

INCIDENT MANAGEMENT PROCEDURE



PURPOSE & SCOPE

The Incident Management Procedure has been developed to outline the key steps, actions, tasks and responsibilities for effectively managing incidents.

The procedure covers the reporting, communication, management, review, and monitoring of incidents to promote safety, minimize re-occurrence and manage any associated risks at All About Care Australia.

Relevant privacy and confidentiality of incidents must be respected at all times and considered during incident review, management and escalation.

All About Care Australia understands the importance of incident reporting and investigation and has developed an incident and hazard inspection, reporting and maintenance program to minimize workplace accidents, incidents and dangerous occurrences. This is facilitated and maintained through an internal incident management system.

DEFINITIONS AND ABBREVIATIONS

Allegation refers to a claim or assertion that any incident has occurred. This is typically made without proof.

Participant refers to any individual who is eligible for or receiving services from All About Care Australia.

AACA Management refers to a confidential, short term, counselling service for employees to access qualified professionals to assist with issues that may affect their work.

Harm is the resulting impact of an act, omission, event or circumstance that occurs, and can include physical, emotional, financial or psychological impacts such as physical injuries, emotional impacts such as fear or poor self-esteem, financial impact such as a loss of funds, and psychological impacts such as depression or impacts on a person's learning and development.

Incident refers to any act, omission, event or circumstance which causes or could have caused injury, illness, damage or harm to person, equipment, vehicles, property, material, or the environment or public alarm. It also includes losses of containment (leak, spill of dangerous substances), fire, explosion, non-compliance with environmental regulatory requirements (including breaches of privacy), vehicle incidents and off-site incidents that occur in connection with the provision of Able Australia Supports or Services.

Incident Severity refers to how severe an incident is. See All About Care Australia's Incident Risk Assessment Matrix Guide.

Mandatory Reporting refers to the legal/regulatory requirement for certain professional groups to report e.g. a reasonable belief of physical or sexual abuse of a person with a cognitive deficit.

NDIS refers to the National Disability Insurance Scheme

NDIS Commission refers to The NDIS Quality and Safeguards Commission

NDIS Commission Reportable Incidents are determined by the NDIS Commission, and include a range of serious incidents that require reporting. See Incident procedure for more details.

