

A

Identifying and recording risky clients

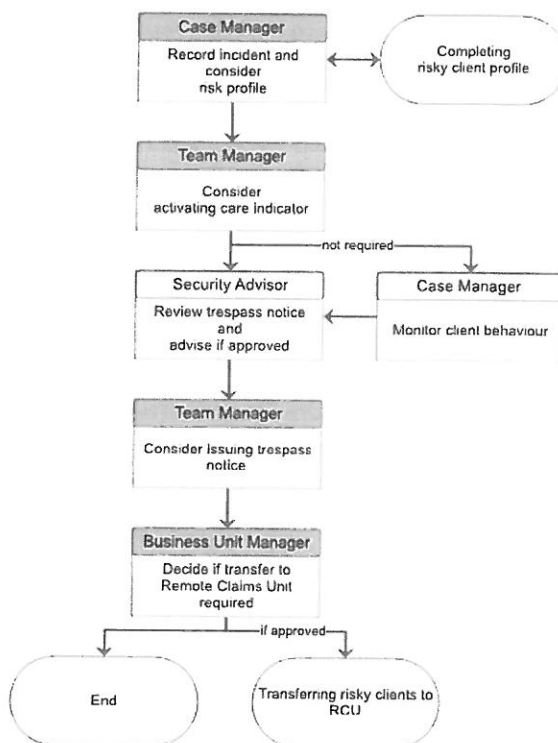
ACC managers use this process to compile information about an existing risky client or to identify risky behaviour. The information is used to help make decisions about next steps, such as profiling, updating the Risky Client Register, adding a Care Indicator in Eos, transferring the client file to the special Remote Claims Unit (RCU) or issuing a trespass notice. See Trespass Act 1980.

Contact

Last review 24 Mar 2014

Next review 03 Dec 2014

Click on a shaded box for instruction details



Show all instructions

Record incident and consider risk profile

Responsibility

Case Manager

When to use

Use this instruction when a client's behaviour, or potential behaviour, poses a threat to ACC staff and/or service providers.

Instruction

Step 1

Report the incident to your manager.

Step 2

Record the incident in the WorkSAFE Leader Incident Reporting System. Enter the incident type and any supporting evidence.

Step 3

Record the incident as a Claimant Care Note contact in Eos.

Step 4

Inform the Security Advisor of the incident by phone or email.

Step 5

Use the checklist in the ACC159 Client risk profile summary (108K) form to consider the potential for future risky behaviour.

Step 6

Check the client's record in Eos to see if a care indicator is active.

What happens next

If...	then...
there is potential for future risky behaviour	go to Completing risky client profile
the Eos care indicator is not active	<ul style="list-style-type: none"> • discuss with Team Manager • go to Consider activating care indicator
the Eos care indicator is active	go to Consider issuing trespass notice

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Consider activating care indicator**Responsibility**

Team Manager

When to use

Use this instruction when a Case Manager refers a client whose behaviour may be a risk to ACC staff and/or service providers.

Instruction**Step 1**

Consider the client's behaviour reports and supporting evidence.

Step 2

Consider the client's risk profile summary.

Step 3

Activate the care indicator. Summarise the client's behaviour in a draft Management Plan. Include:

- who will communicate with the client
- how we will communicate with the client.

Step 4

Discuss the management plan with the business unit manager and determine if the client's behaviour is a potential risk.

If the client's behaviour is...	then...
not a potential risk	<ul style="list-style-type: none"> • notify the Case Manager • record the decision and the reason for it on the management plan • deactivate the care indicator
a potential risk	update the management plan in Eos

Step 5

Check Eos to see if client is due to visit a service provider.

If the service provider has ...	then...
been notified about the client's recent behaviour	go to Ordering security for provider safety
not been notified about the client's recent behaviour	<ul style="list-style-type: none"> • notify the service provider, in writing, of the client's threatening and aggressive behaviour and any diagnosed mental health condition before the visit • go to Ordering security for provider safety

What happens next

If the care indicator is ...	then...
active	go to Consider issuing trespass notice
not active	monitor the client's behaviour and record any further problems or incidents

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Consider issuing trespass notice**Responsibility**

Team Manager

When to use

Use this instruction after we activate a care indicator to decide if we will issue a trespass notice.

