

Issues of Significance

Purpose

This document provides guidance to Managers to identify Issues of Significance. It aims to ensure the required actions are followed when an,

- incident,
- complaint or
- feedback, -

is identified as an Issue of Significance.

Scope

All Anglicare employees are required to observe the requirements outlined in this document. Anglicare employees include;

- paid employees,
- contractors,
- volunteers, and
- students

Principles

An Issue of Significance is a serious incident or event that may impact on Anglicare's operations or reputation. An issue of significance may involve Anglicare's,

- clients,
- employees and/or
- stakeholders

They may occur in any location where Anglicare provides services or conducts operations

Process

All organisational incidents are managed via AIR. They are reported to the employee's immediate supervisor. Service managers through to General Manager have access to business unit AIR reports. For serious incidents employees are to contact their supervisor before completing AIR.

An issue of significance is determined within the context of managing the,

- incident,
- complaint, or

- feedback, -

by the manager reviewing the incident report.

▼ What is an Issue of Significance

An Issue of Significance is a serious incident or event that may negatively impact on Anglicare's operations or reputation. This may include but is not limited to:

- Harm to an Anglicare client, where the harm is caused by an Anglicare employee. Through professional judgement it is identified behaviours by an employee may include;
 - abuse and/or neglect;
 - significant breaches of duty of care;
 - potential intrusive activities against; or
 - grooming behaviours.
- An incident where there is a direct link between support provided by Anglicare and a negative outcome for a client. This applies when the outcomes are serious, unexpected and unintended. This may include;
 - an unexpected death,
 - serious health risk or
 - hospitalisation of client linked to service provision or within an Anglicare facility.
- Potential criminal matters involving an Anglicare Tasmania employee.
- Potential criminal matters involving a client that might reflect negatively upon Anglicare.
- A severe behaviour of concern instance that:
 - Affects the well-being of a client or an Anglicare employee, outside the expectations of a person's behaviour support plan.
 - May reflect negatively upon Anglicare's reputation.
 - Involves the use of aversive strategies or unapproved restrictive practices by support staff.
 - May result in a serious complaint from a client's family, the public or stakeholders.
- The harassment/bullying of an Anglicare employee that results in potential harm.
- A serious breach of client privacy and confidentiality.
- A serious breach of duty of care resulting in harm or loss to a client, or to a person associated with Anglicare.
- A serious complaint from a funder, another service provider or member of the public.
- A complaint involving legal proceedings.
- A media report that represents Anglicare in a negative manner;
- An issue that may have a negative impact on the organisations that may come to the attention of the media.
- An environmental factor that has the capacity to impact on service delivery.

▼ Identification and Notification

Anglicare is required by legislation and funding requirements to report specific incidents. While these incidents may be significant; they may not negatively impact on Anglicare's operations or reputation. As an issue these incidents may not constitute an Issue of Significance.

All potential issues of significance must be reported to the relevant General Manager. With the support of their team, General Managers will determine where an issue is an Issue of Significance. The General Manager will:

- Determine the final status of the issue.
- Ensure that the CEO is directly advised of the details of the issue.
- Ensure that the CEO is kept informed of any developments in relation to the investigation of issue of significance.

Depending upon the potential risks involved in Issues of Significance. The CEO may inform relevant stakeholders;

- Care Governance committee,
- the Anglicare Board,
- insurers,
- legal advisers,
- police, and
- funding providers.

Any actions or allegations that meet reporting requirements of the [Tasmanian Reportable Conduct Scheme](#) will be managed through this process.

Supporting Documentation

[Consumer Related Reportable Incident Policy](#)

[Incident Management](#)

[Anglicare Incident Reporting \(AIR\) - User Guide](#)

[Tasmanian Reportable Conduct Scheme](#)

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