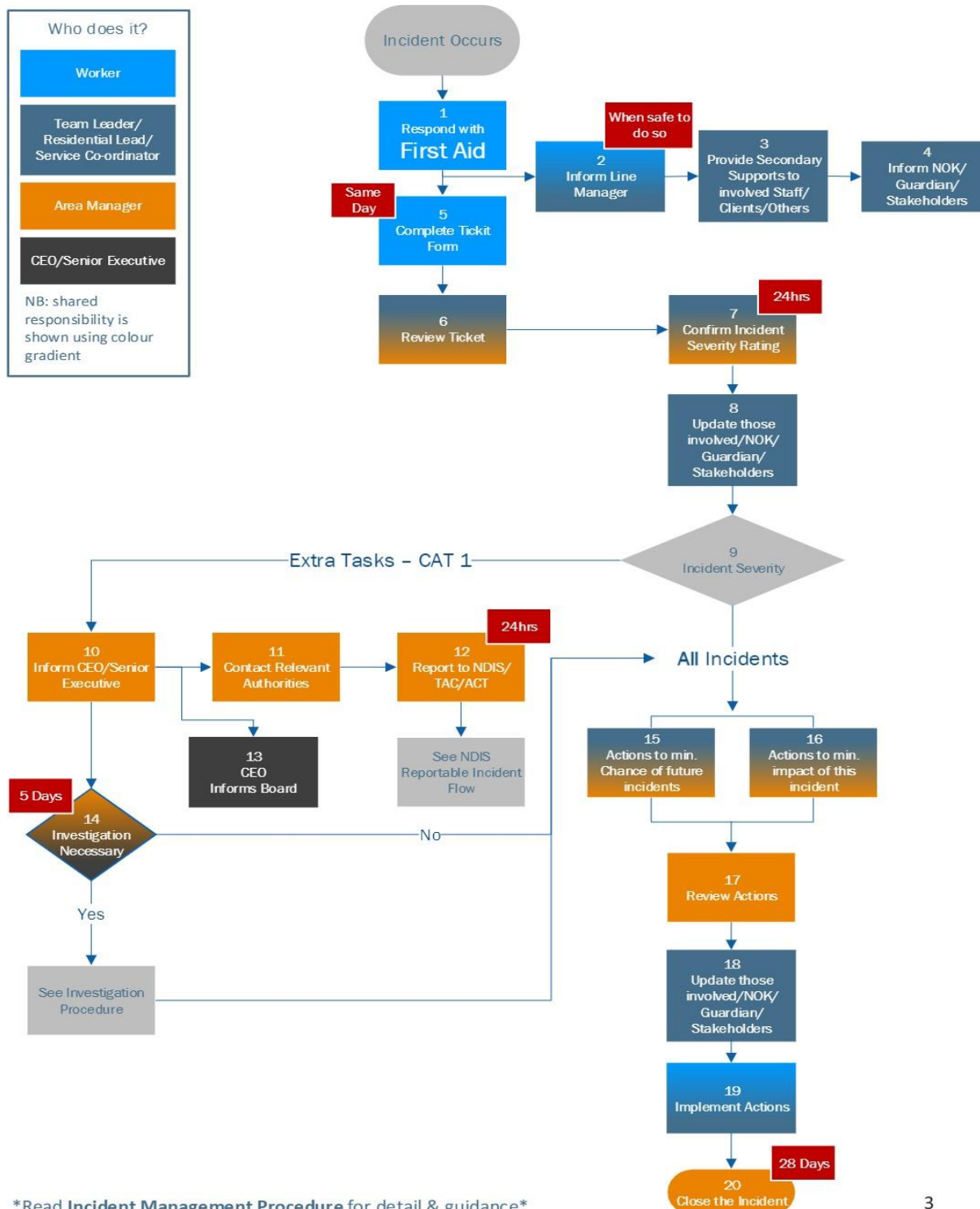
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Stakeholder includes any person with an interest or concern in the incident e.g. those involved, their families/supports, guardians, doctors, service providers etc.

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Flow Diagram



Read Incident Management Procedure for detail & guidance

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*** Refer to the incident flow chart when viewing info below

	Name	Role responsible	Description
1	Respond with First Aid or call 000	Support Worker who witnesses	<p>When an incident/allegation occurs immediate care should be provided, following First Aid procedures. This should be the first response, and be done by the support worker on scene if safe to do so. If in doubt, emergency services should be called (000) to help assess the urgency and actions required for potential emergencies.</p> <p>First aid is only to be ceased when medical/other support arrive to administer aid, all individuals involved are safe, or you are too physically exhausted to continue.</p> <p>If an incident escalates to requiring emergency services (including fire, police, ambulance) and safety is at risk, emergency services should be contacted prior to or alongside notifying the Director /Service Manager.</p> <p>Every All About Care Australia employee/worker/volunteer who works with clients must have a valid First Aid and CPR certificates. Within All About Care Australia offices, there will be a first aid officer available at all times.</p>
2	Inform Service Manager	Worker & Team	<p>Your Service Manager is to be informed once you cease providing assistance. Assistance is to be ceased when medical/other support arrive to assist, all individuals involved are safe, or you are too physically exhausted to continue. A worker is to inform the Service Manager, who will then escalate to the Director. The Service Manager is to provide guidance on managing the incident where necessary, referring to policy and procedure.</p> <p>Use your team! If you are busy supporting those involved in the incident, ask another staff member to inform the service manager to seek support & guidance for what to do next.</p>
3	Inform Next Of Kin /Guardian/ Stakeholders (with consent)	Service Manager	<p>Legal Guardians must be informed of any incidents that occur involving clients, especially for those who are unable to provide consent. If a participant/staff person involved in an incident has the capacity to consent, consent should be obtained prior to informing parents/partners/Guardians/other services. Able will not contact/inform parties whom they do not have consent to contact.</p> <p>The service manager will also extend apologies and regret to Guardian for the incident. This is not an admission of guilt, but a sign of empathy and regret for the circumstances. Where a client/staff is unable to consent due to the incident, may be contacted to brief them of the circumstances.</p> <p>This contact will be performed by the Service Manager, not by the individual worker. Unless confidentiality is required to safeguard the integrity of the investigation process, the</p>

