

# Incident Management Policy

## Policy brief & purpose

Our **incident reporting company policy** is designed to outline the purpose and procedure for reporting any on-the-job incidents. The company is committed to enforce all health and safety guidelines to avoid such occurrences and expects employees to comply. However, incidents are sometimes inevitable. Our provision in this case is to ensure all incidents are reported timely so they can be investigated properly and preventative measures can be reviewed and reinforced.

## Scope

This incident report policy affects all employees, independent contractors and other people that are not employed with our company but have had an incident caused to them by our company employees or contractors.

This policy also refers to working with people with a disability as part of the National Disability Insurance Scheme Act 2013.

## Policy elements

On-the-job incidents that must be reported include:

- any incidents that may cause minor or severe injuries or incidents that are results of negligence or inadequate safety precautions. The victims may be employees who were injured while performing their duties or other people that were on premises or vehicles.
- Acts, omissions, events or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with disability
- Acts by a person with disability that occur in connection with providing NDIS supports or services to the person with disability and which have caused serious harm, or a risk of serious harm, to another person



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- Reportable incidents that have or are alleged to have occurred in connection with providing NDIS supports or services to a person with disability
  - Incidents must be reported as soon as possible to expedite investigation and increase likelihood of important findings. The sooner the cause or details of the incidents are identified, the sooner the company can establish preventative measures for the future.

On-the-job incidents that are in connection with provision of supports or services by us the provider must be reported include:

- may have occurred during the course of supports or services being provided;
- arise out of the provision, alteration or withdrawal of supports or services; and/or
- may not have occurred during the provision of supports but are connected because it arose out of the provision of supports or services.

## Incident Management Procedure

When an employee witnesses or is involved in an incident they must report it to their immediate supervisor, HR department (personally, in writing or by phone if the incidents occurred remotely) or through an online system if applicable, within one week. If the employee anticipates an incident due to perceived negligence or inadequate safety, they must notify their supervisors or HR department as soon as possible so the incident can be prevented.

The incident and any sustained injuries must be recorded to an incident database or file. The officials responsible must initiate an investigation or request an investigation from authorities if appropriate. The employee who reported the incident must cooperate if called in for questioning to provide details needed. As a rule, the employee must provide information in the incident report as accurately as possible on the following:

- The place of the accident
- The date and time of the accident
- The people involved or injured
- Their position or involvement in the accident
- Their actions immediately after the accident

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## How incidents are identified, recorded, and reported

- Once an Incident has occurred a report needs to be written out. The Incident Register can be downloaded from Buildertrend – Documents – Global – Compliance – Incident register. This register is online and can be downloaded onto your device at any time.

To whom incidents must be reported:

- Incidents must be reported to your site supervisor, who will then contact the HR officer to sign and finalise the report and record keeping of it
- If the incident occurs while working as an NDIS provider, you must follow the guidelines according to the type of incident that has occurred. See National Disability Insurance Scheme Act 2013. must be reported – paragraphs 10(1)(b) and (c)
  - The incident must be reported to your site supervisor and a report must be filled in at the time of the incident. The Supervisor will then take the steps into reporting the incident to the NDIS commission.
- If the incident involves a person with a disability it will keep the impacted person, or ask the impacted person to provide feedback and input into assessments
- If an Incident requires further investigation, we must assess whether the incident could have been prevented
- How well the incident was managed and resolved
- What, if any, regulatory action needs to be undertaken to prevent further similar incidents from occurring.
- What, if any, regulatory action needs to be undertaken to minimise the impact of an incident.
- Whether other persons or bodies need to be notified of the incident.

Corrective action to be taken:

- Where an incident may have been prevented (or the severity lessened) by some action (or inaction) by a registered NDIS provider or worker.
- Where there is an ongoing risk to people with disability.
- Where action by the registered NDIS provider may prevent or minimise the risk of a reoccurrence.



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## Time frames to report incidents to the NDIS

Reportable incident	Required timeframe
death of a person with disability	24 hours
serious injury of a person with disability	24 hours
abuse or neglect of a person with disability	24 hours
unlawful sexual or physical contact with, or assault of, a person with disability	24 hours
sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity	24 hours
the use of a restrictive practice in relation to a person with disability if the use is not in accordance with a required state or territory authorisation and/or not in accordance with a behaviour support plan.	Five business days

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## What should be reported under the Incident Reporting Policy?

The company encourages employees to report all incidents no matter how minor. Incidents that involve very minor injuries like small cuts, non-extensive bruises etc. and would not normally require any action on behalf of the company (e.g., the breaking of a drinking glass) do not have to be reported (although employees could report them if they want). On the other hand, incidents that involve (or could have involved) more severe injuries and require investigation and action from the company must be dutifully reported. Employees are obliged to report any of the following:

- Fatalities
- Damage to the head, skull, and face
- Damage to any of the senses (e.g., partial or complete loss of hearing, sight etc.)
- Incapacitation or dislocation of limbs that hinder functionality and movement (including paralysis and amputation)
- Damage to the skin (e.g., extensive burns, bruises or cuts)
- Blows or injuries to the spine, back and ribs
- Harm to the nervous system or loss of consciousness through electrocution, hypothermia etc.
- Poisoning
- Contamination from hazardous substances or transmission of diseases
- Any other injury that requires hospitalization or medical care

Especially when an employee needs medical coverage, the incidents must be reported immediately since insurance benefits may have to be approved after the investigation.

Employees are also required to report occurrences that may not have involved injuries or victims but could be potentially dangerous in that respect if repeated. These include but are not limited to:

- Explosions
- Slippery surfaces
- Water or gas leaks
- Inadequate insulation of circuits
- Collapses of walls, ceilings etc.
- Breaking of window glasses or frames

## Reportable Incidents in the NDIS

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- the death of a person with disability
  - serious injury of a person with disability
  - abuse or neglect of a person with disability
  - unlawful sexual or physical contact with, or assault of, a person with disability
  - sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
  - use of a restrictive practice in relation to a person with disability where the use is not in accordance with an authorisation (however described) of a state or territory in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with disability

Resources to support reporting an incident - *National Disability Insurance Scheme Act 2013*

## Disciplinary Consequences

The company places great importance in this policy. All employees are obliged to comply. Any employee that is discovered to have been aware of a serious incident and failed to report it will face appropriate disciplinary consequences. When employees are the cause of an incident, they must report it immediately to minimize legal repercussions.

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