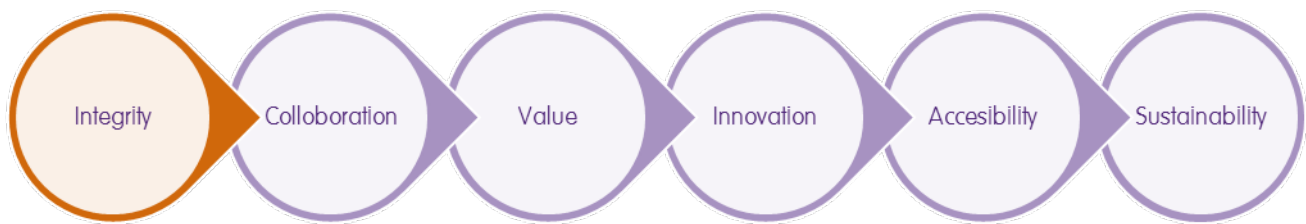


## HCA Critical incident Reporting Guidelines for Staff (VICTORIA)



Integrity, Collaboration, Value, Innovative, Accessibility and Sustainability -  
are the values that underpin all of our services and relationships.

A client incident report is required for all critical incidents occurring at the service or during service delivery that involve and/or impact upon clients.

This includes all critical incidents that occur:

- while a staff member is with the client
- 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 (residential care, custodial services 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, critical incidents occurring outside of service delivery may also need to be reported.

Considerations include:

- was the client hurt and is the client still at risk?
- do you need to significantly change your service delivery to the client/clients as a result (including police intervention)?

If an incident occurs where there are concerns about the safety and wellbeing of children and young people who are not current clients of the department, consideration should be given to reporting the concerns to the divisional child protection intake service.

## Scope

The National Disability Services Acts and Standards relate to the provision of disability services for people with a disability and recognise the role of families, friends, carers and advocates.

This policy relates to all activities of HCA. Each area of HCA is required to take responsibility for ensuring full understanding of the commitments outlined in this policy and implement relevant systems, procedures, workflows and other strategies that will direct the development of HCA's culture of Customer Service.

This policy will also apply in full to all contractors, agents, visitors, consultants, suppliers and customers whilst they are on HCA premises, or providing any service to a HCA customer, their family or carers.

## Policy Details

Customer safety and wellbeing is essential for us to assist them to achieve their chosen goals and outcomes. The protection by HCA of customers' human rights will be achieved by:

- Ensuring the service and supports customers receive from HCA maximises their ability for self-determination, personal expression and taking control of their life
- Providing the information and support customers need to understand and exercise their legal and human rights including the dignity of taking risks
- Supporting and encouraging customers to use self-protective strategies and behaviours when exercising their right to take risks
- Upholding our customers' legal and human rights to make decisions about their life, including medical treatments and interventions; if they cannot legally make those decisions we will check that any assisted decision-making fits with their choices and is in their best interest
- Encouraging and supporting customers to access legal or advocacy services that can inform them of their legal, human rights while they are receiving a service from HCA or from any other agency or service
- Maintaining customers' right to privacy, ensuring that records and information about them are only used under their direction for the purpose of providing their support safely as stated in their personal plan and kept confidential in line with all relevant legislation
- Ensuring HCA workers, systems and processes are actively prevent and where possible eliminate any risk of discrimination, exploitation, abuse, harm, neglect or violence to our customers
- Reporting and responding to any abuse of customers' rights addressing any breach promptly and systematically to ensure opportunities for improvement are captured
- Having a culture in our workforce that promotes strategies that are based on the minimal restrictive options and are contemporary, evidence-based, transparent and capable of review
- Training and supporting our workforce on their duty of care responsibility to each customer and their obligation/requirement to provide a service that is safe, ethical and free from discrimination, financial, sexual, physical or emotional abuse, neglect and exploitation

