

COR-27 CLIENT INCIDENT MANAGEMENT

1. PURPOSE

The purpose of this document is to outline Bedford's policy for the identification, reporting, management and subsequent resolution of client incidents, including identification of systemic issues requiring action. This is to ensure the safety and wellbeing of our clients and the quality provision of services and supports through continuous improvement and learning.

2. SCOPE

In scope: This Policy covers all client related incidents and applies to all Bedford staff and clients including their carers, family members, guardians and advocates as relevant.

This Policy should be read in conjunction with:

- the Client Quality, Safety and Wellbeing Policy
- the Clinical and Service Governance Policy
- the Complaints Management Policy
- the Client Choice and Advocacy Policy
- the relevant HR policies (please list)
- the Client Incident Management Procedures
- and the WHS Incident Reporting & Investigation Procedures (and related documents).

Where an illness or injury occurs as a result of employment it may need to be reported, both as a Client Incident and a WHS incident, as there are particular reporting requirements for the two separate regulatory bodies that oversee Work Health and Safety and Client Quality and Safeguarding.

Any illness or injury that is work related must be reported in line with WHS Procedure - Incident Reporting & Investigation. Any workplace incident that is also deemed a notifiable incident under the NDIS Quality and Safeguarding Framework must also be reported to the NDIS Quality and Safeguards Commission in accordance with their requirements and the Client Incident Management Procedure.

3. POLICY

Bedford's has a zero harm approach towards violence, abuse, neglect, exploitation or discrimination in relation to service or support provision for our clients. Bedford is committed to client quality and safeguarding principles and to ensuring that clients accessing supports and services provided by Bedford are free from abuse, neglect, exploitation, violence or discrimination and to providing client centered supports that deliver quality client outcomes and experiences.

The identification, reporting, management and resolution of client incidents, including the identification and management of systemic issues is integral to the delivery of quality services and to the ongoing safety and wellbeing of Bedford's clients.

Bedford's incident management system will facilitate the immediate reporting, investigation and resolution of client incidents and identification of systemic issues for improvement. The Client Incident Management system will facilitate implementation of changes to improve the quality and safety of supports and services provided to clients.

Bedford has adopted the following guiding principles that support zero harm:

- The management of incidents is respectful of and responsive to, a client's preferences, needs and values, while supporting their immediate and ongoing personal safety and the safety of any impacted stakeholders, as well as client's ongoing wellbeing and their right to exercise choice and control
- Clients are able to engage an advocate of their choice at any stage of the incident management process
- The management of the incident aims to identify the root cause behind the incident and reveal contributing factors to seek to prevent similar incidents from re-occurring.
- Natural justice, procedural fairness, privacy, confidentiality and respect apply to all parties involved in a client related incident
- The nature of the investigation or actions following an incident are in proportion to the actual or potential harm caused to the client/s and any risk of future harm to clients.
- Incident reporting is actively encouraged and supported through education of clients, carers, families, guardians, other stakeholders and all staff
- Clients and their representatives provide feedback into the incident management policies, procedures and systemic improvement opportunities

Bedford will appropriately prevent and manage incidents by ensuring:

- All incidents (or allegations) that are deemed to be Reportable Incidents under the *NDIS Incident Management and Reportable Incident Rules (2018)* are reported to the NDIS Commission in accordance these rules and the *NDIS Quality and Safeguarding Framework (2016)*
- All clients are provided with information about the Bedford Incident Management Framework, how to report incidents, the incident management process and their rights to an advocate of their choice at any stage of the incident management process or at any time during the provision of services and supports in a manner tailored for them
- The appropriate procedures, guidelines, business processes are in place to manage incidents and identify and address any systemic issues requiring improvement
- Relevant staff are given the training and support required to respond to and manage client incidents in accordance with this policy and relevant procedures
- There is a robust governance process in place where incidents are reported and managed using our internal systems so that appropriate internal and external reporting and monitoring can occur, trends and patterns can be identified and systemic improvements are monitored to ensure they are implemented effectively
- Incidents are treated as a learning opportunity, where we seek to understand what may have gone wrong and how we can prevent it happening again at individual and whole of business level, including seeking client and carer input into improvement actions

Bedford will provide statistical and other information about incidents to the NDIS Commission upon request.

All documentation relating to a reportable incident or are alleged to have occurred, will be kept for a period of seven years from the date of notifying the NDIS Commission.

4. DEFINITIONS

CIMS (Internal) – Bedford's Customer Information Management System.

