

Client Incident Management Policy

Policy number	PO-02-07-02
Policy application	Organisational
Policy category	Care Governance
Authorisation	General Manager – Care Governance
Policy issue	6 November 2020
Policy implementation date	31 January 2024
Policy review	31 January 2027
Applicable legislation	<ul style="list-style-type: none"> • Aged Care Act 1997 • Disability Services Act 2006 (Vic) • Charter of Human Rights and Responsibilities Act 2006 (Vic) • Child Wellbeing and Safety Act 2005 (Vic) • Children and Young Persons (Child and Protection) Act 1998 (NSW) • Child Protection Act 1999 (Qld) • Human Services (Complex Needs) Act 2009 (Vic) • Coroners Act 2008 (Vic) • Coroners Act 2009 (NSW) • Work Health and Safety Act 2011 • Work Health and Safety Act 2011 (NSW) • Work Health and Safety Act 2011 (Qld) • Occupational Health and Safety Act 2004 (Vic) • Privacy Act 1988 • Health Records Act 2001 (Vic) • Privacy and Data Protection Act 2014 (Vic) • Privacy and Personal Information Protection Act 1998 (NSW) • Health Records and Information Privacy Act 2002 (NSW) • Information Privacy Act 2009 (Qld)

Policy Overview

The Client Incident Management Policy applies to Care Connect. This policy and associated Procedure aims to support the safety and wellbeing of clients.

The objectives of this Policy and associated Procedure is to:

- Ensure that timely and effective responses to incidents address client safety and wellbeing.

- Ensure a consistent and coordinated approach to incident management including identification, notification, investigation, and analysis of incidents resulting in appropriate action.
- Learn from individual incidents and patterns of incidents, to reduce the risk of harm to clients and improve the quality of services.

Care Connect will ensure that that client incidents are managed appropriately and reported to the designated levels of the Care Connect. Communicating information on reportable incidents to relevant external bodies such as the Department of Health and Human Services, the police, or the Coroner may also be required.

Care Connect is committed to generating and implementing improvement strategies and action plans, including those for incident prevention and minimisation, as well as consulting with external oversight bodies as appropriate. Furthermore, Care Connect is committed to monitoring and reviewing the effectiveness of the actions taken.

Associated Documents

Document ID	Document Name
PR-02-08-64	Client Incident Management Procedure

Reference Documents

Document Name
Client Incident Management Guide - November 2017 (Department of Health and Human Services)

Definitions

Client Incident - an event or circumstance which could have resulted, or did result, in unintended harm to the client.

Client Incident Investigation - a structured process that aims to identify what happened, how and why it happened, what can be done to reduce the risk of recurrence to ensure safe and effective care.

Harm - impairment of structure or function of the body and/or deleterious effects arising therefrom. Harm includes disease, injury, suffering, psychological harm, disability and death.