



# Client Risk Policy

## Service Quality, Risk and Compliance

<b>Introduction</b>	<p>At Learning Links, we recognise that risk is an ongoing part of the environment in which we operate and that it presents both challenges and opportunities. We take a proactive approach to understanding and managing risk and initiating ongoing improvement strategies to ensure the safety of the families we support.</p>
<b>Your right to a safe, risk-free environment</b>	<p>You have the right to be free from harm and to let us know if you have any concerns about risks or your safety.</p>
<b>Our commitment to minimising risk</b>	<p>Learning Links aims to minimise risks to your child and family, our organisation, staff, volunteers, the professionals we work with and the community.</p> <ul style="list-style-type: none"> <li>• We prioritise our workplaces being safe environments</li> <li>• We have a duty of care for your safety</li> <li>• We do regular safety checks</li> <li>• We follow laws and policies to keep our clients and staff safe and minimise risks</li> <li>• We have a Risk Framework and policies in place</li> <li>• We have a positive approach to managing risk</li> </ul> <p>A full copy of Learning Links Work Health Safety and Wellbeing Policy and Incident Management Procedure can be obtained on request. Please inform any of our staff if you require these.</p>
<b>Monitoring and managing risk</b>	<p>To ensure risks are accurately monitored and addressed, there are systems and processes in place at Learning Links:</p> <ul style="list-style-type: none"> <li>• We monitor risk on a continuous basis</li> <li>• We investigate risks and/or incidents that are reported</li> <li>• We require our staff to identify potential or real risks</li> <li>• We inform our Board of potential or real risks and/or incidents</li> <li>• We value your feedback and respond to risks you identify</li> </ul>
<b>Review</b>	<p>This policy and guidelines will be reviewed every two years and will incorporate current information, legislation and feedback as required.</p> <p>Policy Date: 29 August 2022          Policy Review: 29 August 2024          Review by: Head of Brand and Communications          Approval: GM, Service Quality, Risk and Compliance          Version No: 1.0</p>