



Client Incident Management

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

This Client Incident Management Policy sets out how the Can:Do Group complies with its legal obligations. Can:Do Group is dedicated to ensuring the safety and well-being of all clients who get our services. Our Client Incident Management system works hand-in-hand with our quality management and risk management systems to guarantee continual improvement in the wellbeing of clients who receive services from the Can:Do Group.

Can:Do Group is required by law to comply with relevant legislation, including the NDIS (Practice Standards - (Incident Management and Reportable Incident) Rules 2018, Children and Young People (Safety) Act 2017 and other regulations and legislation.

As a Registered Provider Can:Do Group is responsible for ensuring we have a robust Client Incident Management system appropriate to the size of the organisation and the classes of supports it provides.

All Can:Do Group, employees, volunteers and other individuals involved in the organisation are required to adhere to this Client Incident Management Policy.

Statement of Commitment

All people, regardless of their age, gender, race, religious beliefs, disability, sexual orientation, or family or social background have equal rights to protection from abuse, neglect or exploitation.

The Can:Do Group is committed to promoting and protecting the welfare and human rights of people that interact with, or are affected by, our work – particularly those that may be at risk of abuse, neglect or exploitation. Can:Do Group;

- Has a zero tolerance for any kind of violence, abuse, neglect, exploitation and discrimination.
- Has a duty of care to our clients and will take reasonable steps to

- ensure you are safe from harm and provide a safe environment.
- Will respect and support clients to make their own decisions regarding service delivery and adopt a co-design approach to service design.
- Has a commitment to respecting different cultural traditions and lifestyle choices while keeping clients safe.
- Will ensure all employees are aware of, and trained in, and comply with our procedures in relation to Client Incident Management.
- Will comply fully with any investigation instigated by the NDIS Commission or any other relevant parties, and actively undertake internal investigations into reportable incidents.

Examples of what could be considered as a reportable incident

- The death of a person with disability - occurring in connection with the provision of services
- Serious injury of a person with disability - if it occurs or is alleged to have occurred in connection with the provision of supports and services.

Abuse or neglect of a person with disability - if it occurs or is alleged to have occurred in connection with the provision of supports and services including:

- Physical abuse
- Psychological or emotional abuse
- Financial abuse
- Systemic abuse

Neglect can include a number of specific categories that must be reported including:

- Grossly inadequate care
 - Failure to access medical care
 - Supervisory neglect
 - A reckless act or failure to act
 - Failure to protect from abuse
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- Unlawful sexual or physical contact with, or assault of, a person with disability
 - Any unlawful physical contact with, or assault of, a person with disability that occurs, or is **alleged** to have occurred, in connection with the provision of supports
 - Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity - if it occurs or is **alleged** to have occurred in connection with the provision of supports and services, could include but not limited to:
 - Unlawful sexual conduct
 - Sexually explicit comments and overtly sexual behaviour
 - Crossing professional boundaries in a way that has sexual implications or connotations
 - Grooming of the person for sexual activity
 - Unauthorised use of restrictive practices in relation to a person with disability.
 - Restrictive practices involve the use of practices that have the effect of restricting the rights or freedom of movement of a person with disability. This can include:
 - restraint (chemical, mechanical, social or physical) and
 - seclusion (keeping someone in isolation).

Reporting & Investigation Process

Can:Do Group encourages you to '**Speak Up**' if you believe you need to report an incident or an allegation. Can:Do Group offers several options for this to happen.

- **Via Telephone calling (08) 8100 8200**
- **Via Email Feedback@candogroup.com.au**
- **In person at any of our services**
- **By mailing Quality, Compliance & Risk Manager, Can:Do Group, 59-61 Grange Road, Welland, SA 5051**
- **Website www.candogroup.com.au**
- **NDIS Quality and Safeguards Commission via their website www.ndiscommission.gov.au, or telephone 1800 035 544 or TTY 133 67.**

Can:Do Group will respond to any Incident that is reported to us in a timely way.

When necessary, investigations are conducted. An important element in any enquiry or analysis of an occurrence is procedural fairness. Can:Do Group will retain an open mind in order to avoid a similar incidence in the future. Clients are provided with feedback on the actions taken in response to any reports they have submitted.

Personal information contained in incident reports is treated with confidentiality, privacy, and security in mind. Where an event is required to be reported to an external agency, it will be reported in accordance with the regulations.