

# Client Safety Policy

## 1. Purpose

Villa Maria Catholic Holmes (VMCH) is committed to delivering excellence in clinical quality and providing the highest possible levels of client safety. We understand that working in partnership with our clients will ensure a positive experience for all people in our care. Our commitment to clinical quality and safety is based on a robust foundation of systems and processes that:

- Ensures open and transparent processes are in place across all VMCH facilities/services to support the identification and reporting of client safety risks, and opportunities for improvement
- Fosters a culture of learning that uses feedback from incidents, outcome evaluations and internal and external benchmarking to promote continuous improvement of quality and safety and improve the quality and safety of our care
- Ensures the ongoing development of systems to support our employees in delivering high-quality reliable care
- Incorporates processes for working in partnership with our employees, consumers and the wider communities we serve

## 2. Scope

This policy applies to all VMCH services and programs and VMCH employees who are involved in providing support to our clients.

## 3. Alignment with Vision, Mission and Values

This aligns with our vision of providing high quality services and with our values of respect, compassion, integrity, collaboration and partnerships.

## 4. Responsibility

The Executive is responsible for ensuring effective compliance with this policy, and monitoring employee competence and client satisfaction with regard to the policy.

**Employees** are responsible for implementing this policy and associated guidance materials in line with VMCH's Vision, Mission and Values and current best practice.

## 5. Definition of Terms and Abbreviations

Term	Definition
Client:	refers to any recipient of our services, and/or their representative.
Employee:	refers to an employee, contractor, consultant, student or volunteer.
Representative:	refers to a family member, carer, support person, legal guardian or advocate.

Term	Definition
Guidance material:	refers to procedures, forms/templates and work instructions.
Client Safety Management:	making our services safe and minimising risk of avoidable harm
Clinical effectiveness:	providing safe and effective clinical systems
Effective workforce:	a workforce that is competent and engaged
Client participation:	client centered care and choices

## 6. Policy

### 6.1 Client Safety Management

- VMCH culture promotes and encourages employees to report incidents, risks and near misses on Riskman;
- Incident Reporting and investigation procedure outlines the process for assessing and investigating incidents;
- VMCH clinical policies are developed in accordance with evidence based best practice;
- VMCH employees will work within legislative and regulatory frameworks to ensure safe and exemplary care;
- Clinical, risk and client safety policies are reviewed on a regular basis and updated as required; and as clinical areas arise.
- VMCH has a robust Risk Management Framework implemented and a dedicated Risk & Compliance Manager who takes ownership of this.

### 6.2 Clinical Effectiveness

- Quality and Client Safety Indicators are used to measure, trend and improve and monitor performance;
- Quality action plans are initiated when significant safety issues are flagged with corrective actions;
- Quality and Client Safety Indicators are benchmarked;
- Serious clinical incidents are reported and investigated;
- High risk areas are audited on a regular basis;
- Quality performance and safety issues are reported to the VMCH Board; and
- All facilities/services meet the standards for accreditation, quality review and certification.

### 6.3 Effective Workforce

- VMCH policies and procedures are accessible to all personnel;
- VMCH has a strict process for checking credentials, registration and scope of practice for all employees;
- VMCH has targeted education and competency requirements in all clinical areas with a particular focus on high risk areas; and

- Employees are orientated and updated on quality and risk systems.

#### 6.4 Client Participation

- Clients participate in our quality improvement activities;
- VMCH acknowledges clients right to dignity of risk and to make informed choices when participating in VMCH services
- Clients complaints and feedback processes are managed in a timely way;
- Client feedback by multiple mechanisms including Satisfaction survey; 1:1 feedback, client meeting groups;
- Surveys guide strategic and business planning;
- Clients participate and partner in improving their experiences and health outcomes.

## 7. Referenced/Related Documents

[Choice and Control Policy](#)

[Access and Entry Policy](#)

[Understanding Need Policy](#)

[Care Coordination and Delivery Policy](#)

[Discharge Policy](#)

[Infection Control Procedure – Residential Services](#)

[Infection Control Procedure – SEEDS](#)

[Risk Management Policy \(Framework\)](#)

Australian Aged Care Quality Agency

Quality of Care Principles 2014

- Residential Age Care Accreditation Standards
- Home Care Standards

Complaints Principles 2014

Department of Social Services

National Disability Standards

Department of Human Services

Supporting Decision Making

Department of Health

Charter of Care Recipients' Rights and Responsibilities for Home Care

Department of Health and Human Services (Victoria)

Human Services Standards

Department of Education and Training (Victoria)

Victorian Early Childhood Intervention Standards

Child Safe Standards

Category 03 Clients  
Set Client Safety  
Owner Chief Operating Officer  
Author GM Disability Services

Approved By Chief Executive Officer  
Approved Date 25/09/23  
Review Date 25/09/26



National Quality Standard

Australian Human Rights Commission

A human rights approach for ageing and health - Respect and choice: home based and residential care for older people (2012)

National Disability Services

[Zero Tolerance Framework](#)

Practice Standards and Quality Indicators November 2021 Version 4

United Nations

Convention on the Rights of Persons with Disabilities

Australian Commission on Safety and Quality in Healthcare

National Safety and Quality Health Service (NSQHS) Standards

## **8. Key Legislation, Acts, Standards**

[Aged Care Act 1997 \(Cth\)](#)

[Disability Discrimination Act 1992](#)

[Disability Services Act 1986](#)

[Education and Care Services National Law Act \(2010\)](#)

[National Disability Insurance Scheme Act 2013](#)

[Carers Recognition Act 2012 \(Victoria\)](#)

[Children, Youth and Families Act \(2005\)](#)

[Charter of Human Rights and Responsibilities Act 2006 \(Victoria\)](#)

[Disability Act 2006 \(Vic\)](#)

[Equal Opportunity Act 1995](#)

[Guardianship & Administration Act 1986](#)

[Powers of Attorney Act 2014 \(Victoria\)](#)

[National Disability Insurance Scheme 2013](#)

[NDIS Practice Standards & Quality Indicators – November 2021 Version 4](#)

*Category* 03 Clients  
*Set* Client Safety  
*Owner* Chief Operating Officer  
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*Approved By* Chief Executive Officer  
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**VMCH**