Instruction**Step 1**

Review the client's behaviour reports, supporting evidence, risk profile summary and management plan in Eos.

If the client...	then...
presents a potential danger to ACC staff or property	go to Step 2
does not present a potential danger to ACC staff or property	<ul style="list-style-type: none"> • update the management plan with your review details • go to Reviewing risky clients

Step 2

Discuss issuing a trespass notice with the Security Advisor.

If the Security Advisor...	then...
authorises the work	go to Step 3
does not authorise the work	notify Case Managers and the Branch team that we will not issue a trespass notice

Step 3

Complete the ACC2398 Trespass notice (101K). See the Trespass Notices.

Step 4

Update the client's care indicator in Eos to show we have issued a trespass notice.

What happens next

Go to **Decide if transfer to Remote Claims Unit (RCU) required**.

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Decide if transfer to Remote Claims Unit required**Responsibility**

Business Unit Manager

When to use

Use this instruction when a care indicator is active and the client's ongoing behaviour means we may need to transfer them to the Remote Claims Unit (RCU).

Instruction

Step 1

Consider if we have used all reasonable management options for the client.

Step 2

Discuss whether the client meets the criteria for RCU management with your manager and the Security Team. See the Remote Claims Unit section (469K) of WorkSAFE Managing aggressive and threatening situations.

Step 3

Decide whether to transfer the client.

If you decide to...	then...
transfer the client	go to Transferring risky clients to Remote Claims Unit
not to transfer the client	record the decision and update the management plan in Eos

What happens next

If you decided not to transfer the client, review the client in six months.

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Completing risky client profile

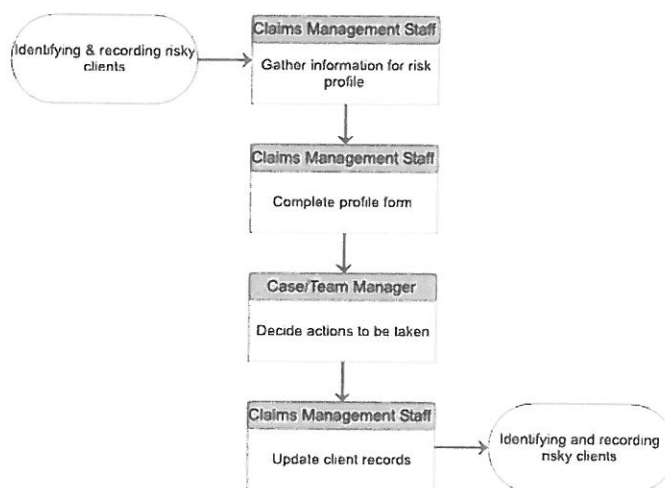
This is an optional process for Claims Management staff and managers to compile information about a potentially risky client in a single document (the Client Risk Profile Summary). The profile helps to assess the risk posed by the client and implement strategies to effectively manage the claim.

Strategies may range from continuing to manage the claim as is to transferring the claim to the Remote Claims Unit (RCU). See *WorkSAFE Managing aggressive/threatening situations (2.0M)*.

Last review 05 Mar 2013

Next review 03 Dec 2013

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Show all instructions

Gather information for risk profile

Responsibility

Claims Management staff

When to use

Use this instruction to gather information for the ACC159 Client risk profile summary (108K) form.

Using the profile summary is optional, but we should consider it when a client displays a number of risky behaviours.

Before you begin

It is critical that the information we record in the summary is factually correct, as the client is entitled to see it.

Instruction

Step 1

Gather information about the client from:

- Eos contacts or client care notes
- their general practitioner (GP), employer or provider
- any other source that is publicly available, such as media reports.

Step 2

Consider whether the client has a history of violence. Contact the Security Team for more information.

Step 3

Use information from ACC staff only if it is available in Eos. We must always record relevant information in Eos.

What happens next

Go to **Complete profile form**.

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Complete profile form

Responsibility

Claims Management staff

When to use

Use this instruction to download and complete the client risk profile summary form.

Before you begin

The information recorded in the client risk profile summary is sensitive. We must upload it securely so that we cannot print it without thought.

