

Incident Management

Objective

To outline the key steps, actions and responsibilities for effectively responding, reporting, reviewing and investigating incidents to promote safety, minimise re-occurrence and manage risks.

Scope

This policy applies to all workers, including employees, contractors, and volunteers, engaged by Burke and Beyond. The procedure outlined below covers incidents at Burke and Beyond sites and services provided in the community.

Principals

- Ensure the immediate safety and wellbeing of all individuals involved in an incident.
- Report and record all incidents.
- Respond to disclosures of incidents by participants.
- Maintain confidentiality and privacy of all individuals involved.

Definitions

Term	Definition	Reporting Obligation
Level 3 Incident	Any event that has (or could have) caused harm to a person, or damage to property. Can be managed at a site level and unlikely to have any ongoing effects.	Internal: Journal Incident on Supportability* linked to line manager as soon as practical.
Level 2 Incident	Incidents that have an impact on participants or staff: <ul style="list-style-type: none"> • Person missing for over 10 minutes • Behaviour- including threatening, dangerous, disruptive, self-harm, property damage with non major impact or that may be ongoing. • Illness • Injury of a minor nature • Medical condition (known) deterioration • Medication error- including incorrect, missed, refused by client, other • Concern of major incident • Breach of privacy or confidentiality 	Internal: Verbally reported to line Manager who will report to GMSD who informs the CEO. Journal Incident on SupportAbility*, Accident and Injury Form*
Level 1 Incident	<ul style="list-style-type: none"> • Employee misconduct that puts people with a disability at risk. • The death of a person with disability. • Serious injury of any person (including any injury requiring medical treatment) • Alleged abuse, neglect or physical assault of a person with disability. • Poor quality of care • Unlawful sexual or physical contact with a person with disability (excluding, in the case of 	Reported to the GMSD immediately - who informs the CEO. Journal Incident on SupportAbility*, External Reporting by CEO, GMSD, MQR or CEO delegate only):



	unlawful physical assault, contact with, and impact on, the person that is negligible). <ul style="list-style-type: none"> • Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity. • Unauthorised or emergency use of a restrictive practice. • Any illegal or criminal act • Any incident that may lead to media attention. 	
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*All incidents are to be recorded in the participant individual file. Supportability and Journal record- scroll to bottom- incident list- add new incident- select site- complete report and linked to your line manager.

*Incidents that result in injury, hazards or near misses must also be reported to the MQR using the *Accident, Injury, Near Miss and Hazard form*.

All events that have, or could have caused harm to a person or, loss or damage to property are responded to and reported following the below procedure.

PROCEDURE:

WHO	WHAT	WITH
Incident Response		
All Staff	<ul style="list-style-type: none"> • Take immediate action to manage the situation and ensure everyone's safety. • Notify others or senior staff on-site right away • Protect evidence <p>If the incident involves an injury:</p> <ul style="list-style-type: none"> • Provide first aid • Assess the injury and call for advice from the Coordinator/Manager • Call an ambulance immediately for any serious injuries like open wounds, head injuries, or broken bones. • Inform the site Coordinator/Manager as soon as everyone is safe. • Contact the family or carer and inform them about the incident and actions taken. • Burke and Beyond do not have oversight or access to medical history, it is in the participants best interest to be supported by a primary carer to access medical assessment in non-emergency situations. • If medical attention is required, staff will call an ambulance and accompany the participant to the hospital. The primary carer will be contacted to meet at the hospital as soon as possible. • If no injury is obvious, the person could still be injured. Let the family/carer know but recommend monitoring and a GP assessment. The family/carer is responsible for following up with a GP. • Follow up to ensure the participant is assessed by a medical professional. Burke and Beyond provides group-based support and cannot offer 	<p>Jornal Record:</p> <p>Support Ability / Participant File / Journal Record/ Incident list</p> <p>If an Injury, Hazard or Near Miss of Injury has occurred <u>Also</u> complete</p> <p>Accident Injury, Hazard and Near Miss Form</p>

