

Consumer Related Reportable Incident Policy for Tasmania's DHHS Funded Community Sector

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Contact:	Mandy Bosworth Manager, Community Sector Quality and Safety Team
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Routine Disclosure:	No -

Approval

Prepared by		Senior Consultant - Quality and Safety		24 August 2017
Through		Manager - Community Sector Quality and Safety Team		28 August 2017
Through		Manager - Community Sector Relations Unit		30 September 2017
Cleared by		A/Deputy Secretary, Children and Youth Services		1 December 2017

Revision History

Version	Approved By Name	Approved By Title	Amendment Notes
Final	Ross Smith	Deputy Secretary, Planning, Purchasing and Performance	

This Policy may be varied, withdrawn or replaced at any time. Compliance with this directive is **mandatory** for the Department of Health and Human Services. **PLEASE DESTROY PRINTED COPIES.** The electronic version of this Policy is the approved and current version and is located on the Agency's intranet. Any printed version is uncontrolled and therefore not current.

Purpose

- The purpose of this policy is to ensure there is a coordinated approach to the management and notification of reportable consumer related incidents, and that learnings are implemented to minimise the potential of recurrence.
- The requirements of this policy are referenced within the Funding Instrument between the DHHS and the community sector organisation.
- This policy and supporting documentation does not override or replace legislative reporting requirements.

Mandatory Requirements

- Community sector organisations must have systems and processes in place to:
 - take all reasonable actions to prevent incidents from occurring; and
 - appropriately manage and monitor reportable incidents involving consumers, and / or impacting on the organisation's capacity to deliver services to consumers, in a consistent and coordinated manner.

This will ensure that:

- all reasonable actions are taken to minimise the risk of incidents occurring and reoccurring;
- learnings from incident reviews are utilised to further support a culture of continuous improvement; and
- DHHS is notified of all reportable consumer related incidents as per the requirements of this policy.

Roles and Responsibilities/Delegations

Effective incident management requires a whole of organisation approach with accountability for reporting and feedback at all levels. In partnership, the DHHS has the important role to engage with community sector organisations to promote the safety of consumers and service provision.

Community Sector Organisations and the DHHS

- All community sector organisations must ensure that local systems and processes are in place to support the effective implementation of this policy.
- DHHS Operational and Departmental Groups are responsible for:
 - supporting and monitoring community sector organisations' compliance with the requirements of this policy; and
 - implementing internal processes that support this policy.
- The Community Sector Quality and Safety Team:
 - provide advice and support to Operational and Departmental Groups on the requirements of this policy; and

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- in accordance with the *Quality and Safety Framework for Tasmania's DHHS Funded Community Sector*, will monitor community sector organisations' compliance with this policy through the review process.

Risk Implications

- Compliance with this policy and associated procedure is a requirement of the:
 - DHHS Funding Agreement between the organisation and the Crown.
 - Grant Deed between the Director of Housing and the Organisation

Non-compliance with this policy and its associated procedure may result in a breach of these instruments.

Training

- Information on the requirements of this policy and its associated procedure, for both DHHS and funded community sector organisation staff, will be provided by the Community Sector Quality and Safety Team on an ongoing basis as required.

Audit

- Community sector organisations are responsible for:
 - regularly monitoring and reviewing the effectiveness of their incident management systems; and
 - ensuring compliance with this policy.
- DHHS is responsible for ensuring community sector organisations have systems and processes in place to meet the requirements of this policy.
- This policy will be included in the work program of the DHHS Internal Audit function. This work program is approved by the Audit and Risk Committee and will assess underlying systems and procedures for compliance with the requirements of this policy. The overall focus of this assessment will be one of continuous improvement to DHHS activities.

Attachments

/ **Consumer Related Reportable Incident Procedure for Tasmania's DHHS Funded Community Sector**

Copies of this policy and the associated procedure can be found online at www.dhhs.tas.gov.au/communitysector or, internally, via the [DHHS Strategic Document Management System](#).