CIMS (Victoria) – The Victorian Government's online Client Incident Management System.

Client Incident Management

Client - A person with disability, receiving support from Bedford. This can include employees, supported students, students on work experience or transition placements, residents, members and people receiving support from Bedford through the National Disability Insurance Scheme (NDIS).

Harm - actual or potential negative impact on an individual's physical or psychological wellbeing

Hospitalisation - where a client is admitted to hospital as an in-patient for treatment. This does not include attendance at a casualty department that does not result in hospital admission.

Incident - an omission, event or circumstance that occurs in connection with providing supports or services to a client and that has, or could have resulted in harm to a client.

In connection with - is defined as incidents that may have occurred during the course of supports or services being provided, altered or withdrawn. An incident does not necessarily have to occur during the provision of supports or services to be connected with the support or service being provided. For example, while not exhaustive, the type of incidents that will be considered to have occurred *in connection with* the provision of supports or services include:

- when a person with disability is receiving a support or service (for example, where a person with disability is receiving care from a worker)
- when a person with disability attends the premises of an NDIS provider, or where the support or service is 'off-site', and an incident occurs at the location where those supports or services were provided
- when the person is receiving funded supports in the home, or
- where a person with disability is in residential care.

If the incident did not occur in connection with the provision of supports or services, it is not required to be recorded on Skytrust or, in the case of a reportable incident, reported to the NDIS Commission.

NDIS Commission - is an independent agency established to improve the quality and safety of NDIS supports and services and to promote safety and quality services, resolve problems and identify areas for improvement.

Omission - failure to perform an act agreed to, where there is a duty to an individual or the public to act (including omitting to take care) or is required by law

Reportable Incident - is a serious incident (including allegations) arising in connection with the provision of supports or services by Bedford * (as a registered NDIS provider). These must be reported to the NDIS commission and include the following:

- the death of a person with disability;
- serious injury of a person with disability;
- abuse or neglect of a person with disability;
- unlawful sexual or physical contact with, or assault of, a person with disability;
- sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity;
- use of a restrictive practice in relation to a person with disability other than where the use is in accordance with an authorisation (however described) of a State (or Territory) in relation to the person.

Please note: unlawful physical contact is *not* a reportable incident if the contact with or impact on, the person with disability is negligible. At Bedford, this must be determined by Executive.

Restrictive Practice— involve any practice, device or action that removes another person's freedom or interferes with another person's ability to make a decision. It does not include the use of devices for therapeutic purposes or to enable safe transportation of the person. Refer Bedford policy and procedure on same.

Client Incident Management

Serious Injury - in determining whether an injury is serious, consideration should be given to the level of harm caused. A serious injury includes but is not limited to a fracture, burn, deep cut, extensive bruising, concussion, or any other injury resulting in hospitalisation

Skytrust - Bedford's online data base used for incident management and internal reporting

Staff – for the purposes of this policy, staff are defined as any persons engaged by Bedford to provide funded services or support the provision of such services, whether they be paid or unpaid workers, including volunteers, relief staff or labour hire workers and mainstream student placements.

5. ASSOCIATED DOCUMENTS

Bedford Policies, procedures and related documents including Client Quality, Safety and Wellbeing Policy (draft), Client Incident Management Procedure, WHS Incident Reporting & Investigation Procedure, Child and Vulnerable Adult Safe Environment, Restrictive Practices, Duty of Care, Management of Care Concerns, Privacy, Dignity, Confidentiality and Data Integrity, Code of Conduct (Including NDIS Code of Conduct), Clinical and Service Governance Policy (draft), , Emergency Situations - Behaviors of Concern, Management of Problems and Complaints, Death of a Client, Medication Management (Day Options, Residential Services), WHS Policy, First Aid.

6. REFERENCES

National Disability Insurance Scheme (NDIS) Act 2013
NDIS (Provider Registration and Practice Standards) Rules 2018
NDIS Quality Indicators) Guidelines 2018
NDIS (Incident Management and Reportable Incidents) Rules 2018
NDIS (Incident Management and Reportable Incidents) - Explanatory Statement
NDIS (Code of Conduct) Rules 2018
NDIS (Code of Conduct) Rules - Explanatory Statement
Disability Services Act, 1993
Children's Protection Regulations, 2010
National Disability Services – Zero Tolerance Framework
DHHS Victoria - Dignity, respect and safer services: Victoria's disability abuse prevention strategy (2018)
DHHS Victoria - Code of conduct for disability service workers (2018)
DHHS Victoria Child Safe Standards (2018)