	<p>individual transport or support—this is the responsibility of the primary carer.</p> <p>If the Incident does not result in injury:</p> <ul style="list-style-type: none"> • Inform Coordinator/ Manager who will assess the impact of the incident and advise of the reporting process. • Complete the appropriate incident report seek guidance. 	
Coordinator/ Manager	<ul style="list-style-type: none"> • Check for injuries and assess the need for medical attention. Ensure the participant or staff are safe and comfortable. • Notify GMSD and CEO as soon as possible after the incident. • Support staff guide them in managing the incident, debrief, mentor and refer to EAP if required. • Complete/Review incident report detailing the events, situation, and follow-up actions. • Undertake follow-up actions, implement preventative measures, and update the report. • Consult again with GMSD/CEO on completion of the incident report. • Ensure families/carers, have been informed about the incident and any follow-up actions. • Ensure family/carers have arranged follow up medical attention. • Organise debriefing and support for the participant, staff, or family affected by the incident. • Assist with any follow-up, reviews or investigations related to the incident. • Provide feedback to staff, participants, and their support networks about the outcomes and actions taken. • Ensure GMSD has the necessary information for external reporting. • Complete an Incident Review in consultation with the relevant parties. 	Incident Review Form
General Manager Service Delivery (GMSD)	<ul style="list-style-type: none"> • Assume Co-ordinator/ Manager/CEO role if they are not available • Immediately notify CEO of: <ul style="list-style-type: none"> ○ any incident, or allegation that <u>may</u> meet the criteria for major or reportable incidents. (Addendum 1) ○ Any incidents that have a community concern or may attract media attention. • Review incident report, quality of information provided, ensure relevant follow up actions are taken and update as necessary. • Maintain a register of participant incidents and those reported to relevant Departments. • Review all reports monthly to identify trends and assess the effectiveness of actions, and report to the CEO 	

Incident Follow Up		
General Manager Service Delivery	<ul style="list-style-type: none"> • Coordinate/ provide any de-briefing/counselling with participants, staff, families and other stakeholders who may be affected. • Ensure all incidents are recorded on SupportAbility • Review all incidents, ensure preventative or corrective actions implemented and documented using an Action Plan and, recorded on the risk register as required. 	Incident/ Complaint Investigation Report

<p>y (GMSD)</p>	<ul style="list-style-type: none"> Assess whether this incident comes under mandatory reporting requirements and act as the reportable incident notifier, consult/discuss with CEO. If a restrictive practice, attend to relevant restrictive practices reporting as per participant funding arrangements. Where applicable, take to LG meetings for discussion/follow up. Provide regular training to workers on incident management and reporting. Promote a culture of safety and continuous improvement. 	
<p>CEO</p>	<ul style="list-style-type: none"> Assume GMSD's role if they are not available. Upon receiving notification of Major or Reportable incident: <ul style="list-style-type: none"> Review incident, severity and possible implications/risks Communicate with relevant key stakeholders and Board Consult and develop any relevant immediate action plans Upon receiving full incident details and any follow up incident investigations/reviews, in consultation, develop any follow up preventative actions/activities. 	
<p>Major Incident review/ Investigations</p>	<ul style="list-style-type: none"> Reportable incidents as outlined in Addendum 1, or any incident that may result in criminal allegations must be formally investigated. An investigation may also be required after complex incidents, where potential system and process issues underpin the incident, with multiple causes, potential contributing factors suspected and therefore warranting a thorough and more detailed analysis. <p>General Manager Service Delivery</p> <ul style="list-style-type: none"> If a major impact incident, screen whether incident involves reported incident criteria and as relevant initiate follow up review, investigation and/ or RCA Discuss with Executive Management and determine who internally or externally to conduct investigation. <p>Appointed Investigation Manager</p> <ul style="list-style-type: none"> Determine type of investigation - internal, external or joint. Develop and communicate investigation plan and outcome report with Executive Team and any relevant external government departments Ensure outcome actions recorded in participant file by GMSD or Coordinator/ Manager Feedback the results of the investigation to the participant 	<p>Incident/ Complaint Investigation Report</p>
<p>Analysis & Review</p> <p>GMSD, CEO, MQ&R</p>	<ul style="list-style-type: none"> Review incidents, incident data and any follow up reviews and investigations for potential system issues and opportunities for improvement- escalate as required. Where incidents are escalated, investigated and control actions developed ensure all relevant improvements tracked and monitored. Monitor, track and report on incident information Maintain, update and review Incident Register and Risk Register Actual, alleged or reasonable suspicion of sexual abuse to be reported to the insurer. 	<p>Risk Register</p> <p>Incident Register</p>

Implementation and Review

This policy is available on SupportAbility and publicly available on the website, all new staff will be directed to read this policy as part of their induction. The information in this policy made accessible to participants via the client handbook, weekly meetings and on the website.



This Policy will be reviewed every year and following significant incidents if they occur. Improvements to this document can be made by completing a suggestion and improvement form, attaching any suggested amendments and forwarding to your manager and/or the Manager Quality and Safety for review.

