

Practice Bulletin

December 2024

RiskMan Incidents

Purpose

This practice bulletin provides helpful tips for Endeavour Foundation staff to ensure that the correct information is being captured within RiskMan for client / supported employee incidents.

Summary

1. We are transitioning away from referring to the people we support as customers so, please reference client / supported employee when referring to a person that we support.
 - a. This language change supports our person centered approach, we are supporting clients to have better lives; we are focused on the person not a transaction
2. When you have a client that requires medical treatment, please ensure that all relevant documents are uploaded to RiskMan. This includes HCP Form and Health Care Provider Form.
 - a. This will allow the client safeguarding team to have all current and correct information when reporting to NDIS QSC
3. We are wanting to build your confidence when selecting your severity levels; if you are unsure, we would prefer that you put it at a higher severity level which can be downgraded opposed to putting it too low which doesn't alert the relevant people at the time of the incident. Remember that if you aren't sure, you can always call, email or message the Client Safeguarding team to clarify
4. The reference in our procedure to having 24 hours to enter an incident into RiskMan is for compliance purposes. Best practice is to enter incidents as close as possible to the time that they occurred.

Further assistance

Please contact Client Safeguarding at customersafeguarding@endeavour.com.au for any advice or further information regarding the content of this Practice Bulletin.

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