

Incidents, Accidents and Emergencies Policy and Procedures

PURPOSE AND SCOPE

Easy iCare Pty Ltd recognises that many of the clients of Easy iCare Pty Ltd services are at risk of incidents and accidents. Easy iCare Pty Ltd's accident, incident and emergency policy seek to:

- Minimise risk and prevent future incidents through the development of appropriate client centred plans, 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 participant supports by ensuring that 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 supports or services to a person with disability; and
- Have, or could have, caused harm to the person with disability.

PROCEDURE

Incident Management

Easy iCare Pty Ltd will establish procedures that identify, manage and resolve incidents, including the following:

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- Completion of an [Incident Report Form](https://form.jotform.com/200336861105042) that identifies and records the incidents. Complete URL is <https://form.jotform.com/200336861105042>
- Staff are to report incidents to their Easy iCare Manager.
- The Manager is responsible for reporting incidents that are reportable incidents to the Commissioner.
- Easy iCare Pty Ltd will comply with National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018
- Support and assist the participant 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 an independent advocate.
 - Reviewing their health status to assist and support.
 - Reviewing the environment to ensure their safety and to prevent any recurrence.
 - Make sure that their well-being is supported and help with the development of their confidence and competence, so that they do not lose any functions.
- Manager or their delegate will review the incident with the participant.
- Easy iCare Pty Ltd 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

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- Easy iCare Pty Ltd 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.
- Staff are required to contact the Manager immediately when an incident occurs.
- Staff will ensure they communicate with the client and appropriate health and management personnel in an emergency.
- The Manager or their delegate may seek expert advice and engage experts/consultants or specialists where a major incident is occurring or has occurred.
- Easy iCare Pty Ltd will support a transparent approach when responding to an incident that places the client /staff member central to the response. This includes the process of open discussion and ongoing communication with the client and staff member.
- Easy iCare Pty Ltd will create a “fair workplace culture” where it is safe to report incidents and where a systems approach to incidents and investigation is used.
- Easy iCare Pty Ltd will maintain participant and staff's right to confidentiality and privacy.

Incident / Accident Minimisation

- Easy iCare Pty Ltd will risk assess all clients in conjunction with the Easy iCare Pty Ltd's 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 and control mechanisms agreed upon.
- Easy iCare Pty Ltd staff will implement participant specific risk control mechanisms.
- Effectiveness of mechanisms will be reviewed via:
 - Participant review processes including Support Plan review
 - Participant's feedback

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- Case Conferencing
- Internal and External Audits, and/or
- 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.
 - Preventive actions required for the future.
- The information gained from incidents, Easy iCare Pty Ltd will be incorporate into our Continuous Improvement cycle to enable prevention of the incident or accident in the future.
- Analysis will include:
 - Determining the cause of the incident
 - Reasoning; why this occurred – environmental factors, participant's health
 - Ascertain if strategies or processes need review and improvement
 - Devising new strategies or processes
 - Plan for staff training in these new strategies
 - Implementing new strategies, and
 - Review new strategies
- Implement corrective actions and evaluate actions as soon as possible to check for effectiveness as per Continuous Improvement Policy – Plan, Do, Check, Act
- All Incident Forms must be closed out by the Manager and/or Administrator and one other staff member.

Informing Participants

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Easy iCare Pty Ltd will inform participants or their advocate about 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 participant and their advocate are involved in the management and resolution of the incident.

Staff Training

Easy iCare Pty Ltd 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 organisational 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

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 client.

Easy iCare Pty Ltd as a registered provider must report serious incidents (including allegations) to the NDIS Commission, arising from the organisation's service provision;

- The death of an NDIS client.
- Serious injury of an NDIS client.
- Abuse or neglect of an NDIS client.

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- Unlawful sexual or physical contact with or assault of an NDIS client.
- Sexual misconduct committed against or in the presence of an NDIS client, including grooming of the NDIS client for sexual activity.
- The unauthorised use of a restrictive practice in relation to an NDIS client.

Reportable Incident Procedure

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

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

- Assess the impact on the NDIS client.
- 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

- Training Needs Analysis
- Orientation Checklist
- Employment Checklist
- Risk Management Policy

REFERENCES

- Work Health and Safety Act (2011)

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- NDIS Practice Standards and Quality Indicators 2018
- NSW Disability Inclusion Act and Regulation (2014)
- Privacy Act (1988)
- NDIS (Incident Management and Reportable Incidents) Rules (2018)

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