



SAFETY MANAGEMENT

SYSTEMS

Policies and Procedures

Risk management

Assurance

Training, Education and

Continuous improvement

RISK

Organisational Risk Frameworks

Risk Assessments

Risk Management

Training and Education

ASSURANCE

Board, Executive and Customers

Audits

Incident Reporting & Investigation

Effectiveness Surveys

Metrics and Reporting

Continuous Improvement

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Dignity of Risk

Redwand Consulting supports organisations to take an integrated approach to managing risk in order to meet their consumer centred care responsibilities and also their duty of care.

Aged care standard 1- Requirement (3) (d) states that “each consumer is supported to take risks to enable them to live the best life they can”.

How does a provider balance the rights of the individual (Dignity of Risk) against the risks associated with providing care and protecting those in their care (Duty of Care)?

Dignity of Risk v Duty of Care

Dignity of risk supports a consumer’s independence and self-determination to continue to make their own choices, including to take some risks in life. If consumer choices are possibly harmful to them, organisations are expected to help the consumer understand the risk and how it could be managed to help them live the way they choose.

- What constitutes dignity of risk for a person under the care of others?
- To what extent can or **should they make decisions** as to what risk is acceptable?
- Can they be supported or **is a substitute decision maker relevant?**
- How do we know they **understand and accept** the risks?
- What if **they don’t agree** with the outcome?
- What is the provider’s **duty of care** in this process?

Protecting those in care from harm is fundamental to the role of a care provider. Managing that responsibility in partnership with the consumer can only be undertaken if *the risk are identified and understood by the provider and those risks are appropriately communicated to staff and the consumer.*

Navigating the Extremes - Overprotection and Negligence

Like most things the right balance will be somewhere in between. The only way to know and demonstrate the right balance is to have robust processes in place to ensure consistent and transparent decision making.

This does not mean every single minor decision needs an extensive convoluted process. It is about ensuring staff have reliable and consistent decision making parameters within which they provide care and have the tools to assess and communicate risks and that consumers are part of the decisions making.

We draw on our extensive experience in aged care and safety critical industries to support providers in developing the framework, tools and training tailored to the resources and capability of your organisation and the profile of your consumers.

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