

POLICY 8.9

INCIDENT MANAGEMENT

Purpose

The purpose to this policy to;

- Identify incidents and provide guidelines for our incident management systems,
- meet mandatory reporting requirements for external bodies,
- ensure timely and effective responses are taken to address the safety and wellbeing of the service users,
- support the delivery of high quality services through full and transparent reporting of adverse events, incident investigation , review and assessments.
- Ensure organizational defects in services and supports are addressed

Applicability

This policy and procedure is applicable to all our team, board and stakeholders. Incidents, accidents and near misses that are witnessed by or reported to Better Together managers, employees, volunteers and agency sub-contract workers who deliver services on behalf of Better Together, regardless of funding type. Reporting of incidents as defined in this policy document is mandatory

Policy Statement

Better Together is committed to:

- ensuring the rights of people with disability are upheld and supported
- providing a high standard of duty of care and to ensure the safety and well-being of each participant using our services, our employees and members of our community
- fostering a culture of continuous improvement with a proactive approach to preventing incidents
- having trained staff that are aware of, trained in, and comply with the incident management procedure
- promptly and appropriately responding to the incident in an equitable, objective and fair manner
- recording all incidents, reporting (if required) and investigating (if required)
- ensuring the principles of procedural fairness are maintained by providing those affected an opportunity to give their side of the story and to comment on any adverse views
- maintaining an incident management system to aid in recording, managing and resolving incidents in line with the *National Disability Insurance Scheme (Incident Management and reportable incidents) Rules 2018*

ensuring the incident management policy and process is provided to participants and stakeholders via a mode of they are likely to understand