

Client Incident Management and Reporting Policy



Purpose

This policy is to ensure that each person who uses our services is safeguarded by our incident management process, which ensures that incidents are acknowledged, responded to, well managed and recommendations identified 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 with a view to avoiding future occurrences, and minimising 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 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 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 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	Operations Executive
Approved By	Chief Executive Officer
Date Approved	16/05/2020

Scope

This policy relates to all employees, contractors, volunteers and students on placement responsible for delivering services on behalf of Achieve Australia.

Legislative Context

- National Disability Insurance Scheme (NDIS) Act 2013
- Disability Discrimination Act 1992
- Australian Privacy Act 1988
- Disability Discrimination Act 1992
- 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
- Terms of Business for Registered Providers (effective 1 July 2016)
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS (Complaints Management and Resolution) Rules 2018
- Achieve Australia Privacy Policy and Procedure
- Achieve Australia Customer Charter of Rights and Responsibilities
- Achieve Australia Personal Finance Procedure
- Achieve Australia Complaints and Feedback Policy and Procedure
- Achieve Australia Client Incident Management Policy and Procedure
- Achieve Australia Responding to a Suspicion or Report of Sexual Assault
- Achieve Australia Child Protection Policy
- Achieve Australia Employment Related Child Protection Procedure
- Achieve Australia Incident Report (Visicase)

Policy Owner	Operations Executive
Approved By	Chief Executive Officer
Date Approved	14/06/2020