

Incident Management Policy

INTRODUCTION

Able Australia recognises that the health and safety of its employees, volunteers and clients is a priority. If incidents or near misses do occur, they need to be reported. Reporting and resolution of incidents and allegations is encouraged through a just, non-punitive, approach. Incidents should be reviewed, investigated (as required) and action taken to ensure that the possibility of recurrence or further risk is minimised.

Able 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 Tickit.

This policy applies to all employees, volunteers, contractors and visitors of Able Australia.

PURPOSE & SCOPE

This policy has been developed to ensure that all employees, volunteers, clients and stakeholders of Able Australia understand the actions to be taken in the event of any act, omission, event or circumstance which causes or could have caused injury, illness, damage to person, equipment, vehicles, property, material, or the environment or public alarm. This policy applies where any employees, volunteers, contractors and visitors of Able Australia become aware of an incident, near miss or hazard as listed in the *Incident and risk severity rating guide*. This policy aims to:

- Ensure timely and effective responses are taken to address immediate individual safety and wellbeing
- To clearly define persons responsibilities to ensure due diligence is delivered
- Be accountable to staff and clients for actions taken and planned in response to their experience of an incident
- Support the provision of high-quality services to clients through the full and clear reporting of incidents, near misses and hazards
- Support organizational development and consistency
- Ensure that identified deficits or potential deficits in service and support are addressed
- Establish a non-punitive (just culture) atmosphere that encourages reporting

DEFINITIONS AND ABBREVIATIONS

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

Client refers to any individual who is eligible for or receiving services from Able Australia.

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.

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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.

NDIS refers to the National Disability Insurance Scheme

NDIS Q&SG Commission refers to The NDIS Quality and Safeguards Commission

Incident Severity refers to how severe an incident is. See Able Australia's Incident Risk and Severity Rating Guide

Just Culture recognises that individuals should not be held accountable for system failings. It is a culture of trust, learning and accountability. It is a culture where frontline staff are not punished for actions taken by them that are proportionate to their experience, training and role, but where there is accountability for reckless behaviour and an absence of care

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

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

TAC refers to the Transport Accident Commission operating in Victoria

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

Tickit refers to the *Ticket on Demand* software system used to record, manage and report on incidents, risk and actions for Able Australia.

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

POLICY

Able Australia commits to preventing workplace accidents and minimising dangerous occurrences.

Able Australia will:

- Provide a mechanism for identifying, assessing, recording, managing, resolving and reporting accidents, incidents, work-related illness, near-misses, allegations and dangerous occurrences, hazards – Currently this is facilitated through Able Australia's Tickit System;
- Investigate accidents and relevant incidents to determine the root cause with the objective of preventing a recurrence;
- Obtain statistical information about the accident or incidents;
- Be a learning organisation, reviewing accident and incident data to assess for trends and minimise risk;
- Meet legislative requirements for reporting accidents and incidents;

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- Maintain open and clear methods of communication with those involved in incidents including (but not limited to) staff, clients, family members, guardians and other stakeholders. Operating in line with open disclosure principles.
- Train all persons in identifying and acting on incidents and the use of the Able incident reporting system (Tickit)
- Ensure the incident management is communicated to clients, carers and families

All accidents or incidents that result in an injury or work-related illness during the course of work, or are in connection with provision of Able Australia Services, must be reported in Tickit (incident management system). Medical attention must be sought as required. Individual health and safety are Able Australia's priority in every incident. It is Able Australia's intention for there to be qualified first-aid personnel available at all times in Able Australia's facilities to support this.

Any dangerous occurrences which have the potential to result in injury or damage to property must be reported in the same manner as an incident. Any allegations of incidents should be reported in the same manner as an incident.

In the event of an incident Able Australia will ensure relevant state and/or national authorities are notified and that a full investigation is undertaken to determine the root cause. This may include (but not be limited to) reports to the NDIS Commission, Department of Health, Transport Accident Commission and/or Police.

The most appropriate corrective action will be taken to ensure the incident does not recur.

Able Australia Services are subject to NDIS Rules (2018), Aged Care Standards, Transport Accident Commission Legislation, UN Convention on the Rights of people with a Disability (2009), UN Declaration of Human Rights (1948), and various state disability acts and legislation.

Able Australia is committed to meeting and exceeding standards, and has as such will identify and report relevant incidents and allegations to authorities such as the NDIS Quality & Safeguarding Commission; Aged Care; Law Enforcement Agencies; Child Safety and others as required. Able Australia is committed to working with all authorities in a transparent and open manner and will seek support and feedback to improve quality services.

RELATED DOCUMENTS

- Allegation of Abuse, Unexplained Injury and Neglect Procedure
- Behaviour Support Policy
- Complaints & Feedback Policy
- Incident and Risk Severity Rating Guide
- Incident Management Procedure
- Investigation Procedure
- Learning & Development Policy
- Motor Vehicle Policy
- [NDIS Commission Incident Management and Reportable Incidents \(NDIS Providers\)](#)
- NDIS Commission Reportable Incidents and Unauthorised Restrictive Practice Flow
- NDIS Restrictive Practice Monthly Reporting Flow
- Restrictive Practices Policy
- Workers Compensation & Rehabilitation Flow & Procedure

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- Zero Tolerance Abuse & Neglect Policy

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](#)
- [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](#)