YOUR VILLAGE TRAINING AND SUPPORT

IT TAKES A VILLAGE TO GROW

YOUR VILLAGE Training and Support Incident Reporting Policy

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Policy Outline

Purpose

The purpose of this policy is to ensure a structured and consistent approach to identifying, reporting, investigating, and managing incidents within **Your Village Training and Support**. It provides a framework for protecting the safety and wellbeing of clients, employees, volunteers, contractors, and visitors by ensuring incidents are managed effectively and in compliance with the **NDIS Quality and Safeguarding Framework** and other relevant regulations.

Scope

This policy applies to all incidents, near misses, and serious events that occur within the operations of **Your Village Training and Support**. It covers incidents involving clients, staff, volunteers, contractors, and any other stakeholders. This policy applies to all services delivered under the **National Disability Insurance Scheme (NDIS)** and related support services.

Policy Statement

Your Village Training and Support is committed to ensuring that all incidents, regardless of their severity, are managed in a manner that is timely, effective, and compliant with all legal and regulatory requirements. The organisation recognises that a robust incident management system is essential for mitigating risks, preventing harm, and fostering a culture of continuous improvement.

The organisation strives to ensure:

- **Timely reporting** of all incidents, ensuring that they are logged and escalated appropriately.

- **Effective investigation** of incidents to understand their root causes.

- **Appropriate responses** to incidents, including corrective actions to prevent recurrence.

- **Transparency and accountability** throughout the incident management process.

- **Support for individuals** affected by incidents, including clients, staff, and families.

Incident Management Principles

The incident management process at **Your Village Training and Support** is based on the following principles:

- **Timeliness**: Incidents are reported, investigated, and resolved as quickly as possible.

- **Transparency**: All parties are informed of the outcomes and steps taken to address the incident.

- **Confidentiality**: Information about incidents is managed with discretion and shared on a need-to-know basis.

- **Procedural fairness**: All investigations and responses to incidents are conducted impartially and fairly.

- **Continuous improvement**: Incidents are reviewed to identify lessons learned and opportunities for improvement.

- **Support**: Individuals affected by incidents receive appropriate support throughout the process.

Responsibilities

Organisation

The organisation is responsible for:

- Establishing and maintaining the **Incident Management Policy**.

- Ensuring that all staff, clients, and other stakeholders are aware of the incident management process and their responsibilities.

- Providing the necessary resources and training for effective incident management.

- Monitoring incident trends and making improvements to reduce the occurrence of incidents.

Employees

Employees are responsible for:

- Promptly reporting any incidents or near misses they witness or are involved in.

- Participating in investigations when required and providing accurate information.

- Following corrective actions and preventive measures put in place to address incidents.

- Promoting a safe environment for clients and colleagues.

Managing Director as Incident Manager

The **Managing Director** will act as the **Incident Manager**, responsible for:

- Overseeing the entire incident management process.

- Ensuring that incidents are logged, investigated, and resolved in a timely and thorough manner.

- Liaising with external bodies, such as the **NDIS Quality and Safeguards Commission**, when required.

- Reporting on incident trends and making recommendations for improvements to the Board of Directors.

Incident Management Committee (if applicable)

If established, an **Incident Management Committee** may support the **Managing Director** by:

- Reviewing serious incidents and near misses.

- Making recommendations to the **Managing Director** on improving incident management practices.

- Ensuring compliance with incident management policies and procedures.

Contractors and Volunteers

Contractors and volunteers are required to comply with this policy and report any incidents they witness or are involved in. They must cooperate with any investigations and adhere to organisational procedures regarding incident reporting.

Types of Incidents

The following types of incidents are covered under this policy:

- **Client-related incidents**: Any event involving harm, injury, or distress to a client, such as falls, medical emergencies, or abuse.

- **Employee-related incidents**: Injuries, accidents, or near misses experienced by staff in the course of their duties.

