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| **POLICY NO & NAME:** | **005 Emergency Incident Response, Management & Reporting** |
| **APPROVED BY:** | **Bec Symes,** **CEO** |
| **DATE CURRENT POLICY APPROVED:** | 22/01/2019 |
| **REVISION DATE/S:** | 22/01/2019, 12/11/2019 |
| **DATE CREATED** | 22/01/2019 |

**POLICY STATEMENT**

Greendale Community is committed to the provision of high quality services to service users and their families and to minimising risks to Greendale Community service users and their families, employees, volunteers, students, and members of the community. This commitment encompasses both proactive Risk Management and Incident Reporting and subsequent analysis to inform continuous service improvement.

Greendale Community is also required to complete, keep on file and provide copies of incident reports to funding bodies or other authorities, such as the DHHS, the Commission of Children and Young People, in line with incident reporting guidelines.

**SCOPE & PURPOSE**

This policy is to provide Greendale Community employees, volunteers and students with information to assist them with reporting incidents in a correct and timely manner, and to define processes for analysing and utilising incident reporting for service improvement.

The purpose of an incident report is also to**:**

* Ensure Greendale Community management are accurately and promptly informed.
* Enhance the quality of Greendale Community’ programs by analysing incidents / adverse events and acting on trends.
* Ensure due diligence and duty of care requirements are met.
* Address deficits and manage emerging risks.
* Ensure appropriate Ministers, the Secretary, Executive Directors, Directors and Regional Directors are effectively informed, when required.
* Comply with our mandatory reporting requirements, as per legislation.

**DEFINITIONS**

**An authorised person** is therelevant Manager or the Chief Executive Officer.

**An employee, volunteer** or **student** is any person working on behalf of Greendale Community that has completed the Greendale induction, is registered with Greendale and officially scheduled as a part of any official Greendale activities. **Students** refers specifically to any people undergoing training as a part of an official training program within Greendale Community.

**An incident** is an unplanned event that causes or has the potential to cause, death, injury, illness to people, and, or damage to equipment, property, the natural environment, or reputation. This may be to a service user or an employee, volunteer or student. These may also be called a **serious incident**, **critical incident**, **major incident**, **non-major incident**, **accident,** **an** **emergency, an emergency incident,** and/or other relevant terms toreflect the severity of the incident. Note the definitions of specific incidents detailed in this policy.

**A serious incident** is an incident that impacts a service user, employee, volunteer or student and includes:

* Death
* Frequent or lengthy unexplained absences (e.g. missing persons)
* Serious physical injury or psychological harm
* Harm (i.e., physical, emotional, sexual, psychological, or financial) or neglect
* A person is judged to be a health, safety, or welfare risk to themselves or others.
* The exploitation.
* Restrictive practices used on a person without warrant.
* Any assault by or on or visitors or other service users by a person

**An incident report** is a formal document of the incident completed by an employee, volunteer or student of Greendale Community. This must be written – clear legible hand-written notes are acceptable as evidence of what occurred, yet the final report submitted must be typed – in a complete, sequential, factual and clear manner and include as much detail as possible. There are many types of incident reports see the section **PROCEDURE FOR REPORTING INCIDENTS AT GREENDALE** for details on different reports required**.**

**A service user** is any person in the care of Greendale Community – this includes all residents of Greendale Community Residential and people with a disability within Greendale Community Living services.

**A visitor** isany person on a Greendale premisethat does not fit the description of an employee, volunteer or student. This can include family, friends and personal carers of service users, contractors, delivery personnel, and others.

**GREENDALE EMERGENCY CODE SYSTEM REPORTING**

Greendale Community emergency code system and procedures comply with the Australian Standard AS 3745 Emergency Control Organisation and Procedures for Buildings, Structures and Workplaces.

**INCIDENT RESPONSE & REPORTING PRINCIPLES**

The following three principles applies to all incidents at Greendale Community.

1. **People first**

Respond to the incident and with the people involved first. Your priority is to ensure the risk and impact to people (including yourself) is minimised as quickly as possible. Notify your supervisor as soon as practical or if you need to clarify anything. Always ask for help if required.

1. **Report all incidents**

Complete the reports required including a complete, sequential, factual and clearly written account of the events. If in doubt about if an incident should be reported, report it.

1. **Submit reports to the right place**

Submit all reports to the appropriate location.

The procedures are broken into two categories:

1. Procedure for **responding** to any incident involving a service user
2. Procedure for **reporting** incidents at Greendale

**PROCEDURE FOR RESPONDING TO ANY INCIDENT INVOLVING A SERVICE USER**

Once a Greendale employee, volunteer or student is aware of an incident that impacts on a service user (in progress or afterwards), they must immediately:

1. **Protect the service user from further harm**. Failure to respond and protect the service user from further harm following an incident is a breach of duty of care and can lead to disciplinary action.
2. **Administer first aid and contact emergency services.** Apply and seek first aid if necessary. For a service user that has been seriously injured and requires urgent medical attention, contact Emergency Ambulance Services by dialling 000.

