




Documenting and Recording Client/Worker Incident Procedures

STATEMENT

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

This procedure should be read in conjunction with PQSA's WHS&E – Documenting Incident Concern Reports Policy and the Documenting and Recording Client/Worker Concern 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 this policy 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 and worker incidents. Please refer to PQSA's Documenting and Recording Client/Worker Concern Procedures if the Incident Report relates to a client or worker concern.

Heads of Operations and People & Culture:

- the escalation point in the event that there is not consensus about the status of an incident and whether it is reportable to the Quality & Safeguards Commission
- final reviewers and approvers for reporting to external bodies (unless CEO specifically requests final approval)
- responsible for reporting incident trends, patterns of aggressive behaviours (by workers and clients), actioning urgent systemic issues and ensuring effective communication to the Quality Committee.

Directors

- ultimately accountable for the investigation and resolution of incident management including being the lead and conduit between Operations and Quality team to enable effective reporting.

Quality Officer:

- analyses, reports and recommends reportable status and actions during incident triage process
- responsible for communicating with Responsible Director for any incident fitting the NDIS Quality & Safeguards Commission definition of being 'reportable'
- drafts reportable incident reports (including notification, investigation, post-investigation and remedial action requests) for final approval by delegated authorities
- reports incident trends and emerging themes to the Head of Ops & P&C.

Client Service Coordinators/Team Leaders

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

Workers:

- report the incident 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 incidents or near misses will be handled in a sensitive, confidential and timely manner and discussed only with relevant persons, to protect the privacy of all concerned.

PROCEDURES

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 an Incident Report via the FOUR platform and an Environmental Hazard Report (as required).

When a verbal report of an incident 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.

Quality Officer or nominee will ensure that:

- the Incident Report number is entered into Carelink+ under Notes or in the Data Base in the appropriate Client/Worker file
- all required information is entered in the FOUR WORK *Incident Investigation Ticket*.
- the Incident Report details are forwarded to the Responsible Person after daily FOUR triage.

When a worker Injury has been submitted, the WHS Consultant will be notified via the FOUR Platform and will investigate and action incident as per procedures.

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

- investigate the situation.
- assess whether a Registered Nurse is required if a medication incident has occurred and forward to the appropriate Registered Nurse where required.
- Assess whether a performance issue follow-up was required with a worker and forward information to the Ops Manager.
- record investigation outcomes/notes or record the action taken, into the FOUR WORK platform or into the Lifestyle Support database per the relevant client/worker.
- upload all documentation relating to the investigation onto the corresponding FOUR WORK Incident Investigation Ticket – Attachment section in the FOUR Platform.

On being notified of a critical/reportable/notifiable incident, the Responsible Director (or Director on-call) will:

- ensure next of kin is notified.
- ensure other mandatory reporting has been completed as necessary (e.g. SAPOL).
- ensure SafeWork SA is notified (if notifiable incident occurs after hours).
- notify the Director, People and Culture, if not already occurred.
- in conjunction with the CEO, Head of People and Culture, and Quality Officer, ensure an investigation is commenced by the relevant Director or delegate.

On being notified of a critical/reportable/notifiable incident, the Head of People and Culture will:

- ensure PQSA's Insurer is notified as soon as possible where required.
- ensure SafeWork SA is notified (if notifiable incident).
- ensure Return to Work claim is submitted (in the event of a worker injury).
- ensure WHS investigation is conducted (in the event of a worker injury).
- ensure HR investigation into a workers' conduct is carried out and any relevant outcomes reported to the NDIS and/or DHS (if conduct could impact worker screenings).
- complete allocated reportable incident fields within that incident's FOUR Incident investigation ticket.

RELATED LEGISLATION

- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018

SUPPORTING PQSA DOCUMENTATION

- Child and Young Person Protection Policy and Procedure
- Documenting and Recording Client/Worker Concern Procedures
- Documenting and Recording Incident Concern Reports Policy
- HomeCare+ (Support Worker Related) Medication Incident Management Procedures
- PQSA FOUR FORMS Incident Report
- PQSA FOUR WORK Incident Investigation Platform
- PQSA Incident Investigation User Guide (FOUR WORK)
- Prevention of FOUR Duplication – Verbal/FOUR Reporting Work Instruction
- Reportable Incident Reporting and Investigation – Work Instruction
- Reportable Incidents – Work Instruction
- Serious (Reportable) Incident Investigation & Risk Assessment Report Form
- Triage of Incident and Concern Reports in FOUR – Work Instruction