

# Incident reporting for disability advocacy organisations

*The rules, why we have them and what your role is*

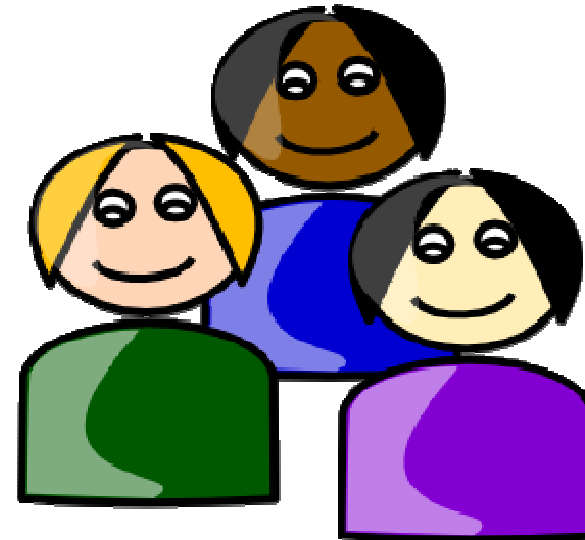
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Client incident management and reporting is part of quality improvement and safety.



- Ensure timely and effective responses are taken to address immediate client safety and wellbeing.
- Be accountable to clients for actions taken immediately and planned in response to their experience of a critical incident.
- Ensure due diligence and responsibilities to clients are met.





The client incident reporting and management instructions outline the management and reporting requirements for incidents that involve or impact upon clients in scope.

- *Department of Human Services Critical client incident management instruction technical update 2014*
- *Department of Human Services Responding to allegations of physical or sexual assault technical update 2014*



Who is required to report?

All organisations that have a service agreement (or contract) with the department are required to report critical incidents that involve, or impact, upon clients.

This requirement forms part of the organisation's service agreement with the department, as outlined in section 5.3 of the schedule.



## When is an incident report required?

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

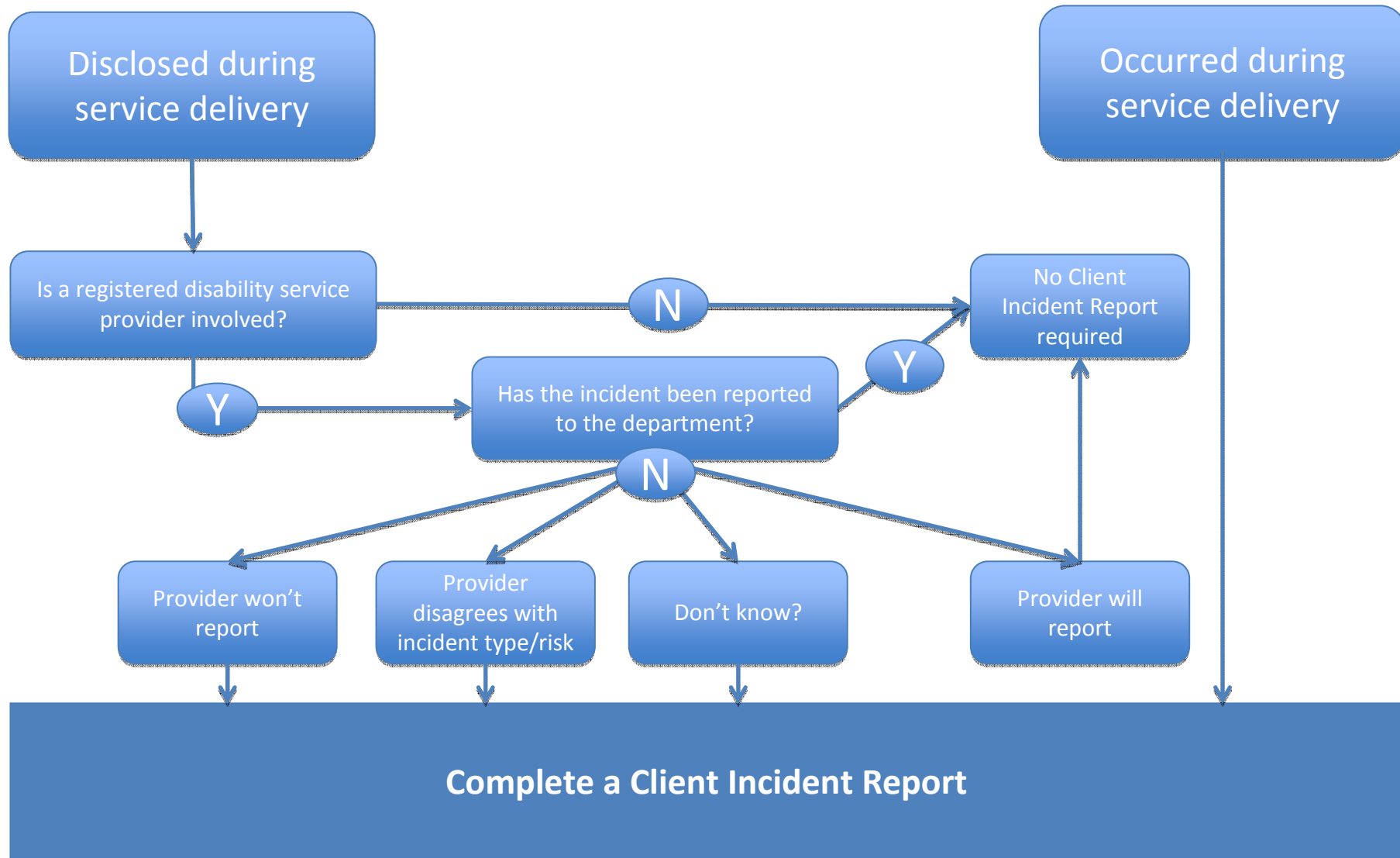
## 'During Service Delivery'

