

## Service Provider Notification Policy

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| <b>Policy number</b>              | PO-02-03-07   |
| <b>Policy application</b>         | Service Providers   |
| <b>Policy category</b>            | Procurement   |
| <b>Authorisation</b>              | General Manager - Service Delivery Partnerships   |
| <b>Policy issue</b>               | 7 November 2019   |
| <b>Policy implementation date</b> | 7 November 2019   |
| <b>Policy review</b>              | 7 November 2022   |
| <b>Applicable legislation</b>     | <ul style="list-style-type: none"> <li>• Aged Care Act 1997 (Cth)</li> <li>• Disability Services Act 2006 (Vic)</li> <li>• Charter of Human Rights and Responsibilities Act 2006 (Vic)</li> <li>• Child Wellbeing and Safety Act 2005 (Vic)</li> <li>• Children and Young Persons (Child and Protection) Act 1998 (NSW)</li> <li>• Child Protection Act 1999 (Qld)</li> <li>• Human Services (Complex Needs) Act 2009 (Vic)</li> <li>• Coroners Act 2008 (Vic)</li> <li>• Work Health and Safety Act 2011 (Cth)</li> <li>• Work Health and Safety Act 2011 (NSW)</li> <li>• Work Health and Safety Act 2011 (QLD)</li> <li>• Occupational Health and Safety Act 2004 (Vic)</li> <li>• Privacy Act 1988 (Cth)</li> <li>• Health Records Act 2001 (Vic)</li> <li>• Privacy and Data Protection Act 2014 (Vic)</li> <li>• Privacy and Personal Information Protection Act 1998 (NSW)</li> <li>• Health Records and Information Privacy Act 2002 (NSW)</li> <li>• Information Privacy Act 2009 (Qld)</li> </ul> |

### Policy Overview

This policy is designed to ensure that Care Connect complies with all relevant legislation and funding requirements regarding reporting obligations and duty of care to our clients. This policy seeks to ensure that the safety and security of clients are not compromised. The aim of this policy is to outline information and processes for Service Providers to report Client Incidents to Care Connect.

### Policy Description

Care Connect supports clients under a variety of programs established by a number of Commonwealth and State agencies. Each agency and/or program has its own reporting requirements and timelines for reporting. Funder organisations have placed obligations on Care Connect to record and report Client Incidents. Some of these are further enforced through legislation.

A reportable Client Incident is an event or circumstance that occurred or was observed **during service delivery** and **resulted in harm to a client** or **shows a noticeable decline in a client** including incidents that were a result of, or related to, **a deficiency or a potential failure in service provision**. Harm includes physical, emotional or psychological. A reportable Client Incident includes, and is not limited to:

- death (including suicide)
- falls, injury or harm, whether requiring medical attention (including hospitalisation) or not
- falls that may not injure the client yet cause concern for their safety and welfare
- abuse, neglect, abandonment or exploitation (including sexual, physical, emotional or financial)
- physical assault
- self-harm, suicide ideation or attempt
- a noticeable decline in a client's health or wellbeing
- client not at home or does not attend an appointment
- other concerns relating to the client's safety and welfare

The Agreement and Terms and Conditions with all Service Providers requires Providers to report Client Incidents to Care Connect. Providers may have their own processes, policies and procedures and these must align with Care Connect requirements.

**Providers are to verbally notify Care Connect:**

- immediately after a Client Incident occurs or as soon as practical after the event
- immediately when a client is not at home or does not attend an appointment

***The welfare of the client takes priority, i.e. calls to emergency services must be made immediately if the Provider deems the client requires such services.***

Phone contact is to be made as follows:

- Business hours (8:30 am - 5:00 pm AEST Monday to Friday) – **1300 866 228**
- After hours (weekends, Public Holidays and 5:00 pm - 8:30 am AEST Monday to Friday) – **0428 101 153**

Written details about the Client Incident are also to be provided as soon as possible to Care Connect by email to:

- **Home Care Package clients**  
[service@careconnect.org.au](mailto:service@careconnect.org.au)<sup>1</sup>
- **Commonwealth Home Support Programme clients**  
[chspnsw@careconnect.org.au](mailto:chspnsw@careconnect.org.au)<sup>2</sup>
- **ComPacks clients**  
[compacks@careconnect.org.au](mailto:compacks@careconnect.org.au)<sup>3</sup>
- **Victoria Disability and HACC-PYP clients**  
[intake-vic@careconnect.org.au](mailto:intake-vic@careconnect.org.au)<sup>4</sup>

Any reporting to a Service Provider by a third party of a serious Client Incident (for example, a state Police Force investigation of alleged abuse) that relates to a Care Connect client is to be reported to Care Connect as soon as possible.

Once in receipt of a report of a Client Incident, Care Connect will undertake the recording and reporting prescribed by the relevant Funder. This may require clarification and further input from the Service Provider during the course of the Client Incident Investigation by Care Connect or the Funder. The Service Provider will fully cooperate with any investigation at no cost to Care Connect.

The Service Provider will be responsible for all actions and costs arising from any required change in its practice, systems, training or operations that may occur from a Client Incident and its consequent investigation.

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1 <mailto:service@careconnect.org.au>

2 <mailto:chspnsw@careconnect.org.au>

3 <mailto:compacks@careconnect.org.au>

4 <mailto:intake-vic@careconnect.org.au>

***Qualification:*** Where the Service Provider has its own policy governing these requirements, that policy is to apply to its organisation provided it addresses all aspects of this policy. Where the Service Provider's policy does not address all or any aspect of this policy, the Service Provider is to ensure that its personnel, agents and contractors are aware of and comply with the requirements set out herein.

## Associated Documents

| Document ID | Document Name |
|-------------|---------------|
| -           | -             |

## Reference Documents

| Document Name |
|---------------|
| -             |

## Definitions

**Agreement** - Agreement and Terms and Conditions (previously Short Form Deed, Service Provider Agreement or Home Care Services Agreement) executed between Care Connect and a preferred Service Provider.

**Client Incident** - is an event or circumstance that occurred or was observed during service delivery and resulted in harm to a client or shows a noticeable decline in a client including incidents that were a result of, or related to, a deficiency or a potential failure in service provision.

**Client Incident Investigation** - an incident investigation into an allegation of abuse or poor quality care of a client, undertaken or commissioned by Care Connect.

**Duty of care** - a legal obligation to ensure, as far as is reasonably practicable, the safety and wellbeing of others where there is a foreseeable risk of harm.

**Funder organisations / Funders** - include Australian (Commonwealth and State) Governments, State authorities, health services and other funded entities that provide funds to Care Connect for the delivery of client support services.

**Medical Attention** - the attendance and/or treatment by a health practitioner including, but not limited to a doctor, ambulance officer and/or an allied health professional.

**Preferred Service Provider** - a provider approved for use in service delivery to clients who has met all compliance and Care Connect requirements and has an Agreement with Care Connect signed by a duly authorised Care Connect representative.

