

Incident Management

Incident and Accident Reporting:

POLICY STATEMENT:

In fostering a safe and harmonious work environment, National seeks to provide support for both its employees and care recipients across the workplaces and home settings.

SCOPE

This policy applies to all care recipients of National.

POLICY

In the event of an accident or incident, where it is safe to do so, employees will take appropriate immediate action to minimise the risk of further injury or damage (for example, isolating the hazard, first aid, evacuation, containing spills).

In a case of injury, depending on the severity of the injury and the injured client and/or worker's preference, appropriate first aid or medical attention should be sought immediately.

At the time of the incident/accident Employees and Associates are required to notify Employer following the lines of reporting.

Client/Participant Responsibilities:

- To report any incident/accidents as soon as it is safe to do so to National Community Care via phone call and/or email.
- Effective documentation should include:
 - Name of the person(s) involved
 - Dates and times
 - Clearly and factually record the incident and any injury or potential injury sustained

Employee Responsibilities:

- Employee to verbally report any incident/accidents as soon as it is safe to do so.
- Employee to document incident/accident
- Employee to submit an National Incident and Accident Form same day. Template is accessible through employee logins under documentation.
- Employee to understand effective documentation:
 - Name of the person(s) involved and contact details
 - Clearly and factually record the incident and any injury or potential injury sustained
 - Ensure all records are legible, signed, designated and dated
- Employee to understand Mandatory Reporting obligations
- Employee to have all documentation to National within 24hours.

National Responsibilities:

- To ensure all employees are inducted and understand National incident and accident reporting processes and reporting requirements.
- Action any serious incidents within a 48hour period.
- To notify all relevant parties (eg - guardian, broker, POA, GP)
- To seek resolution if applicable
- To report subjectively to the appropriate authorities if required
- To ensure all documentation is logged and stored appropriately for seven years
- To follow up with relevant parties
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- Any workplace injuries should be sent to National insurance company as a notification. – *See Workplace Injury Policy*
- In the event the incident is a Mandatory Reporting Incident – *See Mandatory Reporting Policy and Relevant Procedures.*

Key Personnel Contacts:

Clinical Coordinator	Tahla Small	0429 599 548
Daily Operations / Director	Guy Telfer	0401 439 798
Director	Natashia Telfer	0262 424 978

Work Safe ACT	62073000	https://WorkSafe.act.gov.au
ACT Police	6256 7777	https://police.act.gov.au
ACT Ambulance Service		http://esa.act.gov.au/actas
Work Cover NSW	13 10 50	http://www.workcover.nsw.gov.au

REFERENCES

Freedom of Information Act 1989	Discrimination Act 1991
Health Records (Privacy and Access) Act 1997	Fair Work Act 2009
Working with Vulnerable People Act 2011	Work Health & Safety Act 2011
Human Rights Act 2004	Health Professionals Act 2004
Human Rights Commission Act 2005	Territory Records Act 2002
National Disability Insurance Scheme Act 2013	Information Privacy Act 2014
Disability Services Act 1991	Official Visitor Act 2012
Disability Services Regulation 2014	Fair Work Act 2009
Aged Care Act 1997	Workers Compensation Act 1951

WorkSafe ACT, Failure to report an incident is an offence, accessed from <https://www.accesscanberra.act.gov.au/ci/fattach/get/79345/1460090980/redirect/1/filename/Failure+to+report+an+incident+is+an+offence+poster.pdf> on 1 April 2018

Aged Care Quality and Safety Commission - <https://www.agedcarequality.gov.au/providers/compulsory-reporting-approved-providers-residential-aged-care-services>

National Standards for Disability Services - <https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services>

ALL Mandatory Reporting

POLICY STATEMENT:

In fostering a safe and harmonious work/home environment, National seeks to provide support for both its employees and care recipients across the workplaces and home settings.

SCOPE

This policy applies to all employees of National.

