




## Documenting and Recording Client/Worker Concerns

### 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 Incidents.

Approved by:  Chief Executive Officer	Date: May 2021
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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 Incident Reports if the Incident Concern Report relates to a client / worker incident.*

In relation to concern being raised / reported:

a **worker** must:

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

an office-based **worker** must:

- complete a Concern Report if the report is called through to the office via the FOUR platform
- complete (if required) Environmental Hazard Report
- notify appropriate other personnel and authorities.

**Divisional Administration Officers** must:

- ensure reports are directed to the appropriate responsible person via the FOUR platform

**Client Service Officer/Team Leaders/Directors** must:

- investigate the concern and follow up as necessary.

## **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:

- complete a Concern Report via the FOUR platform and (if required) Environmental Hazard Report

When a Concern Report is received the Divisional Administration Officer will ensure that

- the Concern Report number is entered into Carelink+ under Notes in the appropriate Client/Worker file
- all required information is entered in the *Edit Concern Investigation Screen*
- the Concern Report details are forwarded to the Responsible Person.

Following the report of a Concern, the 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 *Edit Concern Investigation* – Attachment section in the FOUR Platform.
- ensure other mandatory reporting has been completed as necessary

## **SUPPORTING PQSA DOCUMENTATION**

- Child and Young Person Protection Policy and Procedure
- Documenting and Recording Client/Worker Incidents
- PQSA Incident Report
- WHS&E – Documenting and Recording Incident Concern Reports Policy