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			<p>information provided should include a brief description of the incident, the outcome, and details of the process from this point — providing only facts (e.g. "RD has a bruise on their arm. Staff reported it was due to a minor fall. We will review the information, and provide regular updates as we understand the incident further.")•</p> <p>Photos</p> <p>If photos of clients' injuries are required for therapeutic and/or evidentiary purposes consent must be obtained from the client and/or their guardian at this stage (prior to photo being taken). Photos of a client's intimate personal areas (genitalia, breasts, bottom) will only be taken by a medical practitioner or forensic practitioner. The taking of photos must be approved by the Service Manager only.</p>
4	Complete Incident Report Form	Worker	The Worker who witnessed the incident will complete the incident form in Incident Report Form in 24 hours, including all facts and information as they know them. This will be completed on the same day as the incident.
5	Review Incident Report Form	Service Manager	The incident will be reviewed by a Service Manager, who may ask questions of staff or others involved to gather more information about the incident, and assign a Severity Rating.
6	Confirm Incident Severity Rating	Service Manager/ Director	Once complete, this will be reviewed by Director— who may ask further questions, and will approve/amend the assigned Severity Rating.
7	Update those involved Guardian/ Stakeholders	Director/ Service Manager	<p>Following the same principles in 'Informing Next of Kin/Guardian/Stakeholders', those informed of the incident will be updated. People involved in the incident will be asked if they would like to be updated at this stage also. Information on next steps will be explained based on the Severity Rating of the incident.</p> <p>E.g. "We have rated this a Category 1, reportable incident. This means that we will be reporting it to the NDIS commission and informing our Director. We will assess the incident information to decide if an investigation is necessary or not and let you know what happens then."</p>
8	Incident Severity	-Decision-	All incidents will follow the 'All Incidents' flow, including setting actions, reviewing them, and implementing them. Alongside this, Category 1 incidents will be escalated, reported on and assessed for need for investigation.
9	Inform Director	Service Manager	<p>For Category 1 incidents the Service Manager will inform the director of the incident.</p> <p>If an incident escalates to requiring emergency services (including fire, police, ambulance) and safety is at risk, emergency services should be contacted prior to or alongside notifying Service Managers/Director</p>

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10	Contact Relevant Authorities	Service Manager	<p>Depending on the nature of the incident and those involved, All About Care Australia may be mandated to contact the police or other authorities. All About Care Australia is subject to each state's legislation on Mandatory Reporting of neglect and abuse of people with disabilities. Certain types of abuse such as financial, physical and sexual abuse are a criminal offences, and according to legislation criminal acts must be reported to law enforcement. See Allegation of Abuse, Unexplained Injury and Neglect Procedure.</p> <p>All About Care Australia is committed to working with all authorities in a transparent and open manner and will seek support and feedback from authorities to improve quality services.</p> <p>If an incident escalates to requiring emergency services (including fire, police, ambulance) and safety is at risk, emergency services should be contacted prior to or at the same time as notifying Service Managers/Director.</p>
11	NDIS Commission Reportable Incidents/ Related Governmental Network	Service Manager/ Director	<p>All About Care Australia provides supports to participants funded by the National Disability Insurance Scheme (including Continuation of Supports), Transport Accident Commission (QLD only), and Depart of Communities (QLD only). Each funding body has set criteria for categorising types of incidents that need to be reported. The Service Manager is expected to familiarise themselves with the reportable incident criteria, timeframes and methods for their funded programs. Further details below.</p> <p>NDIS Commission Reportable Incidents — Report within 24hrs</p> <p>For an incident to be reportable a certain act or event needs to have happened (or alleged to have happened) in connection with the provision of supports or services by the registered NDIS provider. This includes:</p> <ul style="list-style-type: none"> • The death of a person with disability • Serious injury of a person with disability • Abuse or neglect of a person with disability • Unlawful sexual or physical contact with, or assault of, a person with disability <p>Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity.</p> <p>Unauthorised use of restrictive practices in relation to a person with disability. (report within 5-days of notification)</p> <p>Registered NDIS providers must notify the NDIS Commission of all reportable incidents (including allegations), even where the provider has recorded and responded within their own incident management system. The 'Reportable Incidents Guidance' document was developed to support the NDIS Quality and Safeguards Commission Rules. You can also find more information on the NDIS Commission Website: https://www.ndiscommission.gov.au/providers/incident-management-and-reportable-incidents</p>

