Incidents Management Policy

1.   Purpose

The purpose of this policy and procedure is to ensure that all incidents are appropriately managed and reported in a timely manner. Such reporting supports the:

- Notification of the incident both internally and externally as required
- Accurate and consistent documentation of circumstances relating to incidents
- Identification and evaluation of risks associated with services
- Ensuring that the safety and wellbeing of customers, employees, volunteers and other people is actively managed and results in quality safe support.
- Open disclosure to customers and/or representative about any incident that may have caused harm to a customer, including the steps taken to prevent such an incident occurring again.

2.   Scope

The Incident Reporting Policy applies to any event which has resulted in actual or potential harm to people, property, the environment or GCLA reputation including:

- Customer safety incidents and complaints regarding a customer exposure to hazard or harm that is required to be reported to the Regulatory Authority.
- Complaint, incident, or suspicion made on reasonable grounds in relation to abuse or neglect including:
  - Mandatory Reporting incidents requiring notification to NDIS Commission, Aged Care Serous Incident Reporting Scheme (SIRS), Child protection authorities.
  - Reportable conduct notifications that allege a team member has contravened the NDIS, Aged Care or Child protection codes of conduct.
- Work-related health and safety incidents that occur that has or may result in harm to customers, employees and volunteers or require external notification to Work Health & Safety Qld.
- Allegations of misconduct including any:
  - reportable conduct notifications.
  - circumstances where there is suspected breaches of GCLA Policy, Code of Conduct or deviations from established GCLA procedures, system, or process.
  - situations where a leader becomes aware of suspected conduct by an employee or volunteer that may justify disciplinary action if it is found to have occurred.
- any investigations whereby a team member claims a workplace right subject to an adverse action claim in consideration of that right.
- situation where a privacy risk has been identified that exposes personally identifiable information.

3.   Policy Statement

GCLA is committed to:

- Protecting and safeguarding customers from the risk of harm, abuse, neglect and exploitation in a way that promotes the customers autonomy.
- Ensuring the health, safety and welfare of all employees, volunteers and customers.
- Timely, transparent and proportionate responses to incidents to address the safety and wellbeing of customers, employees and volunteers.

- Promoting the psychological wellbeing of customers, employees and volunteers by ensuring a prompt acknowledgement and/or apology is enacted as soon as practical in line with an 'open disclosure'approach.
- Effective and appropriate monitoring and investigation of all incidents.
- Learning from incidents and patterns of incidents to reduce the risk of harm to GCLA customers and employees and volunteers to improve the quality of supports and services.
- Enhancing the continuous improvement of services and supports through identifying opportunities to improve quality and safety of services and support.
- Ensuring all employees and volunteers have undertaken training in the requirements for mandatory reporting for NDIS, Aged Care, and Child Protection.
- Complying with the requirements for mandatory reporting with the relevant governing body including:
    o NDIS Quality & Safeguards Commission
    o Aged Care Quality & Safety Commission
    o Department of Child Safety, Seniors & Disability Services
    o Work Health & Safety Qld
- Providing employees with access to the Employee Assistance Program for serious incidents or workplace investigations.
- Maintaining confidentiality of customers, employees and volunteers during investigations.
- Ensuring all employees and volunteers receive training in reporting requirements.
- Ensuring customers understand their responsibilities in reporting incidents or concerns and how to raise these with GCLA.
- Analysing of incident trends and identifying areas of risk and implementating risk mitagtion measures.
- Identifying areas for continuous improvement to reduce likelihood of of future events.

4. Responsibilities and Delegations

Employees and Volunteers	• Attend and actively participate in mandatory reporting, incident management and harm, abuse, neglect and exploitation training. • Reporting all incidents which occur in line with incident reporting guidelines and escalation chart. • Provide professional and customer focused service to customers ensuring all information is complete and factual. • Be aware of things which may contribute to the risk of critical incidents (prevention is best) • Seek support from other employees and management when required (if in doubt ask) • Participate in reviews of critical incidents where requested as part of risk mitigation process
Customer Partners & Wellbeing and Occupational Health Partner, Support Services Supervisor	• Ensure immediate support for the customer/employee. • Ensure all incidents and complaints are actioned and acknowledged within 1 business day of receiving. • Ensure all incidents and complaints are reported to the Manager/Supervisor as per the GCLA escalation chart. • Where mandatory reporting requirements are in place, all reporting to be completed within the required timeframe as per legislative requirements.

	• Ensure all incidents/complaints are resolved within 30 days • Where areas of risk are identified, implement mitigation and update the associated risk register. • Where areas for improvement are identified, discuss with Supervisor and table at Quality, Risk & Safety Committee.
Managers, Supervisor	• Promote a culture that recognises and responds to issues that affect the safety of customers, employees, volunteers, and others associated with the delivery of GCLA provided services and support. • Ensure the management and reporting of critical incidents is compliant with legislative requirements. • Ensure reporting arrangements are actively supported and compliance consistently enforced. • Ensure that all critical incidents are reported in the timeframes required. • Manage the resolution of critical incidents in their service or business area including notification to managing director and executive team as per escalation chart. • Ensure details and outcomes relating to critical incidents are appropriately communicated to customers, their nominated representative, and employees as relevant. • Ensure employees are appropriately trained to mitigate potential critical incidents and reporting requirements. • Support customers, employees, and volunteers when a critical incident occurs. • Keep a focus on the use of safe work practices through strategies such as: including management of critical incidents and conducting operational reviews and debriefings, particularly after violent or traumatic incidents. • Communicate with families and/or substitute decision-makers (formal or informal) where a critical incident involves a person in whom they have an interest. • Review critical incidents to identify and implement potential improvements in processes at a service level • Ensure all reported incidents are addressed in a timely manner and closed within 30 days.
Executive Team	• Take a visible and active role in promoting a culture of safety in the workplace and in the delivery of services and support to customers. • Request and respond to appropriate analysis of systemic trends relating to critical incidents
Board of Directors	• Ensure adequate governance arrangements, authority and resources are provided to ensure the safe delivery of GCLA provided services and supports. • Ensure management and employees know their legal obligations about abuse and neglect and GCLA systems and processes

5.   Policy Context

Legislation	• Work Health and Safety Act (QLD) • Work Health and Safety Regulation (QLD) • Workers Compensation and Rehabilitation Act • Aged Care Act • Aged care Quality and Safety commission Act • Quality of Care Principles • User Rights principles • Disability Services Act • National Disability Insurance Scheme Act • National Disability Insurance Scheme (Incident management & reportable incidents) Rules • Child Protection Act
Standards	• NDIS Practice Standards & Quality Indicators • Aged Care Quality Standards • Aged care Code of Conduct • NDIS Code of Conduct
Contractual obligations	• Customer Service Agreement • Contractor Service Agreements • Employment Contracts • Volunteer Agreement
Organisation policies & Associated documents	• Work Health and Safety Policy • Risk Management Framework • Code of Ethics & Professional Conduct Statement of Commitment • GCLA Incident Escalation Chart • Aged Care incident reporting including SIRS (Serious Incident response Scheme) Flow chart • NDIS incident reporting including Mandatory Reporting Flow Chart • Child Safety Incident reporting Flow Chart • Employee Incident including Work Health & Safety Qld (WHSQ) Reportable incidents Flow Chart