



# **Incidents, Accidents & Emergencies**

## **Policy Manual**

29 South Corporate Drive, Rowville Vic 3178

ABN: 30 006 520 314

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# Incidents, Accidents and Emergencies

## PURPOSE AND SCOPE

OAPL recognises that many of the clients/participants of OAPL services are at risk of incidents and accidents.

OAPL's accident, incident and emergency policy seeks to:

- Minimise risk and prevent future incidents through appropriate staff training, assessment and review.
- Ensure that there is immediate management of an incident, accident or emergency and that each of these events are appropriately prioritised, managed and investigated.
- Identify opportunities to improve the quality of AT provided for the client/participant by ensuring the Accident/ Incident system is planned and coordinated and links to the quality and risk management systems.

To maintain an incident management system that covers incidents that consist of acts, omissions, events or circumstances that:

- Occur in connection with providing services to a person with disability; and
- Have, or could have, caused harm to the person with disability

## PROCEDURE

### Incident Management

OAPL will establish procedures that identify, manage and resolve incidents, including the following:

- Staff are to report incidents to the Manager.
- Completion of an Incident Report that identifies and records the incidents
- The Manager is responsible for reporting incidents that are reportable incidents to the Commissioner;

- Support and assist the participant and their family affected by an incident through
  - Informing them that they have access to an advocate, if the participant does not have an advocate then Manager can assist them to access and independent advocate.
  - Reviewing their health status to assist and support
  - Reviewing the environment to ensure their safety and to prevent any reoccurrence
  - Make sure that their wellbeing is supported and help with the development of their confidence and competence, so they do not lose any functions.
- Manager or their delegate will review the incident with the participant. OAPL will collaborate with the person to manage and resolve the incident. This information will be used to alter practices and be inputted into continuous improvement as required.
- When an investigation by the registered NDIS provider is required to establish the causes of a particular incident, its effect and any operational issues that may have contributed to the incident occurring, and the nature of that investigation;
- If an incident requires corrective action to be undertaken then a plan will be developed to adjust practices according to the nature of that action required.

### **Incidents Accidents and Emergencies Principles**

- OAPL staff will always respond to incidents and accidents by ensuring that they protect themselves first and respond to the incident or accident within their training and qualifications.
- Staff are not to provide active medical assistance unless they are properly trained. OAPL has staff trained in first aid.
- Staff are required to contact the Manager immediately an incident occurs.
- Staff will ensure they communicate with the client/participant and appropriate health and management personnel in an emergency.
- The Manager and/or Administrator may seek expert advice and engage experts/consultants or specialists where a major incident is occurring or has occurred.
- OAPL will support a transparent approach when responding to an incident that places the participant /staff member central to the response. This includes the

process of open discussion and ongoing communication with the participant and staff member.

- OAPL will create a “fair workplace culture” where it is safe to report incidents and where a systems approach to incidents and investigation is used.
- OAPL will maintain participant and staff's right to confidentiality and privacy.

### **Incident / Accident Minimisation**

- OAPL will risk assess all clients/participants in conjunction with the OAPL' Risk Management policy.
- All staff will be trained at orientation and attend regular training sessions in Incident/Accident/Emergency procedures and minimisation.
- Risks will be identified together with the client/participant and control mechanisms agreed upon.
- OAPL staff will implement participant specific risk control mechanisms.
- Effectiveness of mechanisms will be reviewed via:
  - Client/Participant feedback
  - Staff feedback and meetings
  - Review of policies and procedures

### **Incident / Accident Investigation**

- Investigate incident and accidents in accordance with the process listed within the Incident Form to determine:
  - The immediate reasons for the event.
  - The basic reasons for the event.
  - Immediate actions require to fix the reasons for the event.
  - Preventative actions required for the future.
- The information gained from all incident investigations will be incorporated into our Continuous Improvement cycle to enable prevention of the incident or accident in the future.
- Analysis will:
  - Determine the cause of the incident
  - Reasons why this occurred – environmental factors, participant's health

- Ascertain if strategies or processes need review and improvement
- Devise new strategies or processes
- Plan for staff training in these new strategies
- Implement new strategies
- Review new strategies
- Implement corrective actions and evaluate actions as soon as possible to check for effectiveness as per Continuous Improvement Policy – Plan, Act, Do
- All Incident Forms must be signed off by the manager

### **Informing Clients/Participants**

OAPL will inform clients/participants or their advocate of the outcome of the incident in writing or verbally dependent on the participant and the situation. A collaborative practice will be undertaken to ensure that the client/participant and their advocate are involved in the management and resolution of the incident.

### **Staff Training**

OAPL recognises the importance of prevention to ensure the safety of both employee and participant. Our Orientation Process includes training in work health and safety comprising manual handling, infection control, safe environments, risk and hazard reduction.

Upon commencement staff are trained in organisation processes including how to report an incident and to whom this is to be reported. Staff have access to policies and procedures at all times.

Staff are trained in how to report incidents to the Manager.

### **Reportable Incidents – NDIS only**

The Manager is responsible for reporting all Reportable Incidents to the NDIS Commission. Reportable incidents are serious incidents or allegations which result in harm to an NDIS participant. OAPL as a registered provider must report to the NDIS Commission serious incidents (including allegations) arising from the organisation's service provision,

- 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 and NDIS participant, including grooming of the NDIS participant for sexual activity
- The unauthorised use of a restrictive practice in relation to and NDIS participant

### **Reportable Incident Procedure**

- Immediately notify the Manager.
- Follow procedure as per Incident/Accident policy (as above).
- The Manager will notify the NDIS Commission within 24 hours of being made aware of the reportable incident [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au)

Assessment of the incident by the Manager and/or Administrator to:

- Assess the impact on the NDIS participant.
- Whether the incident could have been prevented.
- How the incident was managed.
- What, if any, changes are required to prevent further similar events occurring.

All incidents are to be recorded and actions taken to respond and prevent them happening again.

### **RELATED DOCUMENTS**

- Incident/Accident Form
- Orientation Checklist
- Risk Management Policy

### **REFERENCES**

- Work Health and Safety Act (2011)
- National Standards for Disability Services (2013)

- NDIS (Quality and Safeguards Commission) NSW (2018)