ADMINISTRATION:

External Reference Documents:	NDIS (Incident Management and Reportable Incidents) Rules 2018 Victorian Disability Service Safeguards Act 2018 (Victoria) Victorian Disability Worker Commission Mandatory Notification Guidance NDIS Practice Standards and Quality Indicators 2021 Privacy Act 1988 (Commonwealth) Disability Services Inclusion Act 2023 (Commonwealth) Work Health and Safety Act 2011 (Commonwealth) NDIS Quality and Safeguards incident reporting and complaints system (2019) https://www.worksafe.vic.gov.au/resources/guide-incident-notification Child Safe Standards	
Internal reference documents:	Health & Wellbeing policy Freedom from Violence Abuse, Neglect, Exploitation and Discrimination Policy and Procedure Restrictive Practices Policy Risk Register Risk Management Policy and Framework Accident Injury and near miss Form Incident Review Form Incident Complaint and Investigation Report Record of events Form Child Safe Policy	
Reviewing and approving this policy		
Frequency	Person responsible	Approval
Every year	General Manager Service Delivery	CEO

Indexing:

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	9/06/2021	Bruno Cyr	2024
2	20/03/2024	Lisa Sawatzky	2025
3	15/04/2025	Lisa Sawatzky	2026
4	26/02/2026	Lisa Sawatzky	2029

Addendum 1 – External Reporting

Mandatory Reporting by Law – Must be reviewed by the CEO		
NDIS Reportable Incidents - Victorian Disability Service Safeguards Act 2018 (Vic)	Registered NDIS providers must notify the NDIS Quality and Safeguards Commission <ul style="list-style-type: none"> • Death of a person with disability • Serious injury • Abuse or neglect • Unlawful sexual or physical contact • Sexual misconduct, including grooming 	24 hours NDIS Quality & Safeguards Commission Portal.

	<ul style="list-style-type: none"> • Unauthorised use of restrictive practices (reported within 5 business days unless harm occurred, then within 24 hours) <p>Within or in relation to provision of Burke and Beyond services.</p>	
Victorian Disability Worker Commission Reportable Incidents – Disability Service Safeguards Act 2018 (Vic)	<p>Under the Disability Service Safeguards Act 2018 (Vic), disability workers and employers must notify the Commission if they believe a worker has engaged in misconduct that puts people with disability at risk.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Serious professional misconduct • Impairment affecting ability to work safely • Criminal offences related to disability work • Sexual misconduct • Significant departure from professional standards <p>The Victorian Disability Worker Commission focuses on worker conduct and safety, while the NDIS Commission oversees provider compliance and service-related incidents.</p>	<p>5 days VDWC 1800 497 132 https://www.vdwc.vic.gov.au/notifications</p>
WorkSafe Reportable Incident - Occupational Health and Safety Act 2004 (OHS Act)	<p>Under the employers and self-employed persons must notify WorkSafe immediately after becoming aware a notifiable incident has occurred. Failure to report an incident to WorkSafe is an offence and may result in prosecution.</p> <ul style="list-style-type: none"> • death of a person • a person needing medical treatment within 48 hours of being exposed to a substance • a person needing immediate treatment as an in-patient in a hospital • a person needing immediate medical treatment for one of the following injuries: amputation, serious head injury or serious eye injury, removal of skin (example: de-gloving, scalping), electric shock, spinal injury, loss of a bodily function, serious lacerations (example: requiring stitching or other medical treatment) 	<p>Immediately notification to WorkSafe on 132 360;</p>
Illegal or Criminal Act Crimes Act (1914)	<p>Any criminal behaviour should be reported to Victoria Police. Incidents involving illegal activity or breaking the law - including allegations of child abuse</p>	<p>Immediately Victoria Police 131 444</p>
Social Services Regulator– Reportable conduct scheme	<p>Allegations of reportable conduct against a person younger than 18 by a worker or volunteer:</p> <ul style="list-style-type: none"> • sexual offences (against, with or in the presence of, a child) • sexual misconduct (against, with or in the presence of, a child) 	<p>3 days Reportable Conduct Scheme vic.gov.au</p>



<p><i>Child Wellbeing and Safety Act 2005</i></p>	<ul style="list-style-type: none"> • physical violence (against, with or in the presence of, a child) • behaviour that causes significant emotional or psychological harm • significant neglect. 	
<p>Transport Safety Victoria – Serious accidents - Bus Safety Act 2009 (Victoria)</p>	<p>Serious accidents involving accredited buses (12+ Seats) must be report to the Transport Safety Victoria within 24 Hours.</p> <p>It is an offence under section 65 of the <i>Bus Safety Act 2009 (Vic)</i> for an accredited or registered bus operator to fail to notify Bus Safety Victoria of a serious bus incident or accident.</p>	<p>24 hours Bus Safety Victoria on 1800 301 151 (24 hours/7 days)</p> <p>72 hours of becoming aware of the incident Submit a Notification of Bus Incident form within.</p>
<p>Property Damage</p>	<p>Report for insurance</p>	<p>Insurance claim</p>