Incident Management Policy

Interchange Outer East (IOE) accepts that, in working with people, incidents will occur. The approach to incident reporting is not one of blame or retribution, but of learning to reduce the potential for incidents in the future. Incident reports should be completed where incidents have occurred that place participants at risk or caused actual harm to service users, volunteers, members of the community, staff or property.

Incident reports are used to:

- Support the provision of high-quality services to service users;
- Ensure that the practice of IOE is improved for the benefit of all participants;
- Raise and identify issues so that assistance can be provided to reduce the likelihood of reoccurrence;
- Provide a means of quickly identifying unmet needs or organisational systems that require review;
- Assist the agency to strengthen risk management capabilities;
- Ensure that the workplace is made as safe as possible; and
- Meet compliance requirements established under Acts of Parliament and funding and service agreements.

Responding to incidents

Support worker/volunteer responsibilities
- Ensure that program participants (service users, volunteers, community members and staff) involved in the incident are safe. It is a mandatory requirement of employment that all staff maintain current first aid.
- Notify IOE immediately of any serious incident. For other incidents, notify IOE by the next working day.
- Where unsure of immediate actions required or severity of incident contact the relevant coordinator. For incidents occurring after office hours contact the afterhours phone.
- Provide relevant information to coordinator to assist in the completion of incident report form as soon as possible after the incident

Coordinator/on-call staff responsibilities
- Ensure that program participants (service users, volunteers, community members, and staff) involved in the incident are supported and safe.
- Provide advice on required immediate actions.
- Notify IOE authorised officers (team leaders, general manager and executive officer) immediately for serious incidents or by the next working day for other incidents.
- Ensure the incident report is completed including details of follow up and suggested actions to prevent reoccurrence.
- Ensure participant and or guardian where appropriate is informed of incident. Consult with participant to determine follow up and suggested actions to prevent reoccurrence. Follow up actions may include but are not limited to:

- o Debriefing
- o Trauma and counselling services where required
- o Changes to supports if necessary
- o Clear, ongoing communication regarding the progress and outcomes of the investigation.

Participants will be involved in the management and resolution of the incident where appropriate.

Where an allegation of violence, abuse, neglect, exploitation or discrimination is made, IOE has a responsibility to ensure the participant has access to an advocate.

Authorised officer's responsibilities (team leaders, general manager and executive officer)

- Where required provide direction on immediate actions required, including notification to NDIS/DFFH/Victorian WorkCover Authority/Victoria Police.
- Review completed incident reports adding any further actions required, e.g., debriefing, education for people involved in the incident.
- Complete insurance notification as required.
- Review incident report register to examine trends and practice issues that should be addressed.
- Report data to the board of management monthly.
- Implement changes as required by reviews of incident reports.

IOE records all incidents on an internal database as well as reporting to external stakeholders, including NDIS Quality and Safeguarding Commission, Department of Families, Fairness and Housing and Department of Education and Training.

Incident reports are approved by team leaders and signed off by the general manager. The Support Services Team leader and quality coordinators are responsible for maintaining the internal register and ensuring follow up actions are completed.

The internal register records the type of incident, the program, who was involved; participants, staff, volunteers, community members, and follow up actions to be completed. The register is used to monitor trends and patterns of behaviour, and forms part of IOE's risk assessment.

All IOE support workers and staff receive information and training regarding incident reporting requirements and procedures during their induction.

De-identified copies of incident reports can be provided where the participant or their guardian has given consent for the report to be shared with relevant parties. This may include behaviour support practitioners, support coordinators, medical practitioners and therapists.