

Policy: Client Incident Management and Reporting

Purpose

This policy is to ensure that each person who uses our services is safeguarded by our incident management process, ensuring that incidents are acknowledged, responded to, well managed and used to improve our services.

It outlines the framework for Achieve Australia staff to respond and report incidents that may occur using a system of documentation and analysis of incidents with a view to avoiding future occurrences, and minimising future risks.

Our Client Incident Management and Reporting Policy links closely with 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.
- 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 Procedure.

Legislative Context

- National Disability Insurance Scheme (NDIS) Act 2013 (Cwth)
- 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 Form
- 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 Investigations Guide (in progress)

Policy Owner	Operations Executive		
Approved By	Chief Executive Officer		
Date Approved	16/05/2020	Review Date	16/06/2022

Objective	Policy description
To understand what constitutes an incident	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. 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.
To ensure we have a robust Incident Management System	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.
To ensure people we support understand our incident management procedure	NDIS participants accessing services from us are provided with information on incident management, including how incidents involving them have been handled and addressed.
To ensure our Incident Management processes are implemented for each incident	A system of documentation and analysis of incidents has been put in place at Achieve Australia to avoid future occurrences and minimize future risk.
Continuous Improvement	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.
To report Notifiable Incidents to the CEO	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.

Objective	Policy description
To report Reportable Incidents to NDIS Commission	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.
To report incidents relating to children and young people (under 18 years) to the Office of the Children's Guardian	Under the NSW Reportable Conduct Scheme (Children and Young People) 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.
To provide ongoing training to staff	Achieve Australia ensures that all staff are trained in our incident management policy procedure at induction and on an ongoing basis.