Easthaven Care Services Incorporated Safeguarding Risk Assessment

After filling out this Risk assessments provides an understanding of the risks in Easthaven Care Services Incorporated, also the the risk management plan will also record our plan to address gaps.

Date reviewed	19 June 2025
Next review due	19 June 2027

Risk factor	Analysis	Existing risk controls	Is this enough to keep children and young people safe?	New controls required
	Where does risk arise in your organisation?	*What is in place now that reduces the risk?*	*Considering the risk assessment what are the gaps in the existing controls?*	*What can be put in place to manage the gaps?*
Your organisation's activities (situational risk)	Some things to consider about the activities your organisation conducts: • Activities include: home support, day programs, social outings, and mentoring sessions. • Held in clients' homes, community centres, public venues (parks, cafes), and transport vehicles. • Frequency ranges from daily home visits to weekly group activities; some last a few hours, others a full day. • Some activities involve physical contact, e.g., personal care, first aid, and transport assistance. • One-on-one mentoring relationships can foster emotional dependence. • Supervision varies; some one-on-one, others in group settings with two staff members present. • Transport is via staff vehicles with pre-approved policies in place.	All staff and volunteers hold current Working With Children Checks (WWCC) and National Police Checks. Code of Conduct and Safeguarding Policy enforced. Parental/guardian consent is obtained for activities and transport. Staff undergo mandatory child protection training. Procedures for reporting incidents or concerns. Buddy system used for most group activities. Transport logs and route tracking in place.	Yes	Not at this stage will continue to observe and review.

Risk factor	Analysis	Existing risk controls	Is this enough to keep children and young people safe?	New controls required
	• Some activities take place in facilities not controlled by Easthaven (e.g., public swimming pools, community centres).			
Your organisation's physical environment (situational risk)	*Consider whether there are any aspects of your organisation's physical environment that may make it easier for child abuse or harm to occur or to go undetected.* • Some community centres used by Easthaven have isolated rooms and shared bathrooms. • Occasional use of public facilities such as pools, parks, and hired halls where unrelated adults may be present. • In-home visits often involve one staff member in private spaces. • Staff vehicles used to transport young people.	Activities are scheduled in well-lit, open spaces where possible. Code of Conduct along side the implemented Policy and Procedures prohibits being alone with a child in closed or isolated areas. Clear supervision plans and sign-in/out protocols. WWCC required for all staff and volunteers. In-home visits are documented and follow visit protocols. Third-party venues are reviewed for basic safety and access concerns.	Yes	Not at this stage will continue to observe and review.
Your organisation's online environment (situational risk)	*Consider whether there are any aspects of your organisation's online environment that may make it easier for child abuse or harm to occur or to go undetected.* • Staff do not engage with children via video calls, messaging apps, or email. • Easthaven uses platforms like Zoom, Microsoft Teams, and internal care apps. • All 1-on-1 communication must occur within scheduled hours. • Children may not always be supervised while using shared devices. • The implementation of policies and procedures to ensure the safeguarding individuals includes but not limited to;	Staff Code of Conduct includes digital communication expectations Online sessions require prior consent and are scheduled through the organisation. IT systems have basic privacy controls and password protection. A social media and technology use policy is in place. Basic cyber safety materials are provided to staff and children.	Yes	NA

Risk factor	Analysis	Existing risk controls	Is this enough to keep children and young people safe?	New controls required
	○ Privacy and Dignity Policy ○ Information Management Policy and Procedure ○ Surveillance Technology Policy and Procedure	Incidents of inappropriate contact or misuse can be reported through the same safeguarding channels as in-person issues. Continuous staff are trained in online safety or digital boundaries.		
The children involved in your organisation (vulnerability risks)	*What are the characteristics of the children in your organisation? Are there children who may be at increased risk of abuse or harm, including:* • from Aboriginal and Torres Strait Islander backgrounds • With disability • From Aboriginal and Torres Strait Islander backgrounds • From culturally and linguistically diverse backgrounds • In out-of-home care or with trauma histories • With mental health concerns or complex family situations	Staff receive training in trauma-informed and culturally safe care Individual care plans consider each child's needs Staff required to report concerns immediately using the feedback, incident and reportable incident forms and procedures Inclusive policies in place to support LGBTIQ+ children Close collaboration with families, carers and allied services Provide targeted training on supporting diverse and vulnerable groups Develop simple, accessible materials to explain children's rights and safety Offer interpreters or cultural liaison where needed Create more safe spaces and opportunities for children to give feedback	Yes	NA
Your organisation's people (propensity risk)	*Who are the staff, volunteers and/or members of your organisation?* • Staff are mostly support workers, case managers, and program facilitators. • Volunteers assist with group activities and events.	All staff and volunteers must have Working With Children Checks and National Police Checks. Recruitment includes interviews, reference checks, and values screening.	Yes	NA

