

Incident Management Procedure

Commitment

Ilowra is committed to:

- providing a safe environment
- incident prevention
- managing and documenting any incidents occur
- continuous improvement.

Scope

This procedure is to protect everyone living, visiting or working in Ilowra Specialist Disability Accommodation (SDA). It is noted that SDA is not the provision of direct/personal support, however there will be contact with people through SDA development, vacancy management and maintenance.

What is an incident and a near miss?

An incident is an adverse event, like an accident or injury. A serious incident is an incident resulting in death or injury, requiring the attention of a doctor, emergency services or hospital. Different types of incidents are found in the glossary.

A near miss is an unplanned event that has the potential to be an incident.

When an incident or near miss occurs

After ensuring the immediate safety of the anyone involved, incident reporting will need to be completed. There are different types of reporting, depending on the incident.

The Supported Independent Living (SIL) provider has specific requirements to manage and report participant incidents while they are providing support in the dwelling, in line with compliance requirements and the collaboration agreement. Under the collaboration agreement, the SIL must also report near miss information to Ilowra that relates to maintenance or safety onsite.

Ilowra has a legislative responsibility to report any incidents that meet the legal definition of 'notifiable' incident' under NDIS and Work Safe, as well as relevant State requirements, eg in Victoria the Client Incident Management System ([CIMS](#)) is used.

If the near miss/incident involves Ilowra staff, this needs to be reported immediately to the Managing Director or delegate. This will ensure the appropriate management and reporting requirements are met.

It is essential that incidents are discussed to prevent reoccurrence.

What is an NDIS notifiable incident and how is it reported?

Illowra must report to the NDIS Commission any serious incidents (including allegations) arising in the context of Illowra's SDA services, including:

- the death of an NDIS participant
- serious injury of an NDIS participant
- abuse or neglect of an NDIS participant
- unlawful sexual or physical contact with, or assault of, an NDIS participant
- sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity
- the unauthorised use of a restrictive practice in relation to an NDIS participant.

Illowra must notify the NDIS Commission within 24 hours, with a more detailed report in 5 business days, on the relevant [NDIS Commission Incident Form](#).

What is a workplace notifiable incident and how is it reported?

A Safework (NSW)/Worksafe (Vic) notifiable incident is any incident involving any person at a workplace that results in:

- the death or serious injury of any person
- an injury requiring medical treatment within 48 hours of exposure to a substance
- an injury requiring immediate treatment as an in-patient in a hospital
- an injury that requires immediate medical treatment for:
 - loss of bodily function e.g. broken bones, loss of consciousness
 - serious laceration e.g. any laceration that requires one or more stitches or treatment to prevent loss of bodily fluids or infection
 - amputation of any part of the person's body
 - serious head injury
 - serious eye injury
 - electric shock
 - spinal injury.

An incident is also notifiable if it involves:

- the collapse or partial collapse of a building or structure
- an implosion, explosion or fire
- the escape, spillage or leakage of any harmful substance including dangerous goods that has potential to cause an injury that would have been notifiable.
- the fall or release from a height of any plant, substance or object that has potential to cause an injury that would have been notifiable.

Staff must seek appropriate medical attention for the affected person and/or other emergency services according to the nature of the incident. Safework(NSW)/WorkSafe (Vic) must be notified of any notifiable incident that involves any person.

The Managing Director or delegate must telephone Safework (NSW) on 13 10 50/ WorkSafe (Vic) on 13 23 60 **immediately** after a notifiable incident occurs, once the safety needs of all involved have been met. All actions must be documented.

When reporting a notifiable incident the following information must be supplied:

- address of where the incident occurred
- name of the injured/deceased person, details of the injury and a brief description of what happened
- contact details of a person at the incident site or the manager
- whether the police, ambulance or other emergency services were involved.

[Worksafe](#) (Vic) must also receive written notification within 48 hours of the incident. Once the form is completed on line, a copy must be retained.

Any injuries must be recorded on a [register of injuries](#).

The insurer must be notified within 48 hours.

Incidents involving children

Although Illowra does not provide SDA for children, there may be children visiting or living onsite. Illowra staff and contractors will have no unsupervised contact with children. Incidents relating to children may have specific reporting requirements, eg [Victoria's reportable conduct scheme](#).

Incidents involving alleged crimes

The Managing Director will ensure any incident involving an alleged crime is reported to the police.

Site Preservation

The person who has management or control of the workplace where a notifiable incident has occurred must ensure that the incident site is not disturbed until a WorkSafe Inspector arrives on site, or they are directed by Safework (NSW)/WorkSafe (Vic) that the site can be disturbed.