- **Work Health and Safety (WHS) incidents**: Hazards, unsafe practices, or environmental risks that could harm employees, clients, or visitors.

- **Service-related incidents**: Disruptions in service delivery, such as equipment failures, communication breakdowns, or transportation issues.

- **Financial incidents**: Any incident involving financial mismanagement, fraud, or loss.

- **Privacy and confidentiality breaches**: Any event where personal or sensitive information is improperly accessed, disclosed, or lost.

Incident Management Process

Incident Identification

Incidents are identified when any individual—be it a staff member, volunteer, contractor, or client—witnesses or experiences an event that disrupts normal operations, causes harm, or creates a potential for harm.

Common indicators of incidents include:

- Injuries or illnesses.

- Emotional distress.

- Breaches in safety protocols.

- Equipment malfunctions.

- Service disruptions.

Incident Reporting

Incidents must be reported immediately to a supervisor or the **Managing Director**. Reports can be submitted verbally or in writing, but all incidents must be formally documented using the organisation's **Incident Report Form**. Key information to include in incident reports:

- Date and time of the incident.

- Description of the incident, including contributing factors.

- Names of individuals involved or affected.

- Immediate actions taken in response to the incident.

- Witness statements, if applicable.

Incident Investigation

Once an incident is reported, an investigation is conducted to determine the root cause. The investigation process includes:

- **Fact-finding**: Gathering information from witnesses, examining the scene of the incident, and reviewing documentation.

- **Root cause analysis**: Identifying the underlying factors that contributed to the incident.

- **Risk assessment**: Evaluating the likelihood and consequences of the incident recurring.

Incident Response

Following an investigation, appropriate actions are taken to address the incident. Responses may include:

- **Corrective actions**: Immediate steps to address the issue, such as repairs or changes to procedures.

- **Preventive measures**: Long-term solutions to prevent recurrence, such as staff training or equipment upgrades.

- **Support for affected individuals**: Ensuring that any clients, staff, or other individuals impacted by the incident receive appropriate medical, emotional, or psychological support.

Documentation and Record Keeping

All incidents are recorded in the organisation's **Incident Register**. This includes details of the incident, the investigation, the actions taken, and any follow-up activities. Records must be maintained securely and in compliance with confidentiality regulations, such as the **Privacy Act 1988** and **NDIS reporting guidelines**.

Client Incident Management

Client incidents are treated with the utmost seriousness, as they directly impact the wellbeing and safety of individuals receiving services. Key aspects of client incident management include:

- **Incident Reporting to External Bodies**: Certain client-related incidents, such as abuse, neglect, or serious injury, must be reported to the **NDIS Quality and Safeguards Commission** within 24 hours. Failure to report such incidents may result in penalties or loss of NDIS registration.

- **Client Incident Reviews**: For significant client incidents, a formal review is conducted to determine whether additional support or modifications to the client's care plan are needed.

Work Health and Safety (WHS) Incident Management

WHS incidents involve hazards or unsafe conditions that could harm employees, clients, or visitors. The organisation's approach to WHS incident management includes:

- **Regular Workplace Inspections**: Identifying potential risks through regular safety checks and hazard assessments.

- **Risk Control Measures**: Implementing control measures, such as ergonomic assessments, safety training, and protective equipment.

- **Emergency Response**: Ensuring that all staff are trained in emergency procedures, such as evacuations, fire drills, and first aid.

Any WHS incidents that result in injury or near misses are reported, investigated, and followed up with corrective actions.

Monitoring, Review, and Continuous Improvement

The effectiveness of the incident management process is monitored regularly to ensure continuous improvement. This includes:

- **Regular Audits**: Auditing incident records and reviewing investigation outcomes to identify patterns or systemic issues.

- **Incident Trend Analysis**: Identifying trends in incident reports to prioritise areas for improvement, such as common hazards or recurring issues.

- **Annual Policy Review**: This policy is reviewed annually to ensure that it remains effective and up to date with changes in legislation or organisational requirements.