

North West Residential Support Services Inc.
Policies & Procedures
INCIDENT REPORTING

Incident reporting is a critical aspect of service operation.

Incident reports provide information that the organisation can learn from to keep clients, staff and the public safe and secure.

Incident reports must be written and lodged when:

- A risk to the health, safety or security of clients, staff or the public becomes obvious
- Someone, be it client, staff or a member of the public is hurt or injured
- An unauthorised restrictive intervention is used or observed (See policy – Restrictive Interventions)
- Abuse is observed (See policy -- Preventing and Responding to Abuse)
- Behaviours of concern by any client, for any reason, require a restrictive intervention
- PRN medication is administered for any reason

Incident reports are required from shared homes, ISP's, NDIS contracts and Community Access contracts. They apply to all contracts.

To maintain consistency, keep accurate records, take appropriate action and fulfil our compulsory reporting obligations to DHHS. The Operations Manager has responsibility for all incident reports.

Incident reports must be sent to the Direct Service Coordinator by:

- Scanning and emailing – amoles@nwrss.org.au
- Faxing – 6426 7480

The Direct Service Coordinator will review them and email them to the Operations Manager who will:

- Review them
- Clarify details with the help of Coordination Assistants and contact people involved if necessary
- Take any action that might be required to keep people safe and secure
- Notify the Direct Service Manager and General Manager of any action they need to be involved in
- Activate compulsory reporting to DHHS:
 - Consumer Related Serious Incident Reporting
 - Form – Serious Incident Report
 - Preventing and Responding to Abuse
 - Form – Allegations of Abuse Alert (AAA)
 - Form – Allegations of Abuse Report (AAR)
 - Restrictive Interventions

- Form – Reportable Unauthorised Restriction
- File the reports in a central file in Google Business for Management Team access
- Regularly monitor and review the effectiveness of the incident management system and ensure compliance with DHHS requirements

The Operations Manager has many reporting responsibilities to the Senior Practitioner. (See policy – Restrictive Interventions)

The Operations Manager will work to the procedures set out in the Draft Consumer Related Reportable Incident Procedure for Tasmania's DHHS Funded Community Sector

Reminder -- If a staff member witnesses or is informed of abuse or an unauthorised restrictive intervention and does not report this, they are considered to be in collusion with the alleged perpetrator and will be subject to disciplinary action.

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