any other relevant information relating to the person's preferred communication methods, support needs, and involvement in the reporting process: |
| | If the affected person has a disability, provide any relevant details relating to their guardianship, advocacy or other decision-making arrangements (eg. the name and contact details of any nominees authorised to receive information on their behalf): |
| **2** | **If the concern was reported by someone other than the affected person** |
| | Name: |
| | Age: |
| | Gender: |
| | Relationship to affected person (if relevant): |

| 3 | **Nature of the concern** | |
|---|---|---|
| | Accurately record the issues, concerns, details of any witnesses: | |
| | *If the concern was disclosed by the affected person or another party, as far as possible record the nature of the concern using their own words.* | |
| 4 | **Immediate Risk Considerations** | |
| | Details of any injuries and if the affected person or others received medical attention:<br><ul><li>Does the complaint indicate the possibility of criminal conduct? Yes/No/Unsure</li><li>Is a mandatory child protection report required? Yes/No</li><li>Does the complaint involve a reportable allegation/incident? Yes/No/Unsure</li><li>Is any immediate risk management action required? Yes/No</li></ul> | |
| 5 | **Outcome sought** | |
| | What outcome is the affected person/person who reported the concern seeking? | |
| 6 | **Contact details of person reporting the concern** | |
| | Address:<br>Phone number:<br>Email:<br>Preferred contact method: | |
| 7 | **Person completing this safety concern report**<br><br>Signed:<br>                        Date:<br>Print name: | |
| 8 | **Person receiving this safety concern report**<br><br>Signed:<br>                        Date:<br>Print name:<br><br>Next steps: | |

## APPENDIX H: INITIAL RISK MANAGEMENT CHECKLIST

| **Initial risk management checklist[7]** |
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| This checklist can be used to guide the initial risk management response to an incident, disclosure or complaint that relates to the safety of a child or adult at risk. |
| **Immediate safety** |
| Is immediate medical assistance required for any person? |
| Is there a risk to the immediate safety of the child or adult affected by the incident, disclosure or complaint, or any other child or adult, that requires necessary action to address the risks posed? |
| Have you considered the safety of the person who made the disclosure, report or complaint (other than the affected child or adult), provided appropriate advice, and made relevant referrals to Police and/or other emergency services? |
| **Evidence** |
| Have you made sure that any physical/ electronic evidence is immediately secured, and future evidence (eg. from witnesses) is not compromised? |
| **Reporting** |
| Does the incident, disclosure or complaint raise any allegation of criminal conduct? |
| Do the issues raised by the incident, disclosure or complaint warrant a report or notification to an external authority, in accordance with legislative obligations (eg. Police, child protection authority, reportable conduct oversight body, NDIS Quality and Safeguards Commission)? |
| **Person affected by the incident/disclosure/complaint** |
| Does the affected child or adult require a referral to a support service or counselling? |

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[7] Adapted from National Office of Child Safety, *Complaint handling guide: Upholding the rights of children and young people*, 2019. Appendix I: Conducting an initial risk assessment https://childsafety.pmc.gov.au/sites/default/files 09/nocs-complaint-handling-guide.pdf

| **Person who is the subject of complaint** |
|---|
| If the person who is the subject of the complaint is a staff member, CMC member or volunteer, what actions should be taken?<br>• Should they remain in their current position, be moved to another area, or be suspended?<br>• If the staff member remains in the workplace, a decision should be made about the duties that they will undertake and who will monitor and assess the risks associated with them having access to children or adults at risk in the care of the organisation. Relevant factors to consider include the vulnerability of the children or adults they would be in contact with, eg. the age of the children, their communication skills, or disability. |
| What type of support and information should the subject of complaint be given to ensure the complaints process is fair? |
| What risk management action should be taken if the incident/disclosure/complaint involves a peer of the child or adult affected by the complaint? |
| **Confidentiality and information sharing** |
| Have you informed the involved parties of the need to treat the matter confidentiality? |
| Have you explained to affected person (and their family/carer if appropriate) reasons why certain information may need to be shared, eg. to protect safety and/or comply with reporting obligations? |
| Do others outside of the parties to the complaint/incident need to be informed? |
| **Conflict of interests** |
| Have you identified and put steps in place to address any actual or potential conflict of interests? |
| **Other initial risk management** |
| Are there any other steps that should be taken to prevent any further harm or risk? |