




Australian Government
Department of Employment

Responding to Serious Incidents: How to balance duty of care with service duties at times of crises

Privacy rules, security and alternative strategy options

Practice for challenging behaviour

Incident Management Plans

- Required under the Deed
 - Providers approach to managing challenging behaviours
 - Strategies vary between providers and sites
 - Duty of care
 - Incident Reports
 - Information Privacy
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Guidelines and Incident Reports

Servicing Job Seekers With Challenging Behaviours Guideline

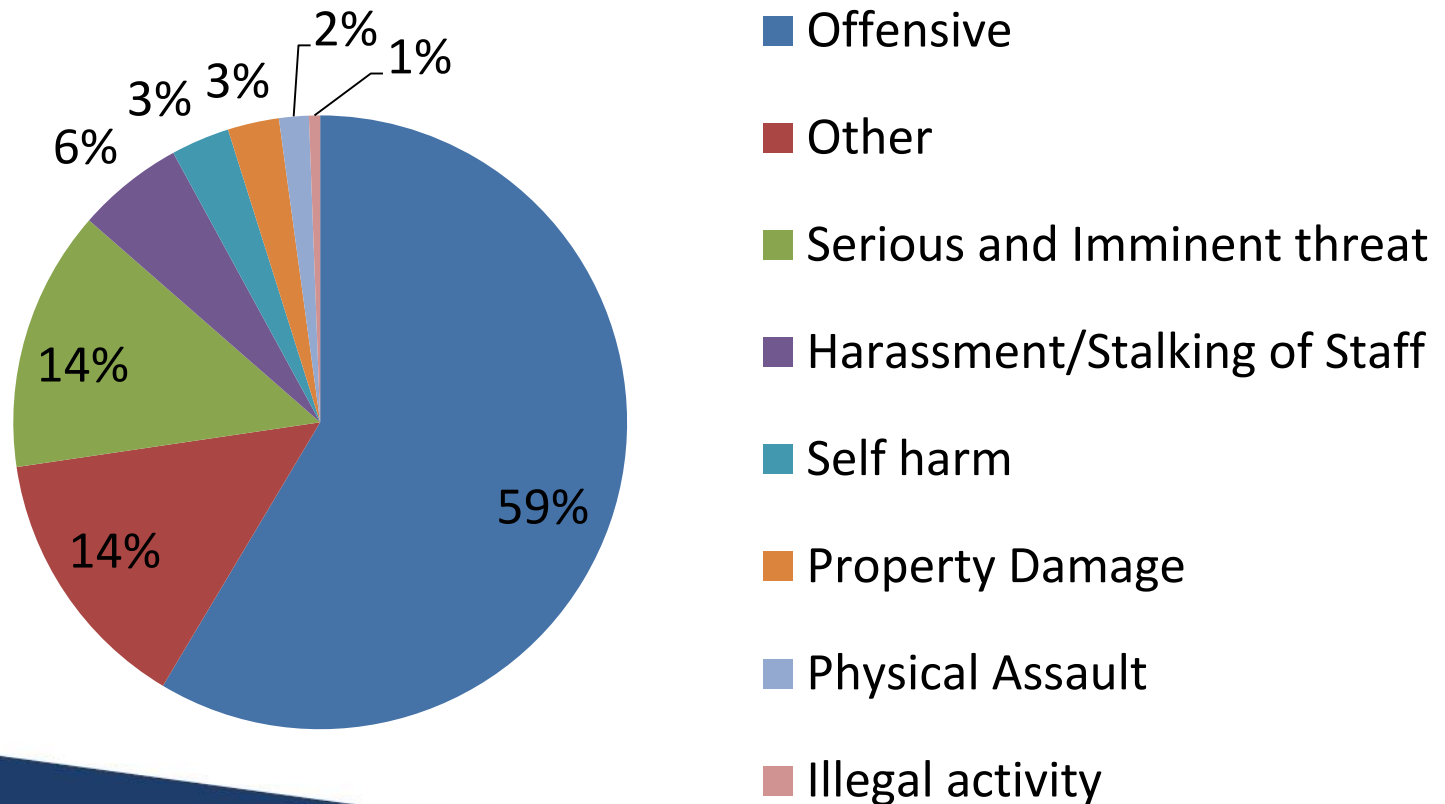
- Offers alternative options for servicing job seekers with challenging behaviour
- Includes requirements for recording incident reports

jobactive provider Incident Reports by Level – 1 July 2015 to 30 June 2017

Incident Report Level	Number	Percentage
Level 1	6,957	70%
Level 2	2,269	23%
Level 3	678	7%
Total	9,904	100%

jobactive provider Incident Reports by Type – 1 July 2015 to 30 June 2017

Incident Reports by Type - Employment user



jobactive provider Incident Reports by Stream – 1 July 2015 to 30 June 2017

Stream	Number of IR	% of Total	Average proportion of active caseload
Stream A Volunteer	29	0%	2%
Stream A	2,430	25%	49%
Stream B	2,937	30%	32%
Stream C	4,497	45%	18%
Total	9,904	100%	100%

**Note: Total includes job seekers who had not yet been allocated a stream.*

Strategies to increase job seeker engagement

- Building rapport
- Listen, remain positive and follow your organisation's best practice service charter
- Offering tailored and individualised support that is useful and attractive to the job seeker
- Accessing appropriate support services
 - Referrals to DHS
 - Referrals to other appropriate services

Provider Support

- Better Practice Workshops
 - strategies for supporting vulnerable job seekers into employment
- Mental Health Capacity Building
 - 6 training modules
 - located on the Department's Learning Centre.

Privacy and Public Interest Certificates

- The *Social Security Administration Act 1999* (Admin Act) governs the collection, use and disclosure of protected information.
- Disclosure of protected information about a jobseeker to the police under a Public Interest Certificate (PIC).
- Providers must comply with the Social Security law and the Deed.

Questions?