Instruction

Step 1

Open the [ACC159 Client risk profile summary \(108K\)](#) form.

Step 2

Fill in as much detail as possible. Include information from:

- Eos contacts or client care notes
- their general practitioner (GP), employer or provider
- any other source that is publicly available, such as media reports.

Step 3

Summarise the level of risk the client poses.

Step 4

Upload the document to the Eos party record. Use 'Secured' status.

Step 5

Discuss the profile summary with the Case or Team Manager.

What happens next

Case or Team Managers go to **Decide actions to be taken**.

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Decide actions to be taken

Responsibility

Case or Team Manager

When to use

Use this instruction to review the client's risk profile summary and consider strategies to manage the client and their behaviour.

Instruction

Step 1

Review the completed [ACC159 Client risk profile summary form \(108K\)](#) in Eos.

Step 2

Discuss the form with relevant claims management staff. Include the Unit Manager, Area Manager or Security team in these discussions, if necessary.

Step 3

Decide a strategy for managing the client. Consider:

- updating the care indicator in Eos
- continuing with the current arrangements
- warning the client that their behaviour is unacceptable, while continuing with current arrangements. Consider alternative strategies if their behaviour does not change
- continuing to manage the client from a branch, and:
 - restricting meeting types, eg no off-site meetings, no face-to-face meetings
 - restricting communication to written forms
- transferring the claim to another Case Owner
- transferring the claim to another branch
- applying to transfer the claim to the Remote Claims Unit.

What happens next

Claims Management staff go to [Update client records](#).

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Update client records

Responsibility

Claims Management staff

When to use

Use this instruction to update the client risk profile summary and records after you've decided how to manage the risky client and their behaviour.

Instruction

Step 1

Update the [ACC159 Client risk profile summary \(108K\)](#) with any actions taken to limit the risk.

Step 2

Update the [care indicator](#) in Eos.

Step 3

Update client and party records in Eos with the details of any actions taken.

Step 4

Contact relevant staff to discuss transferring the claim to another case owner or branch, and [action the transfer](#) in Eos.

What happens next

Go to [identifying and recording risky clients](#).

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Reviewing risky clients

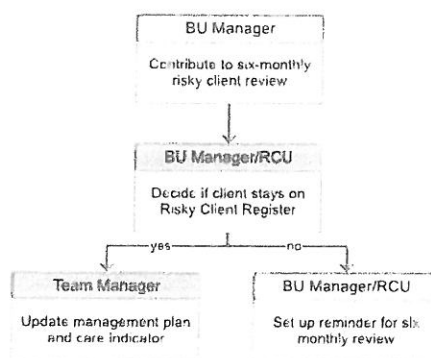
Use this process to review clients on the Risky Client Register in April and October each year. The register is a record of clients who have a care indicator on their Eos record as a result of aggressive and/or threatening behaviour. See *WorkSAFE Managing aggressive/threatening situations (1.4M)*.

This process sets out how to review a risky client's file to work out if the client will stay on the Risky Client Register.

Last review 11 Mar 2014

Next review 11 Mar 2015

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Show all instructions

Decide if client stays on Risky Client Register

Responsibility

Business Unit Manager and Remote Claims Unit

When to use

Use this instruction to review risky client files every April and October when either:

- the Care Client Report shows that a risky client file is due for review
- the client's behaviour prompts it.

Instruction

Step 1

Open In Fact and run 'Care Indicator Claims' report and identify clients who are due or are overdue for review of status.

Step 2

Prepare for a six monthly review of a client's risky client status in Eos:

- go to the client's Party Record in Eos and select the 'Indicators' tab
- select 'Care Indicator' and click 'Edit'
- click the 'Mgmt. Plan' button
- select 'Review' from the dropdown list in the 'Management Plan Update Type' field
- type in details in the 'Management Plan Update Comments' section, starting with "Six monthly review"
- enter today's date in the 'Management Plan Update Date' field
- click 'OK'

Step 3

Review each file with the Team Manager and Case Manager. For each review, add a 'Review has been completed' task in Eos.

Step 4

Decide whether to remove the client from the Risky Client Register.

