

# BASS COAST THERAPY CRITICAL INCIDENT POLICY

## Introduction

---

Critical Incident reporting supports the provision of high quality services to clients through the full and frank reporting of adverse events and subsequent analysis and actions. The key reason for reporting incidents is to learn from them and try to prevent their recurrence.

## Definition of a Critical Incident

---

Critical Incidents are graded according to the actual impact on clients and staff, and the potential future risk. There are three categories of incidents, and in grading them, consideration is given both to the actual impact or apparent outcome for client and staff, and to the likelihood of recurrence.

A category one incident is an incident that has resulted in a catastrophic outcome, such as death or severe trauma.

Category two incidents involve events that seriously threaten, clients or staff, but do not meet the category one definition.

A category three incident, in contrast, has minor impact on clients and staff with the significance of the incident not extending beyond the workplace.

## Policy

---

Bass Coast Therapy is a Victorian approved NDIS provider and is therefore required to report critical incidents that involve, or impact, upon clients and must comply with the *Critical Client Incident Management Instruction Technical Update 2014* for the following services:

- Assistance with coordinating or managing life stages transition and supports
- Support coordination
- Specialised positive behaviour support
- Participation in Community, Social and Civic activity
- Group and Centre based Activities

Critical client incidents are reported to the Department of Health and Human Services using the Department of Health and Human Services Client Incident Report Form.

Completed Client Incident Reports are then submitted to the Department.

Bass Coast Therapy owner, Anna Langley is responsible for ensuring all the details have been completed, provide a brief summary of the incident and outline the actions taken, or will be taken, to support the client. This may include contacting family/friends, reporting the incident to police, accessing counselling support and/or conducting a formal investigation.

Once a Client Incident Report has been completed, the incident description must not be changed or altered in any way or for any reason. If another witness or individual disagrees with the content of the report, the alternative views must be put in writing as a file note and attached to the completed Client Incident Report.

Copies of all incident reports relating to a client will be kept in their personal file. Completed Client Incident Reports not related to clients will be stored securely.

Once a Client Incident Report is received by the department, it is given a unique identifying number and some details are entered into a database. Critical incident data is systematically analysed and information from the data is used to inform policy development, training and practice improvements.

Bass Coast Therapy maintains a Critical Incident Register and conducts regular review and analysis of the information for trends and quality improvement measures.

***Document Control:***

<i>Version</i>	<i>Effective Date</i>	<i>Prepared By</i>	<i>Approved By</i>	<i>Summary of Change</i>
V.1	November 2017	Anna Langley	Anna Langley	Not Applicable