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			<p>A 5-day Report will be required including findings of preliminary investigations, and updated information on the outcomes of the incident, details of those involved, and whether an investigation will be conducted or not. See further detail of process in NDIS Commission Reportable Incidents and Unauthorised Restrictive Practice Flow diagram.</p> <p>Transport Accident Commission (QLD only) Serious Incident Reporting - Report within 24hrs</p> <p>A 'serious incident' is where suspicion, complaint, allegation or other evidence is received or obtained regarding: the death of, or serious injury to, a participant/injured worker</p> <ul style="list-style-type: none"> A health, safety, abuse or unspecified risk to a participant/injured worker a provider experiencing significant organisational disruption or mismanagement the ongoing financial viability of the Disability Service Provider; or alleged fraudulent or illegal conduct. <p>If one of the above incidents has occurred in connection with TAC service provision, a serious incident form is required to be filled in and submitted to TAC.</p> <p>Find more information here:</p> <p>http://www.tac.qld.gov.au/data/assets/pdf_file/0020/180236/Provider-Serious-Incident-ReportingGuidelines.pdf</p> <p>Department of Communities (QLD only) Critical Incident Reporting — 5pm next business day Relevant Critical Incidents, Level 1 Include:</p> <p>Death of a person</p> <p>Life threatening injury to a person Major Security incident</p> <p>Relevant Critical Incidents Level 2 Include:</p> <ul style="list-style-type: none"> Serious Injury to a person that results in hospitalisation Alleged rape, sexual assault or serious assault Attempted Suicide Missing child <p>Missing Person</p> <p>Alleged abuse, neglect or exploitation of a person with a disability</p> <p>Disability - Critical incident policy</p> <p>https://www.communities.qld.gov.au/resources/dcdss/disability/service-providers/critical-incident-policy.pdf Report form</p> <p>https://www.communities.qld.gov.au/resources/dcdss/industry-partners/fundinggrants/specifications/diversion-centre-critical-incidentreport.pdf</p>
12	Service Manger Informs Director	Director	The service manager will then inform the Director as required.

