



GLEN INNES SEVERN COUNCIL

Incident Management and Reportable Incidents Policy for Community Services

RESOLUTION NUMBER:	12.12/19	MEETING:	19 December 2019
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INTRODUCTION

As a Registered **National Disability Insurance Scheme (NDIS)** provider working under the *National Disability Insurance Scheme Act 2013* and the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018* and an Approved Provider of services to people who are older under the *Aged Care Act 1997* and the *Aged Care Quality Standards 2019*, Glen Innes Severn Council is required to implement a policy outlining how incident management will occur specifically for consumers / participants funded under these Acts, Rules and / or Standards.

AIMS

The aims of the Incident Management and Reportable Incidents Policy for Community Services are:

- To undertake and engage in preventative strategies and processes so that service incidents for consumers / participants are minimised;
- To identify, record and manage all consumer / participant incidents in SafeHold Lite;
- To use reflective practice on all incidents to improve service delivery and thus achieve the best outcomes for all consumers / participants;
- For all workers to be familiar with SafeHold Lite for consumer / participants of Council's Community Services, understand the definition of a Reportable Incident, and understand the procedures they must follow for reporting all incidents to Council and to an external body (if required).

POLICY STATEMENT

Glen Innes Severn Council is committed to ensuring that all incidents that occur in relation to the provision of services consumers / participants are managed consistently, effectively and with procedural fairness, and that workers can identify, manage, report and resolve incidents.

Reference Number: CS_LC-SSP012	Version Number: 1.0 Date: 19 December 2019	Review Date: 19 December 2022	Responsible Officer: Team Leader Direct Support
Related Documents: <i>National Disability Insurance Scheme Act 2013</i> and the <i>National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018</i> , the <i>Aged Care Act 1997</i> and the <i>Aged Care Quality Standards 2019</i>			

DEFINITIONS

Incidents are acts, omissions, events or circumstances that occur or could occur during or in relation to the provision of supports, or the alteration or withdrawal of supports that cause harm, either physically or emotionally, to a consumer / participant, or other stakeholder. Incidents also include acts, omissions, events or circumstances that have caused or could cause damage to property, the environment, material or cause public alarm.

Reportable Incidents refer to incidents, or alleged incidents, of severity that must be reported to an external agency. This includes but is not limited to:

- The death of a client;
- Serious injury;
- Abuse or neglect;
- Sexual misconduct;
- Unauthorised restrictive practices.

Workers are paid and unpaid staff employed or engaged by Glen Innes Severn Council. All workers and contractors must be familiar with the organisation's incident management system, understand the organisation's definition of a Reportable Incident, and understand the procedures they must follow for reporting all incidents to the organisation and an external body (if required).

Glen Innes Severn Council promotes a culture of open reporting and ensures that all workers understand that they are supported to report any incident or alleged incident, and that there will be no negative consequences for doing so.

Incident identification: If a worker observes an incident, or a consumer / participant or member of the public notifies a worker about an incident that does or could cause permanent or temporary detriment to a consumer / participant or other stakeholder, then the worker must report the incident to their supervisor and enter into SafeHold Lite. Workers and consumer / participants will be protected against any adverse actions as a result of reporting or alleging that an incident has occurred.

Immediate response: Where possible, an incident will first be addressed by the organisation's personnel responsible and qualified to effectively manage the incident as it takes place. First respondents understand that they must contact emergency services if the situation warrants.

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Notification procedures: Staff must report incidents to various agencies and persons based on the following priority system:

- For serious incidents to consumers / participants workers must first contact emergency services to assist the consumer / participant;
- Workers must report all incidents internally to their supervisor and enter into SafeHold Lite;
- If it is determined that the incident is serious the Team Leader / Manager of Community Servicers is responsible for notifying families, guardians and advocates of the consumer / participant;
- If an incident is a Reportable Incident, the WHS Coordinator and the Team Leader / Manager of Community Servicers will notify the relevant external bodies within the expected timeframe of the external body.

Supporting consumer / participants: Throughout the incident management process, from initial response through to review, consumer / participants; will be supported by the organisation through means of:

- Reassurance if the consumer / participant reported the incident;
- Trauma and counselling services where required;
- Changes to regular supports if necessary;
- Clear, ongoing communication regarding the progress and outcomes of the investigation.

Consumers / participants will be involved in the management and resolution of the incident where appropriate.

Assessment and investigation: The staff member nominated by the relevant supervisor is responsible for creating an initial assessment of any incident, to determine the severity of the incident and to establish the need for, and scope of, an investigation. If an incident is a Reportable Incident, an internal investigation will take place. All investigations will be undertaken and conducted in accordance with principles of natural justice and procedural fairness.

Incidents involving criminal allegations will be reported to law enforcement agencies, who will receive full support of the organisation in their investigations.

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Whenever an investigation into an incident is conducted, it should establish:

- The cause of an incident;
- The effect of an incident;
- Any organisational processes that contributed to or did not function in preventing an incident;
- Changes the organisation can make in order to prevent further incidents from occurring e.g. emails, documents and, where possible, records of face to face interviews will be recorded and kept in strict confidence.

Incident resolution: Based on the assessment, the organisation may undertake remedial action proportionate to the severity of the incident as determined by the General Manager. The organisation will inform and involve clients, family and advocates in the process of incident management and resolution.

APPLICABILITY

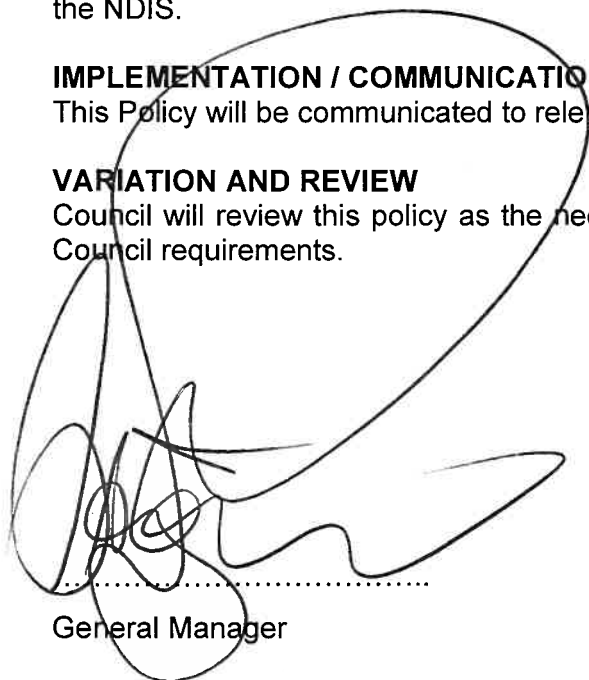
This Policy applies to consumer / participants of Glen Innes Severn Community Services, in particular people whose services are funded under the *Aged Care Act 2007* and / or the NDIS.

IMPLEMENTATION / COMMUNICATION

This Policy will be communicated to relevant personnel by their team leaders.

VARIATION AND REVIEW

Council will review this policy as the need arises, and / or every three (3) years as per Council requirements.



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General Manager

13/1/20
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Date

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