

Client Incident Management and Reporting Policy



Policy: Client Incident Management and Reporting

Purpose

The purpose of this policy is to guide Achieve Australia in creating a safe environment for children and young people who use our services and comply with State legislation requirements, including mandatory reporting obligations.

This policy is linked to our risk management and continuous improvement processes to achieve the following

- we maintain an incident management system that complies with the requirements set out under the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 and the NSW Office of the Children’s Guardian Act 2019 (Reportable Conduct Scheme).
- people receiving services from us are engaged in the process, provided with information on incident management, including how incidents involving them have been handled and addressed.
- we show continuous improvement in managing incidents by the regular review of our incident management policies and procedures, while also examining the root causes of incidents, their handling including feedback from people accessing our service, and their outcomes.
- we ensure we comply with our incident management policy and procedures and seek training in this where applicable.
- we commit to understanding our policy and the actions we would be required to take in the event of an incident.

Scope

This policy applies to all Achieve Australia employees and is supported by the Rights and Responsibilities Policy and Customer Charter of Rights and Responsibilities. It should be read in conjunction with the Client Incident Management and Reporting Procedure.

Legislative Context

- National Disability Insurance Scheme (NDIS) Act 2013
- Disability Discrimination Act 1992
- Disability Inclusion Act 2014
- Children’s Guardian Act 2019

Reference Documents

- United Nations Convention on the Rights of Persons with Disabilities
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018 (Notifiable Instrument)

- NDIS Code of Conduct
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS (Complaints Management and Resolution) Rules 2018
- Achieve Australia Client Incident Management and Reporting Procedure
- Achieve Australia Child Protection Policy
- Achieve Australia Employment Related Child Protection Policy
- Achieve Australia CEO Notifiable Incident Report
- Achieve Australia NDIS Reportable Incidents Work Instruction
- Achieve Australia Responding to a Missing Client Work Instruction
- Achieve Australia Responding to Death of a Client Work Instruction
- Achieve Australia Managers Guide to Investigations

Policy Owner	Executive General Manager Customer, Practice and Quality
Approved By	Chief Executive Officer
Date Approved	16/05/2020

Objective	Policy description
To understand what constitutes an incident	<p>An incident is any act, omission, event, or circumstance that occurred in connection with providing supports to a person who uses our services and has, or could have, caused harm.</p> <p>Incidents include events or episodes where services, supports, products, systems and processes have been compromised. They must be managed to avoid and minimize harm and ensure appropriate opportunities for improvement are identified and acted upon. Where appropriate, they must also be reported to the relevant authority. Training will be provided to all staff that work with people supported by Achieve Australia to assist in identifying what constitutes an incident.</p>
To ensure we have a robust Incident Management System	<p>Achieve Australia maintain an incident management system (Visicase) that complies with the requirements set out under the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.</p>
To report incidents in a timely manner	<p>If a staff member witnesses an incident involving an NDIS Participant during a shift, they are required to complete a VisiCase incident report before the end of their shift.</p> <p>If the incident report cannot be completed by the end of the shift, then the staff member must notify the Service Manager of the incident before leaving work.</p> <p>If an incident has resulted in any injury or other form of impact to the NDIS Participant, the staff member who witnessed the incident must contact the Service Coordinator or Service Manager via phone within 30 minutes of the incident occurring.</p> <p>The Service Manager is then able to assess if the incident will need to be reported to the CEO, or other relevant internal and external stakeholders.</p>
To ensure people we support understand our incident management procedure	<p>NDIS participants accessing Achieve Australia services are provided with information on incident management, including how incidents involving them have been handled and addressed.</p> <p>Where appropriate, family members, next of kin and guardians are informed that incidents have occurred and are included in any final outcome information (with</p>

Objective	Policy description
	participant consent as required).
To ensure our Incident Management processes are implemented for each incident	<p>A system of documentation and analysis of incidents has been put in place at Achieve Australia to avoid future occurrences and minimize future risk.</p> <p>Where a staff member receives an allegation or becomes aware of an incident that involves the CEO, they will refer it to one or more of the following external bodies</p> <ul style="list-style-type: none"> • NDIS Quality and Safeguards Commission • Office of the Children’s Guardian • Achieve Australia Board of Directors • NSW Police
Continuous improvement	<p>We show continuous improvement in managing incidents by regular review of our incident management policies and procedures, while also examining the root causes of incidents, their handling, and their outcomes. In doing this, we seek client and key stakeholder feedback within and external to Achieve Australia.</p>
To report Notifiable Incidents to the CEO	<p>All notifiable incidents, as defined in the procedures, must be reported to the Chief Executive Officer as outlined in the Achieve Australia Incident Management Procedure.</p>
To report Reportable Incidents to NDIS Commission	<p>Under the National Disability Insurance Scheme Act 2013 and National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018, Achieve Australia is required to notify the Commission where an incident is deemed to be Reportable under the rules associated with the Act.</p>
To report incidents relating to children and young people (under 18 years) to the Office of the Children’s Guardian	<p>Under the NSW Reportable Conduct Scheme (Children’s Guardian Act 2019), Achieve Australia is responsible for investigating and reporting on types of conduct ('reportable allegations' or 'reportable convictions') made against their employees, volunteers or certain contractors who provide services to children. This is in addition to reporting requirements under the NDIS.</p>
To provide ongoing training to staff	<p>Achieve Australia ensures that all staff are trained in our incident management policy procedure at induction and on an ongoing basis.</p>