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.

Critical incidents occurring outside service delivery may also need to be reported.

# Critical incidents disclosed during service delivery





# Incident types and categories

A descriptor, or incident type, is selected for each incident.

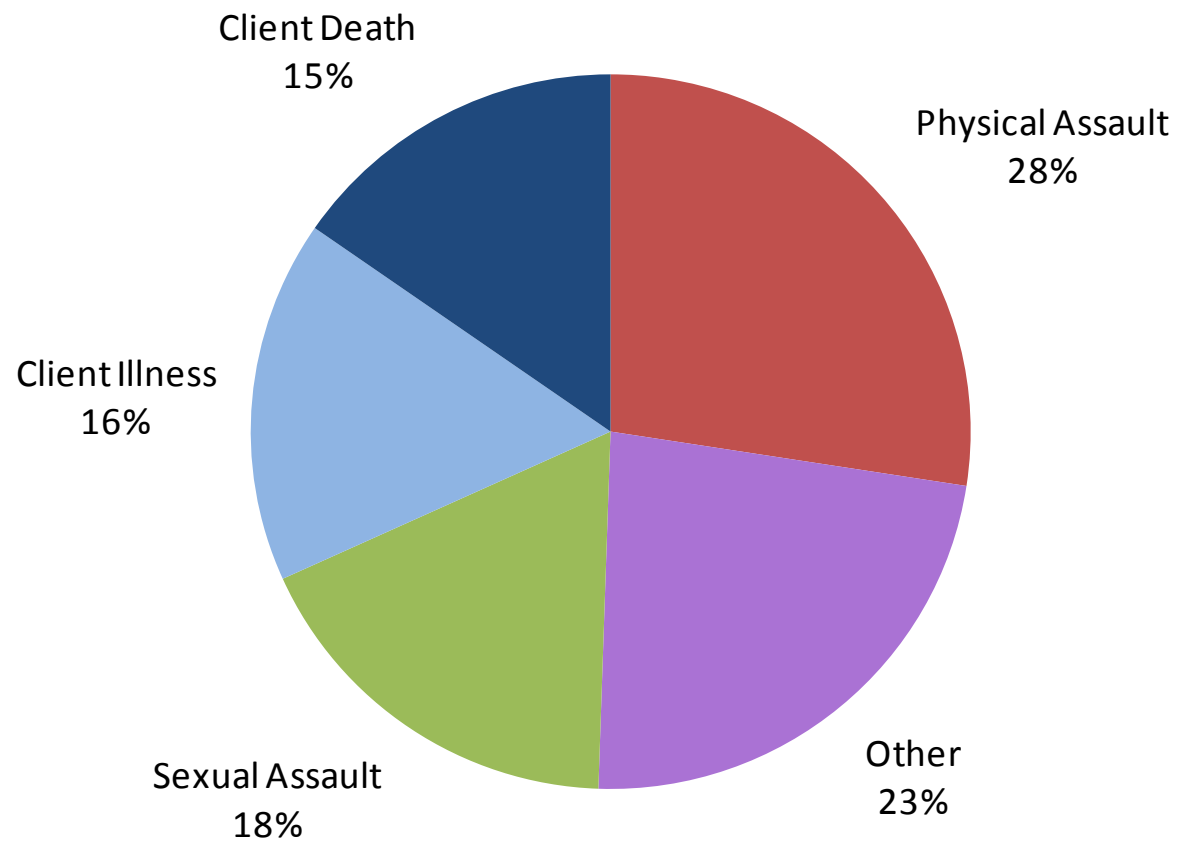
Incidents are graded or categorised according to the actual impact or the potential risk.

Category One    Most serious outcome

Category Two    Serious threat to health safety  
and wellbeing

# Learning from client incidents

## Top 5 Cat 1 incident types





## More information?

Websites:

Funded Agency Channel

<http://www.dhs.vic.gov.au/funded-agency-channel>