

<b>SUBJECT:</b>	<b>CLIENT INCIDENT MANAGEMENT</b>		
<b>Functional Area</b>	Executive	<b>Document Ref:</b>	
<b>Applicable From:</b>	02/09/2019	<b>Revisions No:</b>	1
<b>Responsibility:</b>	Chief Executive	<b>Review Date</b>	2021

**REVISION SCHEDULE:**

Effective Date	Authorised By	Alterations
02/09/2019	Heidi Limareff	Document created

**1. Objectives**

Can:Do Group is committed to ensuring that incidents which occur in relation to the provision of services are managed consistently and effectively, and that workers can identify, manage, report and resolve incidents.

**2. Scope**

In the context of this Policy and related Operating Procedure, the Can:Do Group comprises Townsend House Inc (operating under the Can:Do 4Kids brand name), the Royal South Australian Deaf Society Inc (operating under the Deaf Can:Do brand name), and any relevant current and future commercial or subsidiary organisations, including Can:Do Hearing.

This policy covers all full-time, part-time and fixed term employees of Can:Do Group.

**3. Policy**

Can:Do Group collects and reviews data on incidents in order to inform improvement activities. The Group regularly reviews its incident management system and processes to ensure that they are:

- Appropriate to the size of the organisation and the classes of supports it provides;
- Well documented;
- Readily accessible to all workers employed or engaged by the organisation; and
- Reflective and adaptive, with an intent to prevent incidents.

**4. Definitions**

**Incidents:** are acts, omissions, events or circumstances that occur or could occur during or in relation to the provision of supports, or the alteration or withdrawal of supports, that cause harm, either physically or emotionally, to a worker, person with a disability, or other stakeholder. Incidents also include acts, omissions, events or circumstances that have caused or could cause damage to property, the environment, material or cause public alarm.

**Reportable Incidents:** refer to incidents, or alleged incidents, of severity that must be reported to an external agency. This includes but is not limited to:

- The death of a client;
- Serious injury;
- Abuse or neglect;
- Sexual misconduct; and
- Unauthorised restrictive practices.

**Workers** are staff, contractors and volunteers employed or engaged by Can:Do Group.

## 5. Related Documents

This operating policy is related to and should be read in conjunction with the following controlled documents:

Client Incident Management Report Form

Client Incident Management Investigation Form

Client Incident Management Procedure

Accident Injury Near Miss Register – Clients and Staff

## Related Legislation

- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018

### APPROVED BY CHIEF EXECUTIVE

This Policy Statement supersedes all other Policies relating to Client Incident Management and is applicable across the Can:Do Group from the authorising date below.

Approved By	Position	Date	Signature
Heidi Limareff	Chief Executive	02/09/2019	