




Documenting and Recording Client/Worker Incidents

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 Concerns.

<p>Approved by:</p>  <p>Chief Executive Officer</p>	<p>Date: June 2021</p>
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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 the Documenting and Recording Client/Worker Concerns if the Incident Report relates to a client or worker concern.

In relation to incidents occurring:

a worker must:

- report the incident 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 an Incident Report if the report is called through to the office via the FOUR platform
- complete (if required) an Environmental Hazard Report
- notify other appropriate 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 incident and follow up as necessary

Director of People and Culture must:

- notify appropriate parties and investigate/follow up incident as required.

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:

- complete an Incident Report via the FOUR platform and (if required) an Environmental Hazard Report

When an Incident Report is received the Divisional Administration Officer will ensure that

- the Incident Report number is entered into Carelink+ under Notes 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.

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 Officer/Team Leader or Director of Lifestyle Support will:

- investigate the situation.
- assess whether the incident was a reportable incident and forward to Directors as per FOUR WORK user guide.
- 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 Supervisor.
- record 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 corresponding FOUR WORK Incident Investigation Ticket – Attachment section in the FOUR Platform.

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

- notify the CEO (the CEO may delegate the responsible Director with respect to the investigation).
- ensure next of kin is notified.
- ensure NDIS or other funding bodies are notified within specified timeframes.
- ensure other mandatory reporting has been completed as necessary.
- 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 and Director of People and Culture, ensure an investigation is commenced by the relevant Director or delegate.
- complete allocated reportable incident fields within that incident's FOUR Incident investigation ticket.

On being notified of a critical/reportable/notifiable incident, the Director 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
- Client Incident - Leadership Investigation Report
- Documenting and Recording Client/Worker Concerns
- PQSA FOUR FORMS Incident Report
- PQSA FOUR WORK Incident Investigation Platform
- PQSA Incident Investigation User Guide (FOUR WORK)
- WHS&E – Documenting and Recording Incident Concern Reports Policy

BREACHES OF THIS POLICY

A **breach** of this policy is grounds for disciplinary action, up to and including termination of employment. Ignorance of these procedures will not generally be accepted as an excuse for non-compliance. Only in extreme circumstances and where such ignorance can be demonstrated to have occurred through no fault of the individual concerned will PQSA accept such an argument.

DISTRIBUTION AND REVIEW

PQSA will ensure all persons engaged to provide services either paid or unpaid will be aware of this policy and will have easy access to it in an appropriate format. All policies are to be reviewed on a periodic basis or when legislation or government policy determines.