



## **Statement of Duty of Care and Dignity of Risk.**

Livable has a duty of care to all customers and recognises and supports our customers' rights to self-determination, independence, and dignity. Livable will act to ensure that customers do not suffer harm or loss either physically, financially, or psychologically due to any action, or inaction by this organisation and its employees.

Livable's duty of care will include consideration of dignity of risk, that is, the right of informed individuals to take calculated risks.

Livable will:

- Provide training and information for all staff on their duty of care, code of conduct and professional boundaries.
- Assist customers in making informed choices with regard to risk.
- Seek appropriate support for customers who may not have the ability to make informed decisions.
- Respect customer's rights to choose activities that could harm them, provided they understand the risks involved.
- Prevent abuse or harm to clients as a result of staff actions.
- Investigate all incidents and accidents and ensure corrective actions and plans are appropriately documented.

### **Definitions**

#### **Duty of Care**

Everyone owes a duty of care to another person, if it can be foreseen that the person is likely to be injured or harmed (physically, economically, emotionally) by the first person's actions or failure to act. The law requires staff to take reasonable care in carrying out their work by ensuring that reasonable standards of care are met, and the Organisation's Policies and Procedures are followed.

#### **Dignity of Risk**

Respect of an individual's right to the dignity of risk and will not dissuade them from making a decision based on the associated risks alone, whether real or perceived.