Risk factor	Analysis	Existing risk controls	Is this enough to keep children and young people safe?	New controls required
	• Positive attitudes toward children are expected and reinforced, but not all have deep experience working with vulnerable children. • Some roles attract people with limited child-specific training. • Third-party contractors (e.g., transport or therapy providers) are occasionally engaged	Code of Conduct and Safeguarding Policies clearly outline expectations. Behaviour concerns are addressed through formal disciplinary procedures. Staff induction includes basic child safety training.		
Your organisation's structures (institutional risk)	*Consider how your organisation is set up and operates. Some organisational structures can increase the risk of abuse and harm such as:* • Staff often work independently or in small teams. • Some long-standing staff and volunteers have close relationships with families or each other. • Children's services are just one part of the wider support offered, which includes adult disability and aged care services. • Respect for authority is strong in some teams, which may discourage questioning or reporting concerns	Clear organisational chart with defined responsibilities. Safeguarding is included in the mission, values, and training. All staff are trained to report concerns without fear of reprisal. External oversight through regular audits and reporting to a board. Open-door policy with senior staff encourages feedback.	Yes	Nil

Risk factor	Analysis	Existing risk controls	Is this enough to keep children and young people safe?	New controls required
Your organisation's culture (institutional risk)	*Consider whether attitudes and culture in your organisation increase or decrease the risk that child abuse and harm will be prevented, detected and/or stopped.* *Does your organisation have a culture that makes sure child safety is a priority?* • Staff understand their role in protecting children, but some rely on others to take the lead. • Child safety is valued, but may not always be actively prioritised in decision-making. • There are varying levels of awareness around the signs of abuse or discrimination. • Children are listened to, but not always formally involved in shaping programs. • Some staff may unintentionally take shortcuts under pressure, especially during busy periods.	Child Safety and Wellbeing Policy applies to all staff and volunteers. Mandatory child protection training for all team members. Incident reporting processes are in place and encouraged. Open discussions about child safety occur during staff meetings. Respect and inclusion are core values communicated to all staff. Provide refresher training focused on early signs of harm and everyday vigilance. Introduce regular opportunities for children to give feedback and help shape services. Increase visibility of child safety messaging in the workplace (posters, pledges, prompts). Reinforce that child safety takes priority over reputation or convenience in all decisions.	Yes	Nil
Your organisation's policies and procedures (institutional risk)	*Effective policies and procedures can greatly reduce the risk of child abuse and harm occurring. However, for policies and procedures to be effective they must be properly implemented, up to date and communicated to everyone.* • We have considered areas such as recruitment, staff conduct, complaint handling, training, and third-party engagement to ensure risk is minimised.	• Robust recruitment processes are in place, including Working With Children Checks, police checks, and reference verification. • A clear Code of Conduct outlines expected behaviour and consequences for breaches. • Our Child Safety and Wellbeing Policy and Complaints Handling Policy are accessible, current, and reviewed regularly. • All staff and volunteers receive induction and ongoing training in safeguarding.	Yes, Easthaven has implemented strong foundational strategies that support a child-safe culture. We continue to review and strengthen these systems to ensure they remain effective,	Nil

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	• We are committed to clear communication, continuous improvement, and ensuring all stakeholders understand their responsibilities. •	• Easy-to-follow procedures are in place for reporting concerns, and these are reinforced through supervision and team meetings. • Contractors are engaged through procurement practices that include child safety clauses and screening expectations	relevant, and well understood by all.	

Easthaven Care Services Incorporated Risk Management Plan

After assessing the risks, use this template to make a plan of action to manage any organisational or activity risks to child safety and wellbeing.

Date reviewed	20 June 2025
Next review due	19 June 2026

Risk	Risk controls	Who is responsible?	By when?
Risks identified in your organisation or in the activity	*Actions you will take to manage the identified risks*	*Who will take these actions and make sure they are effective?*	*When will the actions be taken and reviewed?*
Inappropriate or unsafe online communication between staff and children	Staff Code of Conduct outlines rules for digital contact All communication occurs via approved platforms (e.g., Zoom, Teams) Consent is required for online sessions Incident reporting procedures are in place Basic cyber safety education is provided to children	Service Manager to oversee training and review policies Service Manager to monitor compliance during programs IT Administrator to maintain secure access to platforms	Refresher training and policy updates by **30 July 2025** Next review due **January 2026**

Risk	Risk controls	Who is responsible?	By when?
Risk of abuse or inappropriate behaviour during unsupervised one-on-one in-home visits	Staff follow documented in-home visit procedures Working With Children Checks and Police Checks required Visits are logged and scheduled in advance Spot checks and check-in calls used to monitor lone workers Staff receive training in professional boundaries and conduct	HR Manager Service Managers and Team Leaders	Procedures reviewed **quarterly** Training updated by **1 September 2025** Ongoing monitoring throughout the year

Risk	Risk controls	Who is responsible?	By when?
Staff or volunteers with inappropriate backgrounds may gain access to children	All staff/volunteers must have WWCC and Police Checks Reference checks conducted prior to appointment Behavioural interview questions assess attitudes towards child safety Code of Conduct issued and signed before commencing Child safety responsibilities included in job descriptions	HR Manager Recruitment Officers Child Safety Officer	Screening reviewed **with each recruitment cycle** Next policy review due **October 2025**