- Training and supporting our workforce on their responsibility in the identification and reporting of a breach of a customer's rights by any other parties
- Ensuring HCA customers' rights and interests are protected and the support strategies used are planned, documented, and reviewable, based on the least restrictive alternative, reflecting contemporary, evidence-based best practice within funding and legal requirements. This includes ensuring consent has been obtained from the person/authorised representative e.g. consent is sought when the requirements for a Behaviour Intervention Plan require a Restrictive Practice to be authorised
- Consistently reviewing all plans that have a restrictive practice with the aim of continuous reduction or elimination of the need for an authorised restrictive practice
- Providing accredited training and regular refresher courses to our workforce on their responsibility to adhere to all legal compliance requirements and HCA policy and procedures where an authorised restrictive practice is in place e.g. Nonviolent Crisis Intervention (NVC) training
- Having the organisational knowledge and skills to follow the reporting processes for any incidents of alleged or known discrimination, abuse, neglect and exploitation, including notifying external authorities appropriately
- Offering information and support to HCA customers, their family and carers when they tell us about any discrimination, abuse, neglect or exploitation so that we can fully understand and respond effectively to their issue
- We will actively consult with our customers, their family and carers for feedback to continually improve service delivery practices.
- Aboriginal, Torres Strait Islander and all people from cultural, linguistic and diverse backgrounds (CALD) are supported in accessing services and supports in the community in an inclusive and supportive environment.
- Services and supports are based on contemporary evidence-based best practice with a strong focus on the person-centred approaches
- Creating an environment where all feedback is valued

## References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Least Restrictive Alternative Principals Standard
- HCA's Incident Reporting Procedure
- HCA Customers rights to Advocacy Policy
- HCA Customer Service Charter Statement
- HCA Feedback and Complaint Procedure
- HCA Feedback and Complaint Flowchart
- HCA Rights to Privacy Statement
- HCA Rights and Responsibilities Statement
- HCA Freedom from Abuse and Neglect Statement
- HCA Health, Wellbeing and Safety Statement

## Mapping to State Standards

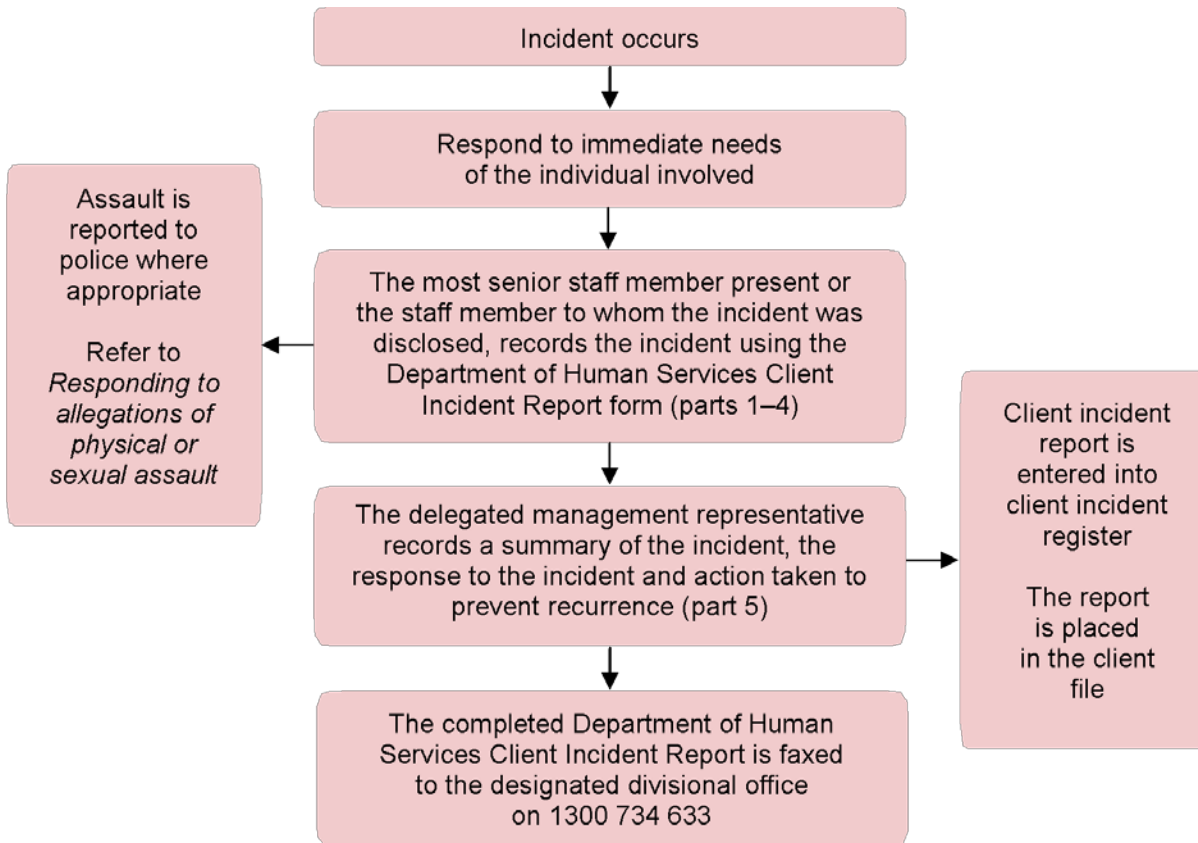
While all states meet the requirements of the National Disability Standards, some standards are rearranged and titled differently to meet local requirements. The following table shows the national standard and how it aligns with alternative state standards. States not listed remain unchanged from the national standard.

