

# Client (Adult) Risk Management Strategy

## 1.0 Purpose

The purpose of the Client (Adult) Risk Management Strategy ('this Strategy') is to identify potential risks of harm to adult clients, enabling Autism Queensland (AQ) to create and implement solutions to minimise these risks.

## 2.0 Scope

This document applies to all employees of AQ. A reference to "employees" or "staff" includes permanent, fixed-term, temporary and casual employees, as well as directors, contractors, volunteers, people undertaking work experience or vocational placements acting on behalf of AQ in any capacity.

This document also applies to all AQ Clients over the age of 18.

## 3.0 Commitment

Autism Queensland is committed to the safety and wellbeing of all clients. AQ has made [public commitment statement](#) as a client safe organisation including 8 Principles:

1. Ensuring client safety and wellbeing is embedded in organisational leadership, governance and culture.
2. Families and communities are informed and involved in promoting client safety and wellbeing.
3. Equity is upheld and diverse needs are respected in policy and practice.
4. Clients are informed about their rights, participate in decisions affecting them and are taken seriously.
5. People working with AQ are suitable and supported to reflect client safety and wellbeing values in practice.
6. Processes to respond to complaints and concerns are client focused.
7. Staff and volunteers are equipped with the knowledge, skills and awareness to keep clients safe through ongoing education and training.
8. Physical and online environments promote safety and wellbeing while minimising the opportunity for clients to be harmed.

# Client (Adult) Risk Management Strategy

## 4.0 Implementation

AQ's Intranet (AQ Home) includes all policies and procedures which relate to this Strategy. All staff are expected to be familiar with how to access policies and procedures. Managers support in ensuring implementation of the strategy at all levels.

### 4.1 Code of Conduct

The purpose of the AQ [\*Code of Conduct\*](#) is to outline and promote the standards of behaviour expected of all employees.

The AQ [\*Code of Conduct\*](#) applies to all employees of AQ. Recruitment, Selection, Training and Management Procedures

AQ's Employee Agreement, People and Culture (P&C) policies, procedures, employment contracts support and reflect AQ's commitment to client safety. Policies include:

- [\*Learning & Development Policy\*](#)
- [\*Performance Management Policy and Procedure\*](#)
- [\*Recruitment and Selection Policy & Procedure\*](#)

### 4.2 Handling Disclosures or Suspicions of Harm

AQ has implemented policies and procedures which include steps to take when handling disclosures of suspicions of harm. Policies and procedures include:

- [\*Client Protection \(Adult\) Procedure\*](#)
- [\*Client Safeguarding \(Adult\) Policy\*](#)
- [\*Client Safety Management Guidelines\*](#)
- [\*Incident Management Procedures\*](#)
- [\*Managing Client Mental Health Procedure\*](#)

## Client (Adult) Risk Management Strategy

### 4.3 Managing Breaches of the Strategy

AQ is committed to appropriately managing breaches of this Strategy in accordance with other relevant AQ policies as appropriate in the circumstances, which could include:

- [Client Diversity and Inclusion Policy](#)
- [Client Protection \(Adult\) Procedure](#)
- [Client Safeguarding \(Adult\) Policy](#)
- [Clients' Rights Policy](#)
- [Code of Conduct](#)
- [Complaints & Feedback Management Policy](#)
- [Incident Management Policy and Procedures](#)
- [Performance Management Policy and Procedure](#)

### 4.4 Compliance and Review

The AQ Executive Leadership Team (ELT) and AQ Board are responsible for ensuring compliance with this strategy.

AQ has established a Client Safety and Wellbeing Working Group who is responsible for reviewing and supporting the implementation of this Strategy across the organisation.

AQ has a dedicated Client Safety and Wellbeing Manager who is responsible for reviewing and supporting the implementation of this Strategy across the organisation.