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13	Investigation Necessary	Service Manager & HR Manager	Service Managers and HR Manager will consult to decide if an investigation is necessary. This will be decided in line with the Investigation Procedure. If an investigation is deemed necessary, the investigation procedure will be followed (see All About Care Australia Investigation Procedure). Ongoing updates and actions will be revised and discussed, as appropriate, with those involved /Guardian/Other Stakeholders and relevant reporting bodies (e.g. NDIS Commission if reportable incident).
14	Actions	Guidance	<p>Suggested actions can be minor or major, but should be SMART (Specific, Measurable, Achievable, Relevant and Time-bound). Some questions to help when creating actions are:</p> <ul style="list-style-type: none"> • Specifically what will you do? • How will you know when it's done (what can you measure)? • Are you sure it can be done? <p>Is it connected with the incident/will it do what's intended? (e.g. will it make the person feel safer)</p> <p>What is the timeframe you will do it in? Who will do it?</p>
15	Actions to minimise Chance of future incidents	Service Manager	The Service Manager in consultation with the HR Manager, will discuss and agree upon actions to minimise the chance of similar incidents occurring in the future. Depending on the nature of the incident this could include staff education and training, changes to systems or processes, changes to physical structures/maintenance, changes to supports, or a range of other things.
16	Actions to minimise impact of this incident	Service Manager	The Service Manager in consultation with the HR Manager, will discuss and decide on actions to minimise the impact of this incident. These actions will be designed to manage and support those involved, and reduce any negative effects of the incident. These actions will be highly dependent on the incident itself. For if an item is broken, one action could be getting it fixed or replaced; if an impact of an aggressive behaviour is potential staff distress/concern, one action could be staff debriefing & guidance.
17	Review Actions	Service Manager	The Service Manager will review actions to ensure they are SMART (specific, measurable, achievable, relevant and time bound). If they meet criteria, Service Managers will approve the actions, update Incident Report Form, and let the Director know to proceed.
18	Update those involved Guardian/ Stakeholders	Service Manager	Following the same principles in 'Informing Next of Kin/Guardian/Stakeholders', those informed of the incident will be updated. Those involved in the incident will be asked if they would like to be updated at this stage also. Unless confidentiality is required to safeguard the integrity of the investigation process (see All About Care Australia Investigation Procedure), the Service Manager is to take the time to explain

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			and discuss the proposed actions, and seek input and feedback from those involved, their supports and other stakeholders.
29	Implement Actions	Service Manager/ HR Manager/ Director	The relevant worker assigned the action then implements the proposed actions, involving all of the relevant stakeholders, participant, staff and others as required. In some instances, as a learning organisation, learnings from the incident will be shared with relevant stakeholders more broadly.
20	Close the Incident	Service Manager	Provided all of the steps have been completed, any investigation has been concluded, and the incident is resolved with appropriate actions taken, the incident can be closed in the Incident Report Form by the Service Manager. All About Care Australia aims to have 90% of incidents closed within 28 days. Incidents requiring investigation may take up-to 60 days for actions to be reported. Those involved in the incident as well as any authorities notified, and/or reported to should be notified of the closure. Unless confidentiality is required to safeguard individuals involved, the Service Service Manager is to take the time to explain and discuss the proposed actions, and seek input and feedback from those involved, their supports and other stakeholders.

MONITORING, RECORDING, REPORTING, ANALYSIS

Incidents will be monitored for trends and patterns and reported on a regular basis through All About Care Australia's Committee structure. SLT will also have access to incident data and information, which should be discussed at team meetings to inform best practice. This will create a learning environment and drive service improvements.

Audit

Compliance in reporting against this procedure will be part of All About Care Australia's Internal Audit process. This will include adequacy, timeliness and quality of reporting.

RELATED DOCUMENTS

- Complaints & Feedback Policy
- Incident Management Policy
- Incident and Risk Assessment Guide
- Motor Vehicle Policy
- NDIS Commission Incident Management and Reportable Incidents (NDIS Providers)
- Restrictive Practices Policy
- Workers Compensation & Rehabilitation Flow & Procedure

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DOCUMENTS REFERENCED

- [Aged Care Open Disclosure Framework and Guidance \(2019\)](#),
- [Aged Care Quality and Safety Commission](#)
- [Aged Care Quality Standards 2019](#)
- [National Disability Insurance Scheme \(Code of Conduct\) Rules 2018](#)
- [National Disability Insurance Scheme \(Provider Registration and Practice Standards\) Rules 2018](#)

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| <ul style="list-style-type: none">● NDIS (Incident Management and Reportable Incident) Rules 2018● NDIS Commission 'Reportable Incidents Guidance' document● NDIS Practice Standards and Quality Indicators July 2018● NDIS Reportable Incidents Frequently Asked Questions● Open disclosure Guidelines — Aged Care |
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