POLICY

In the event of reportable incident, National will operate with the client/participants welfare being of the highest priority. Reportable incidents (including allegations) arising in the context supports or services must be reported to the relevant Agencies within 24 hours of a NCC and/or Clinical Coordinator being made aware of the incident.

REPORTABLE INCIDENTS INCLUDING ALLEGATIONS

- The death of a client/participant
- Serious injury of a client/participant
- Abuse or neglect of a client/participant
- Unlawful physical contact with, or assault of, a client/participant
- Unlawful psychological abuse of a client/participant
- Unlawful sexual contact, sexual misconduct, committed against, or in the presence of, a client/participant, including grooming of the client/participant for sexual activity
- Unauthorised use of restrictive practices in relation to a client/participant
- Financial abuse of a client/participant
- Unexplained absences of a client/participant (missing persons)
- Reports of self-harm and/or suicide of a client/participant
- Reports of harm or threats to others

DOCUMENTATION:

The NCC incident/accident report template is available to all employees through employee portal under the documents tab. www.nationalcommunitycare.com.au/login. Any other forms of documentation including care plan notes and/or emailing sequence of events to management, the following information is required when reporting effectively:

- The name of the person(s) affected and the names of any witnesses to an incident
- Where and when the incident occurred
- The events surrounding the incident
- Whether an injury occurred as a direct result of the incident
- The response and corrective measures that were taken
- It should be signed and dated
- Attach photos if applicable, ONLY with the client/Participants consent

All documentation should include:

- Objective language
- Write what was witnessed and avoid assigning blame; write only what you witnessed and do not make assumptions about what occurred. (facts not thoughts!)
- If the affected person or witnesses tells you what happened and use direct “quotations”
- Ensure that the person who witnessed the event writes the report
- Complete your report as soon as the incident occurs, or as soon as is feasible afterwards.

Client / Participant Responsibilities:

- Report all concerns to National Community Care immediately
- Understand National Community Care has an obligation to appropriately manage any incident deemed reportable including notifying the appropriate authorities for actioning.
- Treat employees respectfully and understand the carer has a legal obligation to report to ensure your safety and wellbeing.

Employee Responsibilities:

- Report all concerns to National Community Care immediately
- Maintain mandatory training requirements
- Understand your duty of care to the client/participant
- Maintain clear and concise documentation
- Staff should be trained to recognise if an assault may have occurred and how to respond and encouraged to raise suspicions of assault internally to the approved provider's authorised persons for consideration and action.
- Understand your compulsory reporting requirements
- May be required to provide a formal statement to ACT police
- Debrief with NCC management and express if you require additional supports

National's Responsibilities:

- Report to the appropriate agencies within a 24hour period of becoming aware of incident.
- Provide all clients/participants with access to their charter of rights and advocacy services.
- Maintain up to date knowledge and resources of the reporting requirements across the various areas in which we operate.
- Maintain appropriate record keeping for a minimum of 7 years.
- Ensure resources are available and accessible to all employees of National
- Ensure Mandatory reporting is understood and acknowledged by all employees at the commencement of their employment in the on-boarding induction.
- Conduct annual "Mandatory Reporting/Elder Abuse" training for all employees
- Collectively work with the employee to ensure the appropriate documentation is recorded and assist in the reporting process.
- Provide support and/or counselling to employees affected by this process including access to NEXT STEP who provide a short-term intensive program for up to 6 sessions over the phone or face-to-face. <https://www.wcs.org.au/services/mental-health/next-step>

Record Keeping

National Community Care must keep consolidated records of all incidents involving allegations or suspicions of reportable assaults which can be, upon request, reviewed by the appropriate Commission.

