Can:Do Group

Client Incident Management

This document outlines the Client Incident Management Policy of the Can:Do Group.

We prioritise our clients' safety and well-being. Our incident management system, along with quality and risk management, ensures ongoing improvement in client welfare. Can:Do Group follows relevant laws, including NDIS Practice Standards and the Children and Young People (Safety) Act, to ensure a safe environment for all. As a Registered NDIS Provider, we have a tailored incident management procedure to address incidents and prevent harm to clients and staff.

Can:Do Group recognises the risks clients may face and is dedicated to their safety. Our incident management policy aims to:

- Review procedures to reduce incidents and learn from past issues.
- Develop client-centered plans and provide training to prevent future incidents.
- Ensure immediate management and investigation of incidents, accidents, or emergencies.
- Combine our incident system with quality and risk management for ongoing improvement.

Can:Do Group ensures its staff are trained in incident management procedures and works together with external investigations. We may connect with external investigators for serious breaches. Clients' receive our incident management information in their welcome pack. Incident reviews are conducted regularly, with summaries provided to our management team. Our incident management procedure is also checked regularly for improvement.

Employees must inform their line manager of any client allegations or incidents, including reportable incidents, restrictive practices, violence, harm, abuse, neglect, exploitation, discrimination, and any other incident or near miss that could have caused harm to someone.

Can:Do group staff must tell their line manager of any serious incident right away. If reporting any hazards, our staff follow the Work Health and Safety Policy. If reporting a Mandatory reportable incident, our staff use the Working with Children and Child Safe Environments Policy. All employees must fill out a client incident and/or Allegation form. For reportable incidents, the Client Services Manager or Chief Risk and Compliance Officer will notify the necessary external bodies.

Can:Do Group staff will support the affected client by:

- Offering access to an advocate if needed
- Providing support for their well-being and safety
- Helping their family if necessary

Can:Do Group staff will review the incident with the client and those involved to resolve it. Can:Do Group will inform clients or their advocate of the incident outcome verbally or in writing, involving them in resolving the incident collaboratively.