What happens next

If we...

then...

can remove the client from the Risky Client Register

- ask the Team Manager to remove the Care Indicator in Eos

If we...	then...
	<ul style="list-style-type: none">the Team Manager goes to Update management plan and Indicator
cannot remove the client from the Risky Client Register	set up a reminder to review the client at the next six monthly review

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Update management plan and care indicator

Responsibility

Team Manager

When to use

Use this instruction when we decide to remove a client from the Risky Client Register after the six monthly review in April or October.

Instruction

Step 1

Update the client's management plan in Eos with details of the review decision.

Step 2

Deactivate the care indicator on the client's Party Record in Eos.

Step 3

Email the Case Manager to tell them the review outcome, or tell them verbally.

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Criteria for activating the Care Indicator

This page explains the criteria for activating the Care Indicator.

Last review 01 Aug 2014

Next review 01 Aug 2015

It is important that staff only activate the Care Indicator in limited circumstances.

That is, where there is sufficient and current evidence to suggest a real and imminent risk to staff safety exists.

Criteria about when to activate the Care Indicator

If two or more of these criteria are met

Clients who meet more than one of the following criteria are considered to pose a potential risk to staff safety, and therefore must have their Care Indicator activated:

- Have continued to demonstrate intimidating and/or offensive behaviour, ie body language and verbal dialogue has made staff feel unsafe.
- Been abusive, verbally or in writing.
- Made racist or sexist comments.
- The current actions being undertaken on their claim by ACC are known to have caused, or are expected to cause a significantly negative response from the client. For example, prosecution, fraud investigation, cessation of weekly compensation.

Note:

The extent that the client's behaviour or action was triggered by the behaviour, action or reaction of an ACC staff member, must be considered.

If one of these criteria are met

Clients who meet any one of the following more serious criteria are also considered a potential risk to staff safety and must have their Care Indicator activated:

- Have been, or are, physically violent (this unacceptable behaviour may not have occurred directly towards ACC staff).
- Have a history of violence or aggressive behaviour, have known convictions for violence.
- Made threats previously against ACC, ACC staff or agents acting on ACC's behalf.
- Intimidated a staff member to the extent that they felt unsafe through written abuse or verbal abuse (face-to-face or over the telephone).
- Exhibited homicidal ideation.

Criteria for removing the Care Indicator

If you are unsure whether to remove a client's Care Indicator, this page asks some questions to help you decide.

Last review 17 Jul 2014

Next review 17 Jul 2015

What your review must cover

Discuss the review with the current Case Manager and Team Manager, then fully review the client's current circumstances.

Reviews must cover a number of issues that are not strictly criteria.

For example, note your review in Health and Safety audits and Health and Safety Quarterly Reports.

Criteria for removing the Care Indicator

Before the Branch/Centre Manager can remove a client's Care Indicator, their review needs to apply the below criteria and issues.

Let the criteria indicate whether or not the client's Eos record should contain a Care Indicator.

Primary criteria and how will this affect ACC?

- Is the client still receiving support from ACC?
- How many times has the client visited the office since their Care Indicator was activated?
- Note:
If the client has not visited the office, it is not possible to state they are no longer a threat (or a potential threat) to the safety of ACC employees, unless there are some other mitigating factors.
- How have they behaved when they have visited the office?
- How do staff feel about interviewing the client?
- Has the action that was being undertaken on their claim (that may have caused a negative response) been completed? ie fraud investigation, prosecution, cessation of weekly compensation, etc
- Is there any factor why this client should (or should not) have an active Care Indicator?

Other issues to consider

- Has the client continued to demonstrate the unacceptable behaviours that led to the activation of the Care Indicator?
- What changes and/or improvements have there been to the client's behaviour?
- Is ACC's continued use of the Care Indicator fair and reasonable now? When evaluating what is 'fair and reasonable' staff should look at the client's current circumstances in an objective manner.
- Given that there has been a six month period since the last date of evaluation, is there a new strategy that could improve the relationship with the client?
 - Eg if the Care Indicator is a result of a higher than expected level of contact from the client, a communication strategy may improve the relationship. This can include limiting contact to emails and phone calls only, diarised contact from ACC to the client and vice versa, or the client could be asked to attend all meetings with a nominated support person, and so forth.



