

Incident Management

Introduction:

This policy provides guidelines on incident management at Full Care Lifetime (FCLT).

Incident reporting is a compulsory and critical aspect of a service provider's operation. Incident reports must be followed through in accordance with any compulsory standards that the service must adhere to until they can be closed with an acceptable conclusion.

This policy defines incidents including serious incidents and incidents which are reportable to the NDIS Quality and Safeguards Commission. An incident is broadly defined as:

- Any event or circumstance that resulted, or could have resulted, in unintended and/or unnecessary harm to a person, or loss or damage to property
- A near miss which did not cause harm, but had the potential to do so
- A medication error involving a preventable event that may cause or lead to inappropriate medication use or harm to a client while being supported
- Any event which deviates from standard policy or procedure
- Anything illegal (e.g., assault, sexual misconduct, fraud)

Applicability

When

- Applies to supports and services provided to all clients

Who

- Applies to all representatives including key management personnel, directors, full time employees, part time employees, casual employees, contractors, and volunteers

Our commitment

- FCLT is committed to ensure the rights of people with disability are upheld and supported
- FCLT aims to provide a high standard of duty of care and to ensure the safety and wellbeing of each client using our services, our employees, and members of our community
- FCLT will foster a culture of continuous improvement with a proactive approach to preventing incidents
- If an incident occurs, FCLT will promptly and appropriately respond to the incident in an equitable, objective, and fair manner

- FCLT will record all incidents, report (if required) and investigate (if required).
- FCLT will ensure principles of procedural fairness are maintained by providing those affected an opportunity to give their side of the story and to comment on any adverse views
- FCLT will maintain an incident management system to aid in recording, managing, and resolving incidents
- The incident management policy and process is accessible to employees via the Centro ASSIST web app
- The incident management policy and process is provided to clients and stakeholders via email or hard copy during on-boarding and at any time by request.

Organisational responsibilities when responding to incidents:

When responding to an incident it is FCLT' responsibility to:

- Immediately respond to an incident to ensure the safety and wellbeing of clients and others at risk
- Report to police (if appropriate)
- Contact relevant support services e.g., sexual assault support services (if appropriate)
- Preserve evidence of the incident
- Notify relevant next of kin, family, or guardian (as appropriate)
- Plan and undertake actions to provide ongoing support to those affected by the incident
- Document key actions undertaken in an internal incident report
- Record incidents in an internal incident register

Lodging incidents:

Incident reports must be written and lodged within 24 hours of the incident, unless standards we have to meet signify otherwise. If in doubt about the veracity or seriousness of an incident, report it anyway.

Incident reports must be written and lodged when:

- Abuse has been observed as defined in the FCLT policy and procedure – Preventing and Responding to Abuse

- Restrictive interventions as defined in the FCLT policy and procedure – Restrictive Interventions have been observed or are required for behaviours of concern
- An accident has occurred or a near miss has been experienced or observed
- A vehicle accident has occurred or a near miss has been experienced or observed
- The health, safety or security of clients, staff or the public has been compromised
- The health, safety or security of clients, staff or the public is observed as being at risk

All incident reports are to be forwarded to – info@fullcarelifetime.com.au – who will deal with them as follows:

- Incidents of abuse will follow the procedures set out in the FCLT policy and procedure – Preventing and Responding to Abuse
- Incidents involving restrictive interventions will follow the procedures set out in the FCLT policy – Restrictive Interventions
- Accidents and near misses will be forwarded to the General Manager for investigation
- Incidents involving vehicle accidents and near misses will be forwarded to the General Manager for investigation
- Incidents, observed or actual, involving health, safety or security will be dealt with in the following way:
 - The service should report the incident to any applicable authorities such as the police, NDIS.
 - Maintain confidentiality in accordance with FCLT policies and legal obligations
 - The service will ensure that support and counselling are available to all involved to counteract stress and anxiety
 - Support any victim/s to explain what is happening and help them make statements including engaging advocates
 - Remove any alleged perpetrator/s away from the incident location and people involved in the incident
 - The Operations Manager and Incident Manager will determine the course of action for the investigation in consultation with the Leadership Team
 - Cooperate with any agencies that have to be notified and become involved

Reporting incidents to the NDIS

As an NDIS provider, the following requirements are compulsory. The Incident Manager, who receives all incident reports, will manage the reports according to the directions and guidelines set down by the NDIS.

Incident reports must be tabled for the following:

- Acts, omissions, events, or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with a disability
- Acts by a person with a disability that occurs in connection with providing NDIS supports or services to the person with disability and which have caused serious harm, or a risk of serious harm, to another person
- Reportable incidents that have or are alleged to have occurred in connection to providing NDIS supports or services to a person with a disability

Incidents that must be reported to the NDIS Quality and Safeguards Commission including any incident that involves:

- The death of a client
- The serious injury of a client
- Abuse or neglect of a client
- Unlawful sexual or physical contact with, or assault of, a client
- Sexual misconduct committed against, or in the presence of, a client, including grooming for sexual activity
- Unauthorised use of a restrictive practice in relation to a client

Other incidents may require reporting to other agencies, for example:

- Data breach or personal information (OAIC)
- Injury or death of an employee while on duty (local state or territory WHS authority)

Any incident involving crimes such as assault, theft and fraud must be reported to police.

The Incident Manager, in following compulsory NDIS directions, will:

- Notify the NDIS via the NDIS Commission Portal within 24 Hours
- Submit a 5 Day Form within five business days, providing additional information and actions taken
- Submit a final report if required on the impact, prevention, management, resolution, changes and further notification to other people or parties

Responsibilities of key management personnel

- Ensure employees have the necessary skills to manage incidents
- Record serious incidents
- Manage escalated incidents and serious incidents
- Report serious incidents to the NDIS Quality and Safeguards Commission
- Respond to any media enquires
- Investigate incidents or arranging an external investigator to investigate
- Review incidents and initiate improvements

Responsibilities of employees

- Resolving incidents
- Recording incidents
- Escalating incidents they can't resolve to key management personnel
- Escalating serious incidents to key management personnel