Staff Support

One of the most important things a manager can do to support staff who have been involved in an incident is to personally contact them as soon as possible. If the employee is injured employee, they may require medical attention and debriefing.

Safe Work Practice (SWP) review

Following any injury or near miss, any relevant SWP must be reviewed as a part of the investigation. If it is noted that a change is required, this must be documented and dated. Any changes to a safe work practice must be communicated to all areas affected by this.

Incident Investigation – What are the 5 Why's?

By repeatedly asking the question “Why”, you can drill down to the root cause of a problem. Although it is sometimes called “5 Whys,” this question may be asked less than five times before the issue is found. It can help to write down the problem, and answers to the questions. This provides a common understanding, and meets reporting requirements.

Controlling risk

Managers and others involved need to prevent recurrence of an incident in the short, medium and long term. Often, an interim solution is sought to reduce the risk to an acceptable level, while longer term solutions are sought and explored. Controls should be determined in line with the Health and Safety Policy.

Maintaining information

Incident reports and associated documents will be stored securely for 99 years.

Responsibility

Managing Director is responsible for:

- ensuring contracts and agreements include requirements relating to incidents
- providing safe work environments and processes
- ensuring staff have supervision and support
- ensuring any incidents are reported and recorded appropriately
- reviewing any incidents and making improvements if necessary
- communicating and consulting with staff, residents, SIL providers or contractors if applicable.

Staff are responsible for:

- acting in line with Illowra Safety policies and procedures
- managing the incident to ensure the immediate safety of anyone on the worksite
- documenting accordingly
- for notifiable incidents, preserving the scene and responding accordingly
- reviewing any incidents and making improvements if necessary.

The SIL provider is responsible for:

- acting safely in line with legislation and the collaboration agreement
- managing their own incidents in line with disability and safety legislation
- ensuring the safety of residents if there is a contractor incident
- informing Illowra of any risks or hazards in line with the collaboration agreement.

Residents are responsible for:

- maintaining the home and equipment so it is safe for others

- behaving in a way that does not injure others
- ensuring visitors behave appropriately
- notifying Illowra of any risks
- responding respectfully if someone else in the SDA is involved in an incident.

Contractors are responsible for:

- acting safely in line with legislation and contract/service agreement
- managing their own incidents in line with safety legislation
- informing Illowra of and risks or hazards, in line with their contract/agreement.

Glossary

Manual Handling	Involves a moving/lifting task e.g. moving an object or person
Physical/Verbal Assault	Involves being physically assaulted or a threatened physical assault and or involves an employee being v.
Plant/ Equipment Failure	Hoist, white goods or office equipment has failed in some way
Vehicle Accident	Involves a vehicle, either as a driver or passenger
Animal Incident	Involves an animal e.g. being scratched/bitten/chased
Appliance/power tool	Kettle, washing machine, drills, failed in some way or caused potential injury – ie burn, or cut.
Impact by an object	Involves being hit by an object other than a human. I.e. hand getting caught in door, being hit by oven door falling open. Cutting your hand on a knife, or sharp edged implement
Root Cause	The most fundamental reason for the injury, disease or near miss occurring. Which if eliminated or not present would prevent the reoccurrence of injury, disease or near miss in the same circumstance.
Slip/Trip/Fall	Slip/trip or fall, over any animate, inanimate object
Infection/communicable disease exposure	Involves human body products e.g. urine, faeces or other medical incidents. Or an impairment of health which manifests over a period of time for example lice, scabies, food poisoning, suspected Hepatitis/HIV exposure.
Other	If the incident cannot be categorised into the above, please describe the incident.
Contact – no injury	Contact- no injury, is different to a near miss. This is an outcome of an incident, where some contact was made but not necessarily injury. For example in the case of physical assault, or hit by object.

Psychological/Stress	An injury to the intellectual functioning or emotional state of a staff member, which results in a reduction in their ability to function within their normal range of performance.
-----------------------------	---

Legislation and Standards

The following legislation applies to this policy and supporting documentation:

[Client Incident Management Guide](#) (Vic)

[NDIS \(Incident Management and Reportable Incidents\) Rules 2018](#)

[Occupational Health and Safety Act 2004](#) (Vic)

[Work Health and Safety Act 2011](#) and the [Work Health and Safety Regulation 2017](#) (NSW)

Related Illowra documents

Collaboration agreement

Health and Safety Policy

Privacy Policy

Policy Matrix: Safety	
Version	Details
Version 1	29 October 2018
Version 2	21 May 2019
Endorsed	Managing Director
Changes	Incorporated State and NDIS requirements.