Review a client's Care Indicator

How to review and a client's Care Indicator, who to do it, and needs to do it. By law, reviews must be completed every six months.

RELATED
Using Eos

Eos online help

Last review 01 Aug 2014

Next review 01 Aug 2015

Who reviews a client's Care Indicator?

Branch/Centre Managers must review the Care Indicators of their clients every six months – in April and October.

They must talk with their team manager, the case manager, and the security advisor if necessary.

Keeping clients' information up to date, is a requirement of Principle 9 of the Privacy Act 1993.

Making a decision

Guidance on what issues need to be discussed before a Care Indicator can be removed are in the criteria for removing the Care Indicator.

Clients that are deemed to no longer pose a risk to staff safety must have their Care Indicator removed. This needs the permission of the Unit Manager.



Roles when deciding to activate the Care Indicator

Any ACC staff member can recommend that a client has a Care Indicator flag activated on their Eos record.

However, it is their team manager who must investigate and make an initial recommendation.

Last review 17 Jul 2014

Next review 17 Jul 2015

To minimise the potential for hazards to cause harm, any staff member may suggest the activation of a client's Care Indicator.

RELATED Policy

WorkSAFE - Managing aggressive & threatening situations - policy and procedures

Recommending a Care Indicator flag

If a staff member thinks a client's behaviour warrants having the Care Indicator activated on their Eos record, they should follow this procedure:

1. Discuss the specific client and the incident(s) that caused the concern, with their team manager. Base any request on the criteria for activating the Care Indicator.
2. Provide the team manager with all supporting evidence. (If the Care Indicator is activated, this evidence needs to be entered in Eos as a contact - to do this, select 'claimant care notes' from the contact drop-down list.)

Team managers have the delegated authority to make a preliminary decision about the appropriateness of activating the Care Indicator. The decision must then be confirmed by the Branch/Centre Manager.

Team manager's role

Team managers must make a preliminary decision about whether or not to activate the Care Indicator on the client's Eos record, based on the criteria for activating the Care Indicator.

If the preliminary decision is...	then...
yes	<ul style="list-style-type: none">• ensure there is evidence within the client's claim to support the decision, ie the information must be current and the rationale for activating the Care Indicator must be reasonable and fair• ensure the Care Indicator box is activated in the client's Eos record (see how to record and update the Care Indicator in Eos)• within 24 hours, recommend the Branch/Centre Manager confirms the Care Indicator is activated.
no	<ul style="list-style-type: none">• within 24 hours, recommend the Branch/Centre Manager does not activate the Care Indicator.

If the Branch/Centre manager may disagree or agree with your preliminary decision, ensure you record and update the Care Indicator in Eos based on their decision.

Branch/Centre Manager's role

- Ensure there is up-to-date evidence within the client's claim, that supports the decision.
- Within 24 hours, confirm or reject the team manager's preliminary decision.
- Email the Security Advisor to advise that the client's care indicator has been activated.

Security Advisor's role

- Upon receiving notification from the Branch/Centre manager, check the claim to ensure:
 - the above process has been correctly followed
 - there is sufficient evidence to support the decision is documented.



Manage clients with Care Indicators

The Care Indicator is noted on a client's Eos profile, to let staff know that the client poses a potential threat to safety.

Last review 30 Jul 2014

Next review 30 Jul 2015

Why do we have the Care Indicator in Eos?

The Care Indicator, recorded in a client's Eos profile, ensures staff know a client poses a potential threat to their safety or that of ACC's service providers.

It is 'flagged' on the client's Eos profile as a warning to fully assess how to proceed - and put in place any appropriate measures - before interviewing or meeting with the client.

For example, if a client has an active care indicator they can only be met by appointment, in an interview room with CCTV and must have a colleague, service provider or security guard present.

Care claimant report

The care claimant report is generated by Eos, and lists clients who have the Care Indicator activated in their Eos records due to their dangerous or aggressive behaviour.

RELATED Policy

WorkSAFE - Managing aggressive & threatening situations - policy and procedures

RELATED Using Eos

Eos online help