Incident Management Procedures

Policies and procedures around incident management are communicated to all staff, members, students, contractors and volunteers during the induction process.

Incident

- Support provided to those affected by the incident
  - Participants affected by incidents must be provided with information about how the situation is managed.

- Incident report is completed within 24 hours
  - Details of the incidents, progress and outcomes are recorded in the Incident Report Register

- Details of the incidents or near misses are reported to immediate supervisor or General Manager
  - Analysis to determine circumstances of the incidents
  - Applying appropriate control measures to reduce likelihood of a similar event occuring again
  - Refer relevant items in the Continuous Improvement Plan

- Manager of Quality Assurance reports accidents, incidents and near misses to monthly compliance meeting as part of the WHS reporting

- Incidents are reported to one or more agencies depending on nature. Different procedures apply.

Nature of the incidents	Agencies / Authorities
Notifiable Incidents	SafeWork NSW
Reportable incidents	NDIS Quality and Safeguards Commission
Child-related Incidents	Family & Community Services via the Mandatory Reporters Guide
Violent, sudden or unexpected deaths	NSW Coroner's Office
Ongoing danger, or suspected or alleged criminal incidents	NSW Police
Abuse and neglect in community settings	NSW Ombudsman