

# INCIDENT MANAGEMENT

## Response Process



This process ensures the safety, well-being, and dignity of participants while maintaining compliance with DIYDG's standards and regulatory obligations.



### 1. Identify, Prevent, and Mitigate Risks

- Staff must take all reasonable steps to identify, prevent, and mitigate harm to participants.
- If risks of harm are identified, staff must immediately report them to their supervisor or manager.
- If unsure how to identify, reduce, or prevent risks, staff should seek guidance from their supervisor or manager.



### 2. Immediate Response When an Incident Occurs

- Ensure the immediate safety of all participants and staff.
- If urgent medical care is required or there is a serious and immediate risk of harm, call emergency services ('000').
- Notify your manager or supervisor as soon as possible.
- Follow the DIYDG incident management procedures to secure safety and manage the situation.



### 3. Responding to a Disclosure

- If a participant discloses an incident, staff must:
  - Record and report the information in accordance with incident management procedures, informing their manager or supervisor promptly.
  - Reassure and support the participant by staying calm and explaining the next steps.
  - Listen attentively and document the disclosure using the participant's exact words. If clarification is needed, ask open-ended questions and avoid leading questions.
  - Inform the participant that you are required to report the incident.



### 4. Protecting Evidence

- If gathering initial information about a reportable incident, staff must protect any evidence, such as:
  - Avoid disturbing evidence that may be needed for investigations.
  - In cases of alleged sexual assault, try to delay bathing or showering of the impacted participant until police arrive.
  - Keep any relevant clothing or bedlinen safe and do not wash them.



### 5. Record and Report Incidents

- All incidents must be recorded and reported within 48 hours using DIYDG's incident management procedures.
- Documentation should include detailed accounts of what was seen and heard, including witness information.
- Incident records must be maintained in a Microsoft-secured database to ensure data integrity and confidentiality.
- Staff must ensure all necessary actions to mitigate future risks are completed within the 48-hour time frame.



### 6. Reporting to Police

- Any allegation of a criminal offence involving a participant must be reported to the police promptly.
- Inform the police that the participant is a vulnerable person and identify any communication or support needs.
- Continue to support the participant throughout interactions with law enforcement, ensuring their preferences and wishes are conveyed.



