

Incident Management Policy

Policy Statement

Patches will promote the health, safety, welfare and well-being of its clients and meet its professional and legal responsibilities by ensuring any incidents are appropriately:

- Identified and recorded.
- Assessed to determine corrective and / or harm minimisation strategies
- Investigated where necessary.
- Followed up in a timely manner and to ensure satisfactory outcomes are achieved.
- Considered against legislative / funding body requirements / guidelines (including the NDIS Quality and Safeguards Commission: Incident Management Systems) and acted upon / reported as required.
- shared where appropriate to assist with quality improvement.

Outcomes

- Risks will be identified and managed to eliminate or minimise any adverse event.
- The impact of any incident will be minimised.
- Clients / other stakeholders will be satisfied with the outcome of the management of risks and incidents.
- Involved staff are aware and accepting of the outcome of the management of risks and incidents.
- There will be minimal reoccurrence of incidents.
- Patches' CEO will be aware of risks and incidents and the actions taken to manage these events.

Definitions

Incident - event or situation that could have resulted in harm to an individual or to the business. This includes, but is not limited to:

- Injury and / or near-miss to participant.
- Injury and / or near-miss to workers.
- Acts by a person with disability that did or may have caused serious harm.

- Complaint or negative feedback about the service.
- Actual or suspected abuse of participant / others.
- Breach of privacy / other participant rights eg restrictive practice.
- Less than expected therapeutic outcome.
- Damage to equipment / goods.
- Breach of statutory obligations.

Accident – event or situation that actually resulted in harm to an individual or damage to equipment.

Risk – something that could potentially lead to an incident or accident.

For the purpose of this policy, incidents and accidents will be referred to as “incident” for ease of reading.

Related Policies / Documents

- Feedback and Complaints Management Policy
- Risk Management Policy
- Risk Management Register
- Service Delivery Model
- Complaint and Feedback Register
- Incidents register

Document Control

Document Name	Patches Incident Management policy		
Document Owner	CEO	Version	1.0
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Authorised	Company Leadership Meeting	Review Due	May 2024
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