

Incident management

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Gold Coast Recreation and Sport Inc (GCRS) acknowledges the serious nature of the reporting of critical incidents and will ensure that clients' and their families, employees and volunteers receive appropriate support.

Client records shall be maintained subject to the security, confidentiality, access and storage requirements. 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 participant while being supported
- any event which deviates from standard policy or procedure
- anything illegal (e.g. assault, sexual misconduct, fraud).

Records must be maintained in accordance with relevant security, confidentiality, access and storage requirements.

Applicability





When

- applies to supports and services provided to all participants.

Who

- applies to all representatives including key management personnel, directors, full time workers, part time workers, casual workers, contractors and volunteers.

Documents relevant to this policy

-  [NDIS \(Incident Management and Reportable Incidents\) Rules 2018](#) 
-  [NDIS \(Quality Indicators\) Guidelines 2018](#) 

Our commitment

- we are committed to ensure the rights of people with disability are upheld and supported
- we aim to provide a high standard of duty of care and to ensure the safety and well-being of each participant using our services, our employees and members of our community
- we will foster a culture of continuous improvement with a proactive approach to preventing incidents
- if an incident occurs, we will promptly and appropriately respond to the incident in an equitable, objective and fair manner
- we will record all incidents, report (if required) and investigate (if required)

- we will ensure the 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
- we will maintain an incident management system to aid in recording, managing and resolving incidents
- the incident management policy and process is accessible to workers via the Centro ASSIST web app
- the incident management policy and process is provided to participants 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 the organisation's responsibility to:

- immediately respond to an incident to ensure the safety and wellbeing of participants and others at risk
- identify the level of the incident in accordance with Annexure D-Critical Incident Types
- report to police (if appropriate)
- contact relevant support services e.g. sexual assault support services (if appropriate)
- preserve evidence of the incident
- notifying 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.

Reporting incidents

All employees have a responsibility to report critical incidents. A critical incident is a traumatic event or situation, either accidental or deliberate, where there is a risk of or actual serious harm, injury or death. All employees must receive training and guidance in handling, managing and reporting critical incidents.

Incidents that must be reported to the [NDIS Quality and Safeguards Commission](#) include any incident that involves:

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

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

- data breach or breach of personal information ([OAIC](#))
- injury or death of a worker while on duty (local state or territory [WHS authority](#)).

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

Responsibilities of key management personnel

- ensuring employees have the necessary skills to manage incidents
- recording serious incidents
- managing escalated incidents and serious incidents
- reporting serious incidents to the NDIS Quality and Safeguards Commission
- responding to any media enquiries
- investigating incidents or arranging an external investigator to investigate

- reviewing incidents and instigating improvements.

If they are attending the scene of an incident, they must:

- initiate contact with the Queensland Police service where the incident involves suspected criminal activity, or appears to be in breach of the law
- assist those involved in the incident to contact family or support persons to advise them of the situation
- assist in providing transport or other support at the scene
- ensure that GCRS do not investigate an incident without the permission of the police (in cases when the police have been informed).

When addressing incidents, the CEO must:

- be responsible for making early contact with the family or advocate of the person/s involved to advise them of the situation and of the action being taken
- provide immediate notification to Work Health and Safety Queensland, and provide written reports within 48 hours of the critical incident
- ensure that employees prepare and submit written reports (independently and separately from each other) concerning the incident
- confirm that the statements are signed and dated by the employee(s) in the presence of a witness
- telephone the president of the management committee and inform them of the incident
- submit a summary report to the management committee so that they may initiate their own investigations and decisions
- make telephone contact with funding bodies as soon as possible to notify them of the incident.

If the critical incident involves children, the CEO must also:

- report the matter to the relevant child protection authority
- report possible criminal conduct to the police and;
- engage an external specialist investigator to conduct a full and proper investigation into the matter.

Responsibilities of workers

- pay particular attention to the rights of the person, including their right to:
 - immediate safety
 - privacy and confidentiality
 - make informed decisions
 - contact family or support persons to advise them of the situation.
- raise a complaint and seek redress if not satisfied that the procedures have been properly followed
- resolving incidents
- recording incidents
- escalating incidents they can't resolve to key management personnel
- escalating serious incidents to key management personnel
- ensuring that service delivery is in accordance with the current Work Health and Safety requirements
- ensuring that all supplied protective dress and items are used.

If they become aware of an incident, employees must:

- ensure that emergency services are contacted as soon as it is safe to do so
- ensure that injured and/or traumatised employees, clients or members of the public are provided with an appropriate emergency response
- immediately inform the CEO or service manager
- request the attendance of the CEO or service manager on site

- call another senior manager if the CEO or service manager or is not available
- avoid disturbing the site if possible, especially if it appears to be a crime scene
- avoid washing, changing or cleaning up the site (as evidence may be needed for an investigation), but provide comfort or support.

Critical incident reporting

- a critical incident is a traumatic event or situation, either accidental or deliberate, where there is a risk of or actual serious harm, injury or death
- all critical incidents must be recorded on the GCRS Critical Incident Report Form
- Level 1 and 2 critical incidents must be immediately verbally reported to the CEO
- a Level 1 critical incident report must be submitted within four business hours of the employee becoming aware of the incident
- a Level 2 critical incident report must be submitted by 10 am on the next business day of the employee becoming aware of the incident.

Record keeping

Records of incidents must be kept for a minimum of 7 years from the date of the incident.

Post-report responsibilities

After reporting the incident the CEO (or their approved delegate) must:

- ensure that relevant and necessary emotional and practical support arrangements are made for any person involved in the critical incident
- determine what information needs to be revealed in order to protect the safety and welfare of persons involved in the incident
- work with the management to ensure the worksite is returned to normal operations as soon as practicable.

Creating incident management plan

Within seven days of the incident, the CEO/senior manager and senior management team must undertake the development of a management plan in consultation with:

- the persons involved
- police (if relevant) and;
- the person's family or advocate.

The action plan must be forwarded to the management committee. Client names must be redacted from the plan presented to the management committee.

The plan must incorporate the following aspects:

- follow-up professional counselling for all involved persons by
- medical follow-up
- issues of maintaining confidentiality
- appropriate response to media, if required
- police investigation support plan for the client, family, employee or volunteer

- identification and reduction of further risk factors in the future
- documentation of actions to be taken to be included in critical incident file.

Employee debriefing

The CEO or service manager shall delegate responsibility for debriefing of employees through a suitably qualified provider. The provider may be an employee, contractor or may be independent of the service.

Security review

The senior management team must review security measures in the service area where the alleged incident occurred, including locks, access to keys, outdoor lighting and personal security.

The review and any recommendations must be recorded in a report submitted to the service manager for consideration and any other relevant management personnel.