

Title	ACIA 019 - Responding to Adverse Events
Purpose	<p>This guideline is to assist:</p> <ul style="list-style-type: none"> • Service providers (organisations and individuals), participants, stakeholders and funders • in the process of dealing with adverse events that occur while providing community supports or services
Background	<p>In the course of delivering a support or service, a service provider, support worker or a participant may be involved in or be made aware of an adverse event.</p> <p>Adverse events should be recorded and responded to with due diligence to maintain the ongoing safety of participants and support workers. The response should also consider if any further actions should be taken to prevent further similar events from occurring.</p> <p>All service providers are to have a documented process for handling adverse events and that they provide training on adhering to this process to all employees including support workers. Training should have a focus on the employee’s role and responsibilities in response to an adverse event.</p>
Scope	<p>This guideline applies to the provision of paid supports in the community. It is relevant Australia-wide or when a participant is travelling overseas with their Australian team of support worker/s.</p>
Disclaimer	<p>This guideline is provided to help guide best practice in the community support and service industry. This information does not in any way replace legislative, regulatory, or contractual requirements. Users of this document should seek appropriate expert advice in relation to their particular circumstances. ACIA does not accept any liability on the use of this guideline.</p>
Definitions and Supporting Information	<p>Community Supports and/or Services is defined as the provision of paid supports and services in a participant’s home or community. It includes but is not limited to, the following activities of daily living:</p> <ul style="list-style-type: none"> • personal care or support • housework or domestic assistance • transport assistance • community access • social support

	<ul style="list-style-type: none"> • nursing services • clinical supports • gardening and home maintenance • palliative care • respite care <p>Support Worker is an individual who assists or supervises a participant to perform tasks of daily living to support and maintain general wellbeing and enable meaningful involvement in social, family and community activities in the person’s home and community. The Support Worker is a paid person who has access to education, support and advice from the Service Provider line manager or team leader. Support Worker has been commonly known as attendant care worker, disability worker, aged care worker, community worker, homecare worker, care worker or paid carer.</p> <p>Service Providers are organisation or a person who are funded for the delivery of supports and services to participants</p> <p>Carer is a person that provides supports to the participant at no cost (generally family or friend).</p> <p>Adverse Event is an unplanned incidence which resulted in harm to a participant, support worker or other member of the community.</p> <p>Participant means the participant, consumer, client or person receiving nursing or support.</p>
<p>Desired Outcome</p>	<ul style="list-style-type: none"> • To assist in enabling service providers to respond to adverse events in a responsible and ethical manner • To maintain the standard of care delivered by the Community Support and Services industry
<p>Guideline</p>	<p>Any adverse event that occurs during the time when a participant is in the care of a service provider or a support worker should be recorded and responded to.</p> <p>Service providers should have a clear policy and procedure for recording and responding to adverse advents. The policy should require all support workers to report adverse events to their supervisor or management team immediately.</p>

	<p>The policy must highlight:</p> <ul style="list-style-type: none"> • the role of each employee in reporting the occurrence of an adverse event to their supervisor or manager including the expected timeframes that the report should occur in • the requirements and process for recording adverse events • how follow up investigations should be handled • consideration for when a participant’s family or next of kin should be contacted <p>Service Providers should also refer to the requirements of the funding body under which a participant is funded and ensure all guidelines set out within the funding agreement for the participant are followed. Service Providers should also follow any requirements for Serious Incident Reporting (SIR) set out by the funding agency.</p> <p>Any adverse event that results in an immediate threat to a participant, support worker or other member of the community should be reported to the appropriate emergency service.</p>
<p>Resource Documents</p>	<ul style="list-style-type: none"> • Practice Guidance on Legal Issues in Consumer Directed Care, Home Care Today, September 2015 • Duty of Care, The Department of Health, Australian Government http://www.health.gov.au/internet/publications/publishing.nsf/Content/druqtreat-pubs-front11-wk-toc~drugtreat-pubs-front11-wk-secb~drugtreat-pubs-front11-wk-secb-6-1 (last updated 2004) • Serious Incident Reporting Guidelines, Transport Accident Commission Victoria http://www.tac.vic.gov.au/providers/working-with-tac-clients/guidelines/provider-guidelines/serious-incident-reporting-guidelines • Serious Incidents Policy, Department of Health and Human Services Tasmanian Government http://www.dhhs.tas.gov.au/about_the_department/business/community_sector_relations_unit/quality_and_safety • Serious Incident Reporting, Disability Services Commission, Government of Western Australia http://www.disability.wa.gov.au/disability-service-providers-/for-disability-service-providers/contracts2/serious-incident-reporting-/