National	Queensland	Victoria
1. Rights	4. Safety, Wellbeing and Rights	1. Empowerment

## National Standard KPI's

- 1.1. The service, its staff and its volunteers treat individuals with dignity and respect.
- 1.2. The service, staff and volunteers recognise and promote individual freedom of expression.
- 1.3. The service supports active decision-making and individual choice, including the timely provision of information in appropriate formats to support individuals, families, friends and carers to make informed decisions and understand their rights and responsibilities.
- 1.4. The service provides support strategies that are based on the least restrictive options and are contemporary, evidence-based, transparent and capable of review.
- 1.5. The service has preventative measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence.
- 1.6. The service addresses any breach of rights promptly and systemically to ensure opportunities for improvement are captured.
- 1.7. The service supports individuals with information and, if needed, access to legal advice and/or advocacy.
- 1.8. The service recognises the role of families, friends, carers and advocates in safeguarding and upholding the rights of people with disability.
- 1.9. The service keeps personal information confidential and private.

Figure 1: Reporting a critical incident



## 5.1.1. Respond to immediate needs and re-establish a safe environment

In the case of any incident the first step is to make sure clients and staff are safe. Once that has been achieved a client incident report must be completed. The report must include immediate actions that have been taken and planned follow-up actions.

## 5.1.2. The most senior staff member records the incident on the client incident report form

The most senior witness to the incident or, if there were no witnesses, the staff member to whom the incident was reported must complete parts 1 to 4 of the client incident report form.

The client incident report should record all necessary factual details including:

- who was involved
- what happened
- how, where and when the incident occurred
- who was injured and the nature and extent of injuries (if applicable)
- what action is being taken in response to the incident.

Objective language must be used. Refer to *Writing effective department of Human Services client incident reports* for further guidance (available on the Funded Agency Channel [www.dhs.vic.gov.au/funded-agency-channel](http://www.dhs.vic.gov.au/funded-agency-channel) or the department's website [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)).

## 5.1.3. A management representative records action taken in response to the incident

After parts 1 to 4 of the incident report form have been completed the delegated management representative records in part 5 a brief description of the incident in less than 20 words and:

- records the local action in response to the incident and, if appropriate, the action planned to prevent recurrence

- quality checks the client incident report, ensuring that appropriate incident type, category, client and location details were recorded.

#### 5.1.4. Submit completed client incident report

The delegated management representative of the service directly delivered or funded by the department submits the form completed to part 5 to the Department of Human Services designated divisional office using the designated fax number (1300 734 633) in accordance with the set timelines.

**Category One** client incident reports must be sent to the department designated divisional office as soon as possible and at the latest **within one working day** of the incident or **within one working day** from first being told of the incident.

**Category Two** client incident reports must be sent to the department designated divisional office as soon as possible and at the latest **within two working days** of the incident or two working days from first being told of the incident.