- [Client Safety and Wellbeing Working Group Terms of Reference](#)
- [Client Safety Management Guidelines](#)

### 4.5 Managing Compliance for Worker Screening

AQ may require employees, volunteers and contractors to hold a Working With Children Check (Blue Card), or a combined Blue Card and NDIS Worker Screening Clearance prior to and during employment, in line with the *Working with Children*

# Client (Adult) Risk Management Strategy

(Risk Management and Screening) Act 2000, NDIS Quality and Safeguards Commission's NDIS Worker Screening Database (NWSDB), and Child Safe Organisation principles and requirements.

- [Code of Conduct](#)
- [Client Protection \(Adult\) Procedure](#)
- [Client Safeguarding \(Adult\) Policy](#)
- [Performance Management Procedure](#)
- [Recruitment and Selection Policy & Procedure](#)
- [Visitor Screening Procedures](#)
- [Volunteer and Student Placement Procedure](#)

## 4.6 High Risk Management Plans

AQ is committed to identifying risks and assessing risk, as well as eliminating, minimising and monitoring risk to the safety of clients on an ongoing basis. AQ utilises various risk management tools and stores appropriate records of decisions along with actions taken in relation to risk. Policies and procedures include:

- [Acceptable Use of Technology Policy](#)
- [Bring Your Own Device Guidelines](#)
- [Client Health & Medication Policy](#)
- [Client Medication Procedure](#)
- [Client Protection \(Adult\) Procedure](#)
- [Client Safeguarding \(Adult\) Policy](#)
- [Client Safety Management Guidelines](#)
- [Community Access and Excursion Policy and Procedure](#)
- [Incident Management Policy and Procedures](#)
- [Positive Behaviour Support and Restrictive Practices Policy & Procedure](#)
- [Risk Management Policy & Framework](#)

# Client (Adult) Risk Management Strategy

## 4.7 Strategies of Communication and Support

AQ policies relating to client protection and complaints management are available on the AQ [website](#).

## 5.0 Compliance And Monitoring

AQ is committed to the annual review of this Strategy, as well as continuous monitoring of client risk. AQ will also record, monitor and report to the AQ Board, via the ELT regarding performance against this Strategy.

## 6.0 Related Documents

### Legislation and Regulations

*Anti-Discrimination Act 1991 (Qld)*

*Criminal Code Act 1899 (Qld)*

*Disability Services Act 2006 (Qld)*

*National Disability Insurance Scheme Act 2013 (Cth)*

*Privacy Act 1988 (Cth)*

*Guardianship and Administration Act 2000 (Qld)*

*Public Guardian Act 2014 (Qld)*

*Public Trustee Act 1978 (Qld)*

*Workers' Compensation and Rehabilitation Regulations 2014*

*Workplace Gender Equality Act 2012 (Cth)*

### Standards and Principles

Australian Privacy Principles

National Disability Standards (Cth)

NDIS Quality & Safeguarding Framework

### NDIS Modules and Practice Standards

#### Core 1: Rights and Responsibilities

- 06 Person-Centred Supports
- 07 Individual Values and Beliefs
- 08 Privacy and Dignity
- 10 Violence, Abuse, Neglect, Exploitation and Discrimination

#### Core 2: Governance and Operational Management

- 11 Governance and Operational Management
- 12 Risk Management

# Client (Adult) Risk Management Strategy

## Internal

- Acceptable Use of Technology Policy
- Bring Your Own Device Guidelines
- Client Diversity and Inclusion Policy
- Client Protection (Adult) Procedure
- Client Safeguarding (Adult) Policy
- Client Safety and Wellbeing Working Group Terms of Reference
- Client Safety Management Guidelines
- Clients' Rights Policy
- Code of Conduct
- Community Access and Excursion Policy and Procedure
- Complaints & Feedback Management Policy
- Client Health & Medication Policy
- Client Medication Procedure
- Incident Management Policy and Procedures
- Learning & Development Policy
- Managing Client Mental Health Procedure
- Performance Management Policy and Procedure
- Positive Behaviour Support and Restrictive Practices Policy & Procedure
- Risk Management Policy & Framework
- Visitor Screening Procedures
- Volunteer, Student and Work Placement Procedure

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