10.9   Risk Management and Compliance Policy

The service is, like all other enterprises, subject to a number of risks as well as important legal, regulatory, industry and policy requirements. The service is a responsible organisation and seeks to demonstrate a risk awareness, including by identifying and managing material risks and ensuring compliance as far as reasonably possible with all such requirements.

📖 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*

- *Duty of Care*

- *Associations Incorporation Act, 1981, (Qld) or Corporations Act, 2001 may apply (e.g. directors' duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.*

- *Australian Standard on Risk Management - AS/NZ ISO 31000:2009*

- *Australian Standard on Compliance - AS/NZ 3806-2006*

- *Family and Child Commission Act 2014*

- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*

- *Work Health and Safety Act 2011 and Regulations 2011*

- *National Quality Standard, Quality Area 7 – Governance and leadership*

- *Policies: 2.10 – Reporting Guidelines and Directions Policy for Handling Disclosures and Suspicions of Harm, 3.5 – Excursions, 3.6 – Transport for Excursions, 5.1 – Food Handling and Storage, 6.1 – Space and Facilities Requirements, 6.3 – Workplace Health and Safety, 7.1 – Emergency Equipment and Facilities, 8.1 – Role and Expectations of Educators, 10.1 – Quality Compliance.*

📋 Procedures

The Approved Provider will, in conjunction with the Nominated Supervisor/Coordinator, take responsibility to develop, maintain and monitor a risk management program appropriate to the service, including a method of ensuring that the service takes appropriate steps to comply with:

- The policies and procedures of the service;

- Working with children requirements;

- Work health and safety practices;

- Equal opportunity employment;

- Adequate insurance;

- The service approval status applicable to the service (see Policy 10.5 – Approval Requirements under Legislation) and other relevant laws applicable to the Service; and

- Maintenance of equipment and facilities;

The Approved Provider, in conjunction with the service Nominated Supervisor/Coordinator, will develop and manage, through its regular meetings, an annual rolling program of reviews of all of the policies and procedures of the service, to ensure that they comply with relevant requirements.

The Nominated Supervisor, or his/her delegate acting as Quality Officer (see Policy 10.1 – Quality Compliance) is responsible to monitor changes in current laws and other regulatory requirements. To do

this, the Nominated Supervisor will proactively and fully inform her/himself through subscribing to appropriate information services and industry bodies, and attending all relevant and appropriate forums about these issues.

The Nominated Supervisor/Coordinator informs educators of all such changes and requirements through the educator training program (See Policy 8.4 – Educator Professional Development and Learning), regular team meetings and/or service communication book.

High risk activities and special events

High level risks and special events shall be identified within the program through consultation with educators, management and other relevant stakeholders. Such events may include but are not limited to excursions and/or incursions.

The risk management process shall be conducted for each of the activities identified as a high risk or special event and shall be conducted prior to the scheduled timeframe for the event or activity.

All relevant stakeholders shall be informed of how the service intends to manage high level and special event risks and appropriate training and support for stakeholders will be made accessible.

Crisis and critical events

Risks will be managed in identified emergency situations such as fire, flood, other natural disasters, external threats, evacuation, Qld Health directive etc.

Preventative measures shall be taken to prepare for critical events such as:

- Developing risk management plans for possible emergency situations (e.g. fire, flood). Management plans may include strategies for overnight stays and/or food restrictions; and

- Creating a 'storm pack' including a torch and batteries, radio, etc.

The details of the crisis or critical event shall be documented on a service incident report and shall include the projected impact on the stakeholders within the service, immediate actions, follow up actions and ongoing actions.

Immediate actions may include:
- Carrying out plans as per the service risk management process;

- Ensuring immediate safety of those involved;

- Administering first aid;

- Reassuring children, families, employees, volunteers and students;

- Seeking assistance from emergency services and management; and

- Accompanying children or others to hospital by ambulance when necessary

Follow up actions may include:

- Seeking access or referral to appropriate counseling and critical incident debriefing services to provide support to those affected within the service including children, families, employees and management.

- Observing children's reactions and behaviour;

- Supporting children to appropriately express thoughts and feelings;

- Providing a stable and nurturing environment with familiar routines;

- Supporting employees through team meetings and accessing relief employees to support when appropriate;

- Providing professional support and special leave when needed;

- Supporting families through meetings and written information;

- Managing media attention attracted by newspapers, radio and television through appropriate and effective methods of communication. A media contact person will be appointed to manage the communication to ensure consistency of information and reduction in misinformation and speculation; and

- Notifying the regulatory authority

Ongoing actions may include:

- Monitoring and supporting children, families, employees, volunteers and students;

- Evaluating emergency and critical event management plans.

Managing breaches of the Risk Management Strategy

Risk management Plans for high risk activities and special events shall be monitored on a regular basis (annually or as required).

Information regarding the service's risk management strategy shall be shared with all relevant stakeholders including employees and families on a regular basis.

Management shall have overriding responsibility for overseeing the implementation of the process and for ensuring that any breaches of the service strategy are immediately rectified.

Communication and support

Information shall be made accessible to families, volunteers and employees regarding the service policies and procedures in relevant handbooks as well as having access to a full copy of the service policies and procedures from the service.

Information shall be dispersed to families, volunteers and employees through appropriate newsletters, flyers and other methods of communication.

Training materials and strategies shall be made available and accessible to help employees, volunteers and parents identify and manage risks of harm.

DATE DEVELOPED	DATE RATIFIED	DATE REVIEWED	DATE RATIFIED
August 2018	24 August 2018	10.08.21	October 2021
		October 2024	November 2024