

Risk Management Strategy Policy

The Little Sanctuary Support Services PTY LTD

The Little Sanctuary Support Services Pty Ltd (“the Organisation”) is committed to providing a safe, respectful, and inclusive environment for all participants, families, carers, staff, and volunteers.

This policy sets out how The Little Sanctuary Support Services will identify, assess, and minimise the risk of child harm. It ensures children are protected from abuse, neglect, exploitation, and unsafe environments, in line with our Code of Conduct, NDIS Practice Standards, QLD Child Protection Act 1999, and National Principles for Child Safe Organisations.

1. Scope and applicability

This policy applies to all employees of **The Little Sanctuary Support Services PTY LTD**, regardless of their position or location.

Contractors and temporary staff are also expected to adhere to this Code while working for or on behalf of the company.

2. Principles

Our approach is based on:

- **Prevention first:** Minimise opportunities for harm before they occur.
- **Child-centred practice:** Prioritising children’s safety, wellbeing, and voices.
- **Equity and inclusion:** Recognising heightened vulnerabilities, including children with disability.
- **Shared responsibility:** All staff, carers, families, and community members have a role in keeping children safe.

3. Identifying and Assessing Risks

We will regularly review risks across all service areas. Key risks include:

- **Child-to-child harm:** Bullying, physical aggression, inappropriate sexualised behaviour.
- **Adult-to-child harm:** Grooming, neglect, abuse, or exploitation by staff, carers, or community members.
- **Online harm:** Cyberbullying, exposure to inappropriate content, online grooming.
- **Environmental risks:** Unsafe physical spaces, inadequate supervision, transportation risks.
- **Heightened vulnerabilities:** Children with disability, trauma histories, or communication barriers are at greater risk.

4. Risk Minimisation Strategies

We implement the following controls:

a. Policies and Procedures

- Clear **Code of Conduct** requiring respectful, safe, and professional behaviour at all times.
- Child safety embedded into recruitment, induction, supervision, and performance management.
- Reporting and responding procedures for suspected harm.

b. Prevention and Supervision

- Maintain appropriate staff-to-child ratios for needs of clients.
- Staff to maintain active supervision of children.
- Toileting: staff to remain outside the toilet area with door closed when client is using the toilet. If client requires assistance and this is not the staff member's required duties, eg not core assistance, parents/caretakers are to do toileting.
- Environment: the work environment of The Little Sanctuary Support Services is kept clean, free from hazards and safe for all who enter.

c. Training and Education

- All staff and volunteers receive training in:
 - Child protection legislation and mandatory reporting.
 - Recognising and responding to signs of abuse or neglect.
 - Safe online practices.
 - Inclusive and trauma-informed support for children with disability.

d. Online Safety Measures

- Safe use of technology policies for staff and children.
- Restricted access to devices during services.
- Education for children on respectful online behaviour.

e. Engagement with Families and Children

- Encourage families to raise concerns early.
- Provide child-friendly complaints processes.

Ensure information is accessible in multiple formats (visual, easy read, interpreters).

5. Roles and Responsibilities

- **Directors/Managers:** Ensure policies are implemented, risks reviewed, and training provided.
- **Staff and Volunteers:** Comply with policies, attend training, and report concerns.
- **Families/Carers:** Collaborate to support safe environments.
- **Children and Young People:** Encouraged to speak up and contribute to safety planning.

6. Review and Continuous Improvement

This policy will be reviewed annually or sooner if required by legislative or regulatory changes. Risk assessments reviewed **annually** and after any incident. Complaints, feedback, and incidents analysed for trends. Feedback from participants, families, staff, and children will be sought to improve the process.

This policy will be:

- Displayed on our website and available within our service environments.
- Provided to all staff, participants, families, and carers via our website.
- Incorporated into staff induction and ongoing training.

I have read this Risk Management Strategy Policy and agree to abide by it and its terms.

Name:

Signature:

Date:

Last reviewed: 4th September 2025

Next review date: 4th September 2026

Responsible officer: Elizabeth Spash

(TLS Director)