



HS12	Healthy and Safe Services	Client Incident Reporting Policy and Procedures
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What this policy aims to do	Make sure that we appropriately identify and notify, investigate and act and report as required any incidents which occur during service delivery
Who this policy applies to	All employees of MASS, service users, their families and advocates
Who is responsible for carrying out this policy	All MASS staff
What words used in this policy mean	<p><i>'Client Incident'</i> is an unplanned and unexpected event that injures or harms or has the potential to do so. It occurs regardless of whether a staff member is present or witnesses the event; it can be actual or alleged; and may be accidental or deliberate</p> <p><i>'Reportable Incident'</i> as identified by the Detailed Guidance for Registered NDIS Providers (June 2019)</p> <p><i>'Incident Report'</i> refers to an official written report by those involved in or witnessing the incident and describes the event</p> <p><i>'Incident Management System'</i> is the system in place to identify and notify, investigate and act and report serious incidents or alleged incidents which result in harm to an NDIS participant and occur in connection with NDIS supports and services.</p>

Legislation this policy is based on	National Disability Standards DHHS Human Services Standards DHHS Critical Client Incident Management Instruction, technical update 2014 Victorian Child Safe Standards NDIS (Incident Management and Reportable Incidents) Rules 2018 NDIS Practice Standards 2021
Other relevant policies	HS5 Freedom from Abuse and Neglect HS1 Client Health Care Needs HS15 First Aid HS2 Medication Safety HS7 Privacy and Information Sharing HS14 Child Safe A8 Providing Personal Care to Clients MS12 Workplace Health and Safety MS16 Transporting Clients MFE1 Emergency Management

Version	Date	Author/Editor	Approved by	Notes
1.0	26/8/2016	Peter Lane		
1.1	31/5/2018	D Stephenson		Update format
1.2	7/3/2019	D Stephenson		Review for audit
1.3	19/5/2020	S Walker	S. Reeves	Updated NDIS requirements
1.4	3/12/2021	S Walker	S. Reeves	Minor changes: change Director to CEO, DFFH. Link to Child Safe and Freedom from Abuse and Neglect. Add feedback to families section.

Client Incident Reporting Policy

MASS affirms the right of people with disability to live a life free from abuse, neglect, exploitation and violence. Our approach to managing and reporting incidents is designed to best support the delivery of safe, high quality and effective services. Our Child Safe Policy and Procedures (HS14) and Freedom from Abuse and Neglect Policy and Procedures (HS5) provide frameworks and detailed processes that guide this Incident Reporting Policy.

All incidents occurring at MASS or during service delivery that involve and/or impact upon clients are recorded and carefully managed. MASS encourages staff to report all incidents, big or small. This includes all incidents that occur:

- While a staff member is with the client; this will sometimes be in the client's home
- When the client attends a service provider premises, including offices, residential services, respite facilities or day services
- When a staff member is providing in-home support or support in the community with the client
- Onsite at the service, including inside and around the building and locations that are within view of staff.

If a service provides 24-hour care (for example, residential care or statutory child protection) a report is required for all incidents involving clients of this service regardless of location.

If a service does not provide 24-hour care, client incidents occurring outside of service delivery may also need to be reported.

MASS implements and maintains an incident management system to record and manage certain incidents that happen in connection with providing supports or services to people with disability.

The incidents that must be recorded and managed are:

- (a) incidents that have, or could have, caused harm to a person with disability receiving supports or services; and
- (b) acts by a person with disability that happen in connection with the provision of supports or services and that have caused serious harm, or a risk of serious harm, to another person; and
- (c) reportable incidents that are alleged to have occurred in connection with the provision of supports or services.

MASS will keep records about incidents and document in our incident management system. Copies of the documented system will be available to certain people, including workers and persons with disability receiving supports or services from MASS.

As MASS works within the guidance of a number of peak bodies, incidents deemed 'Reportable' must be reported to the CEO or Team Leader immediately and where relevant to the NDIS Quality and Safeguards Commission, DFFH (CIMS and RIDS) and the Commission for Children and Young People (CCYP), where applicable within the prescribed timelines for each body. The CEO will inform the Board of all Reportable Incidents.