Records must include:

- the date when received the allegation and/or incident, or started to suspect on reasonable grounds, that a reportable assault had occurred
- a brief description of the allegation or the circumstances that gave rise to the suspicion, and
- information about whether a report of the allegation or suspicion has been made to a police officer and the Commission;

PROTECTING INDIVIDUALS WHO REPORT AN ASSAULT

Protection for reporting of alleged assaults:

- The identity of employee who make disclosures is protected;
- Employee should not be unfairly treated as a result of making a report in accordance with the compulsory reporting requirements;
- Employees are protected from victimisation;
- Employee may report anonymously or confidentially to the relevant Complaints Commissioners.
- Protection from liability for voluntary or mandatory notification
- A person who notifies the Public Advocate of a suspicion that a person has been or is being abused or neglected, or provides any information to the Public Advocate in respect of such a notification—
 - cannot, by virtue of doing so, be held to have breached any code of professional etiquette or ethics, or to have departed from any accepted form of professional conduct; and
 - insofar as he or she has acted in good faith, incurs no civil or criminal liability in respect of the notification or the provision of the information.

MANDATORY AGENCIES

WORK SAFE ACT -6207 3000

Employee Workplace Injury including the death of a person, a serious illness/injury, or a dangerous incident arising out of work carried out by business, undertaking or workplace.

Policing – 000 / 131 444

For all incidents and/or alleged incidents of abuse and neglect, threat and/or self-harm

Crisis Assessment and Treatment (CAT) Team - 6205 1065

Acute mental health assessment and treatment service for threat and/or self-harm

NDIS Quality and Safeguard Commission – Provider Portal:

<https://www.ndiscommission.gov.au/providers/incident-management-and-reportable-incidents>

NDIS Participants involved in serious incidents that have, or are alleged to have, occurred in connection with the provision of supports

Aged Care Quality and Safety Commission - 1800 081 549

For any person residing within an Aged Care Home and/or Aged Care Home Package

ACT Care & Protection Services

Centralised Intake Service: 6207 6956/ Mandated Reporters: 1300 556 728

To be notified of any serious/critical incident reporting such as claims of abuse, the death of, or serious injury to a child/youth participant.

ADDITIONAL SUPPORTING AGENCIES:

ACT Policing
24-hour emergency response 000
24-hour assistance line 131 444

Crisis Assessment and treatment Team (CATT)
Highly accessible and responsive acute mental health
assessment and treatment service
Contact: 1800 629 354

ACT Human Rights Commission
Health services and services for older people and their
carers.
hrc.act.gov.au | 6205 2222
Public Trustee and Guardian
Clients/Participants with PTG oversight
www.ptg.act.gov.au | 6207 9800

Domestic Violence Crisis Service
24/7 Domestic Violence Assistance
crisis@dvcs.org.au | 6280 0900

ACT Civil and Administrative Tribunal
Guardianship and management of property orders.
www.acat.act.gov.au | 6207 1740

Older Persons Abuse Prevention Referral and Information
Line (APRIL)
ACT Community Service Directorate
crisis@dvcs.org.au | 6205 3535

ACT Disability, Aged and Carer Advocacy Service
Free, independent advocacy and information
www.adacas.org.au | 6242 5060

REFERENCES

Freedom of Information Act 1989
Health Records (Privacy and Access) Act 1997
Working with Vulnerable People Act 2011
Human Rights Act 2004
Human Rights Commission Act 2005
National Disability Insurance Scheme Act 2013
Disability Services Act 1991
Disability Services Regulation 2014
Disability Discrimination Act 1992
Aged Care Act 1997

Discrimination Act 1991
Fair Work Act 2009
Work Health & Safety Act 2011
Health Professionals Act 2004
Territory Records Act 2002
Information Privacy Act 2014
Official Visitor Act 2012
Fair Work Act 2009
Workers Compensation Act 1951

WorkSafe ACT, Failure to report an incident is an offence, accessed from
<https://www.accesscanberra.act.gov.au/ci/fattach/get/79345/1460090980/redirect/1/filename/Failure+to+report+an+incident+is+an+offence+poster.pdf> on 1 April 2018
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National Standards for Disability Services -
<https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services>
<https://www.ndiscommission.gov.au/sites/default/files/documents/2019-07/my-reportable-incidents-faqs-final-july-2019.pdf> on July 2019
<https://www.ndiscommission.gov.au/providers/incident-management-and-reportable-incidents#01> on 11 Jan 2020