

Consumer Related Serious Incident Reporting Policy for Tasmania’s DHHS Funded Community Sector

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Custodian and Review Responsibility: Disability, Housing and Community Services – Community Sector Relations Unit
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Approval

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Revision History

Version	Approved by name	Approved by title	Amendment notes
Final	Mercia Bresnehan	Deputy Secretary, Disability, Housing and Community Services	N/A

This Policy may be varied, withdrawn or replaced at any time.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 Department of Health and Human Services’ Strategic Document Management System. 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 reporting of serious consumer related incidents, and that learnings are implemented to minimise the potential of recurrence.
- The requirements of this policy are referenced within the Funding Agreement 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 appropriately manage and monitor serious 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 reoccurring;
 - learnings from incident reviews are utilised to further support a culture of continuous improvement; and
 - all serious consumer related incidents are reported to the DHHS 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.
- Departmental and Service Group Units are responsible for supporting and monitoring community sector organisations' compliance with the requirements of this policy.
- The Community Sector Quality and Safety Team:
 - provide advice and support to Departmental and Service Groups on the requirements of this policy; and
 - in accordance with the *Quality and Safety Standards Framework for Tasmania's DHHS Funded Community Sector*, will monitor community sector organisations' compliance with this policy through the audit process.

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Risk Implications

- Compliance with this policy and associated procedure is a requirement of the DHHS Funding Agreement between the organisation and the Crown. Non-compliance with this policy and its associated procedure may result in a breach of this agreement.

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 at information sessions in 2013 and 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.
- A set of Key Performance Indicators regarding responsibilities and expectations of all stakeholders will be established and used as the basis for ongoing monitoring of compliance with 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

- 1 [Consumer Related Serious Incident Reporting Procedure for Tasmania's DHHS Funded Community Sector](#)