

Adelaide Hills Inclusive Counselling

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Incident Reporting Procedure

1. STATEMENT

An incident is defined here as:

- Acts, omissions, events or circumstances that occur in connection with providing supports or services to a client, or person assisting the client, and have, or could have, caused harm to the person
- Acts by a person that occur in connection with providing supports or services to the person and which have caused serious harm, or a risk of serious harm, to another person
- Reportable incidents that have or are alleged to have occurred in connection with providing supports or services to a person

2. PURPOSE

This document specifies systematic procedures for reporting and managing incidents. It also provides a means for reviewing and revising work practices to reduce the risk of the incident happening again.

3. PROCEDURE

When an incident occurs, a service provider must do the following:

- Ensure the immediate safety of the client and other people involved, and render First Aid if required
- Call 000 – if required (Police, Fire, Ambulance)
- Notify families, carers and guardians of any incident where the provider, client or other person is injured, or requires the assistance of emergency services
- Complete an incident report within 24 hours of the incident occurring

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- If required, notify the insurance provider.

4. INVESTIGATION AND ASSESSMENT OF INCIDENTS

Following an incident, the service provider will:

- assess the impact on the client
- assess whether the incident could have been prevented
- record the circumstances of the incident and how it was managed in the incident report
- assess what action may need to be taken to prevent or minimise the risk of similar incidents occurring in the future
- assess whether other persons or bodies need to be notified of the incident
- assess whether ongoing support is needed for those who were impacted by the incident
- identify and implement practice improvement measures
- notify the insurance provider and/or other bodies or agencies, as appropriate
- record outcomes and responses to the incident in the incident report

5. NOTIFYING THE INSURANCE PROVIDER

The service provider will report to the insurance provider within 24 hours, any serious incidents or allegations arising in the context of providing supports or services, including:

- the death of a client
- serious injury of a client
- abuse or neglect of a client
- unlawful sexual or physical contact with, or assault of, a client
- sexual misconduct committed against, or in the presence of, a client, including grooming of the client for sexual activity

Also, the unauthorised use of a restrictive practice in relation to a client will be reported to the insurance provider within 5 days. After which, a final report may be prepared within 60 business days of submitting the five-day report, if required by the insurance provider.

In all cases, the following will be assessed:

- whether the incident could have been prevented

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- how the incident was managed
- what, if any, changes are required to prevent further similar events occurring.

All incidents will be recorded using the following form: **Reportable Incident Notification Form vs.2.0.xlsx**

The completed form will be emailed to the appropriate insurance provider if required.

6. RECORD KEEPING

Details of an incident called for in the 'Reportable Incident Notification Form vs.2.0.xlsx', include the following:

- Name & contact details of person affected
- Description of the incident
- Time, Date, and Place of incident
- Name & contact details of service provider
- Name & contact details of witness
- Impact of incident on the person
- Actions taken in response to the incident
- Actions taken to assist the person
- Assessment of incident
- Consultation had with person
- Actions taken to reduce the risk of future incidents
- Whether reported to the insurance provider, and when
- Whether report provided to the client
- Name and contact details of person making report