

POLICY 1.16 INCIDENT MANAGEMENT

OVERVIEW

This policy explains how ILV (we, us, our) will respond to incidents in ILV properties.

It applies to all residents in ILV properties and all tenancies managed by ILV.

WORD LIST

Incident: Anything that harms, or could have harmed a resident, visitor, service provider, staff member, service provider or contractor.

Reportable Incidents: Incidents that must be reported to another organisation.

POLICY

This policy covers:

- What is an incident
- What we will do if there is an incident

WHAT IS AN INCIDENT?

Client incidents are:

- Events that happen at, or in connection, with an ILV property, and
- Harmed, or could have harmed, the health, safety or well-being of you or any person at the property.

Critical client incidents may include:

- The unexpected death, serious injury or alleged assault of a resident
- Allegations of unlawful or criminal activity
- Fire, natural disaster, accident or other incidents .

WHAT WE WILL DO IF THERE IS AN INCIDENT

The steps we will take are:

Step 1: Listen	We will listen to what you or others tell us about what happened
Step 2: Respond	We will make sure you are safe and supported
Step 3: Report	We will report the incident if we are required to do so
Step 4: Document	We will write up information about the incident
Step 5: Action	We will review the incident or investigate
Step 6: Learn	We will look at all incidents and see what we can do to prevent such things happening in the future

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STEP 1: LISTEN

We may learn about an incident by:

- You telling us about something that happened to you
- You telling us about something that happened to someone else (something you saw or heard about)
- Someone else (e.g. family, friends, advocate, service provider, our staff) telling us about something they saw or heard about.

We will write down the details of what you or others tell us.

STEP 2: RESPOND

We will take action immediately to make sure you and any others are safe and well.

STEP 3. REPORT

We may need to tell others about what happened (report). We will notify other organisations as required by law or any guidelines.

Some incidents are “notifiable incidents” and must be reported.

STEP 4: DOCUMENT

We complete an incident report unless someone else e.g. another service provider has already done so

We will ask you and/or others for information about what happened.

STEP 5. ACTION

We will review the incident within 3 days to decide what action to take:

- No further action
- Investigate
- Review

NO FURTHER ACTION

We may decide to take no further action if:

- The report was not accurate
- There are no concerns about your safety or the quality of care you are receiving.

We will document why we have decided to take no further action.

REVIEW

We may decide to review the incident by looking at the information and documents we have.

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INVESTIGATE

We may investigate if the incident is serious, more complex and/or we need advice from experts. In making our decision we will consider:

- The type of incident and its impact on you, on others and on us
- When the incident occurred e.g. a long time ago or recently
- The information we have on the incident and what might have occurred before e.g. very little information
- If the incident suggests there is a problem with us and how we provide services.

We will investigate, or work with other service providers e.g. Support Service Provider, to investigate incidents of:

- Violence, abuse, neglect and exploitation
- Major unexplained injuries.

Timeframe for the investigation

We will aim to complete an investigation within 30 days of being informed of the incident.

Other Investigations

Sometimes there might be a number of investigations about the same incident e.g. police investigation.

We may need to put our investigation on hold pending another investigation or get advice on how to proceed.

Principles

We will apply the following principles when we undertake an investigation:

- Procedural fairness – hear all parties involved in the incident, consider all relevant submissions, act fairly and without bias, and conduct the investigation without undue delay
- Confidentiality and privacy – keep information provided confidential (unless required to be disclosed by law), obtain consent to speak with people involved in the incident and to record what they say and let them read anything we wrote down
- Use appropriate methods to interview people about the incident.

STEP 6. LEARNINGS

We will keep records of incidents and review the records to identify any patterns and take action on things we can do to improve our services.

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Independent Living Villages Ltd

And Controlled Entities (ILV)



RELATED POLICIES, LEGISLATION AND RESOURCES

Legislation and Guidelines

- *NDIS Quality and Safeguards Commission Incident Management System Guidance* Version 1 - May 2018

Resources

- Disability Housing Information line 1800 843 929 or email housinginfo@pwd.org.au Information for people living in SDA properties and their supporters

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