




## Documenting and Recording Client/Worker Concern Procedures

### STATEMENT

The Paraplegic & Quadriplegic Association of South Australia Ltd (PQSA) is committed to protecting the integrity of its concern reporting procedures to ensure consistency, meet compliance requirements and, above all, ensure the safety of our clients and workers is always optimised.

This procedure should be read in conjunction with PQSA's WHS&E – Documenting Incident Concern Reports Policy and Documenting and Recording Client/Worker Incident Procedures.

Approved by:  Chief Executive Officer	Date: December 2022
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**In this procedure, 'us' 'we' or 'our' refers to The Paraplegic & Quadriplegic Association of South Australia Ltd ACN 644 670 977, which is a Company Limited by Guarantee and conducts its business through Lifestyle Support and HomeCare+ services.**

*Please note that printed copies are not able to be controlled and the Shared Drive should always be referred to for the most current version.*

## **SCOPE**

Compliance with these procedures is a condition of appointment for all workers engaged to provide services on behalf of PQSA.

## **DEFINITIONS**

Refer to the PQSA Policy and Procedure Definition Glossary

## **RESPONSIBILITIES**

It is our responsibility to communicate our policies and procedures to all workers on a systematic basis. Individual Directors and Supervisors are responsible for monitoring workers' understanding of their obligations and need for compliance with policies and procedures. Workers are responsible for complying with our policies and procedures.

This procedure relates to the documenting and recording of client/worker concerns.

*Please refer to PQSA's Documenting and Recording Client/Worker Incident Procedures if the Concern Report relates to a client/worker incident.*

In relation to a concern being raised / reported:

### **Quality Officer:**

- responsible for communicating with Responsible Director for any incident fitting the NDIS Quality & Safeguards Commission definition of being 'reportable'.
- reports concern trends and emerging themes to the Head of Ops & P&C.

### **Client Service Coordinators/Team Leaders**

- investigate the concern and follow up as necessary as per procedure.
- follow the PQSA Concern Investigation User Guide (FOUR WORK)
- document findings of all concern investigations within 30 days
- provide support to Directors with respect to risk control and injury management
- Ensure all documentation in relation to the concern is filed appropriately in client personnel files.

### **Workers:**

- report the concern via the FOUR platform
- comply with legislative and statutory reporting requirements, such as mandatory reporting of child abuse (refer PQSA Child and Young Person Protection Policy and Procedures).
- Document as directed in an appropriate manner.

### **Office-based workers receiving report via phone must:**

- follow the Prevention of FOUR Duplication – Verbal/FOUR Reporting Work Instruction
- complete (if required) an Environmental Hazard Report
- notify other appropriate personnel and authorities.

All client/worker concerns will be handled in a sensitive, confidential and timely manner and discussed only with relevant persons, to protect the privacy of all concerned.

## **PROCEDURES**

When documenting concerns:

The worker(s) involved will:

- call the office and make a verbal report to administrative staff
- complete any mandatory reporting to external bodies (such as Child Abuse Report Line) as necessary
- complete a Concern Report via the FOUR platform and Environmental Hazard Report (as required).

When a verbal report of a concern is received by an office-based worker they will:

- ask the caller to complete a FOUR report as soon as practical. If they have already completed this, a note is to be placed on the database of either the client or the worker, dependent on the situation
- provide an email to the Client Service Coordinator involved with this client, with all the details of the situation reported to you verbally, the Operations Manager is to be cc'd into this email as a matter of practice.
- If a worker is injured or experienced a situation that has the potential to cause injury, an email to WHS Co-ordinator, with the Operations Manager cc'd is also required.
- If you are concerned at anytime regards the content of a verbal report, please speak to your supervisor, if after hours, this could include the on-call Director.

When a Concern Report is received the Quality Officer or nominee will ensure that:

- the Concern Report number is entered into Carelink+ under Notes or in the Lifestyle Support database in the appropriate Client/Worker file
- all required information is entered in the FOUR WORK Concern Investigation Platform
- the Concern Report details are forwarded to the Responsible Person after daily FOUR triage.

Following the report of a Concern, the Client Service Coordinator/Client Service Officer/Team Leader or Director of Lifestyle Support will:

- investigate the situation
- record their investigation outcomes/notes or record the action taken, into the FOUR platform or into the Lifestyle Support database per the relevant client/worker.
- upload all documentation relating to the investigation onto the FOUR WORK Concern Investigation Ticket – Attachment section in the FOUR Platform.

## **SUPPORTING PQSA DOCUMENTATION**

- Child and Young Person Protection Policy and Procedure
- Documenting and Recording Client/Worker Incident Procedures
- PQSA FOUR FORMS Concern Report
- PQSA Concern FOUR WORK Investigation Platform
- PQSA Concern Investigation User Guide (FOUR WORK)
- Prevention of FOUR Duplication – Verbal/FOUR Reporting Work Instruction
- Triage of Incident and Concern Reports in FOUR – Work Instruction
- Documenting and Recording Incident Concern Reports Policy