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| **When to call VICTOIRA POLICE immediately** |
| The Victoria Police Service must be called by dialling 000 if:   * the incident is serious or life-threatening and * there is a threat of danger to people or property * it is a serious crime (e.g. physical or sexual assault) * it is a situation that requires Victoria Police Service assistance. |
| **For all other cases** |
| Contact the team leader or program / division manager to authorise calling the Victoria Police Service. |

1. For suspected, observed, or alleged abuse and neglect of service user incidents, follow the response requirements detailed in the policy **17 Responding to Alleged Physical or Sexual Assault** and **17a IGUANA guideline**.
2. **Protect any evidence.** If necessary, secure the scene of the incident for internal and/or external investigation.
3. **Contact the team leader or program / division manager.** For serious incidents, contact **must** be made within the first 30 minutes.
4. Complete a Greendale - Incident Report or enter incident details in the digital Greendale Incident Reporting Information System (development of the digital reporting system is in progress). This reporting must be done within two hours of the incident by the employee who first identified the incident.
   * The Greendale – Incident Report must be completed, scanned, and emailed to your direct supervisor and the Greendale Community Administration Department ([admin@greendale.org.au](mailto:admin@greendale.org.au)). Upon receiving the report, the Administration Department must enter the details from the report into the IRIS by the end of the next business day. Your direct supervisor may follow up with up as well.

**ADDITIONAL STEPS FOR SERIOUS INCIDENTS** **INVOLVING A SERVICE USER**

For serious incidents, an employee, volunteer or student must:

1. Contact the **team leader or program / division manager**. Once the service user has been protected from further harm, necessary first aid administered, and if required, emergency services contacted, the employee who was first aware of the serious incident must make a verbal report to the **team leader or program / division manager** within the initial 30mins.
2. It is important that the report is does in person or over the phone, with the team leader or program / division manager providing verbal confirmation that they have been informed.
3. DO NOT leave written or verbal messages. Only employees who are unable to communicate verbally (i.e., are deaf or have a hearing impairment) can send a text message. Enough information must be provided in the text message so that the incident is fully understood. The team leader or program / division manager must follow-up with an in-person meeting as soon as possible to ensure the requirements of this procedure are properly carried out.
4. If the employee reporting the incident is unable to contact and speak with the team leader or program / division manager, they must phone the service manager. If the service manager cannot be reached, then they must contact the General Manager.
5. Carry out any follow-up actions as directed by the team leader or program / division manager. This can include contacting the service user’s emergency contact to inform them of the incident.

**RESPONSIBILITIES**

Every incident must be reported. An incident report (Greendale – Incident Report) must be completed by the employee who witnessed the incident. If there were no witnesses, it must be completed by the employee to whom was first on scene after the incident occurred, or the employee whom the incident was reported to.

There are specific responsibilities depending on your role within Greendale.

**All employees, volunteers and students are required to:**

* Have read this policy and procedures
* Whenever an incident occurs staff need to apply the **INCIDENT RESPONSE & REPORTING PRINCIPLES** and follow the **PROCEDURE FOR RESPONDING TO ANY INCIDENT INVOLVING A SERVICE USER**
* After the immediate emergency has passed, complete the relevant electronic/online incident report(s) – see the section **REPORTING INCIDENTS AT GREENDALE** of thisdocument for reports that employees, volunteers and students are required to action.
* Consult with the relevant team leader or program / division manager available regarding next steps and any information they require.
* Inform the service user’s family of incidents that involve injury or hospitalisation of their relative, according to agreed arrangements and of all allegations of physical and/or sexual assault.
* Complete any other reports required such as the DINMA report, service user progress or case notes, etc.

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| **Incident categorisation rule** |
| Employees, volunteers and students who are unsure of the category of an incident, should treat the report as being at the higher level or check with their supervisor as soon as possible. |

**Team leaders and program / division managers are responsible for ensuring that:**

* An online incident report (i.e. CIMS Tool, Greendale Community Resident Incident Reporting Tool) has been completed.
* Reporting processes have been followed within required timelines. E.g. CIMS Major Impact Incidents must be reported to DHHS within 24 hours.
* All other required reports – as per this policy and or regulatory requirements – are completed and forwarded to the appropriate government or regulatory body.
* The service user’s family are informed of incidents that involve injury or hospitalisation of their relative, according to agreed arrangements and of all allegations of physical and/or sexual assault.
* Ensure service users are offered medical assistance and counselling as required.
* Communication strategies have been followed to ensure all relevant employee, volunteer or students are aware of the incident and any recommendations or control measures that may prevent or reduce the risk of the incident reoccurring.
* Analysis of incident trends and implementation of recommendations and or control measures is documented.
* Reporting to the Board any CIMS Major and Non-Major incidents and incidents reported on the Greendale Incident Reporting Tool at the next scheduled meeting or immediately if there are serious immediate implications for the organisation
* The Manager (Division) or CEO to report to DHHS Major incidents (DHHS and NDIS funded services) within 24 hrs to DHHS
* Investigate and assess each incident and develop control measures and risk management plans accordingly. This can be done by using the online CIMS tools in case of an incident impacting on service users (DHHS and NDIS funded services).
* Analyse the events to add any relevant information to Occupational Violence Risk Assessments or Client Behaviour Support Plans
* Ensure Incident Report findings and recommendations are recorded for Continuous Improvement towards Risk Management, OH&S and Quality systems.

**Chief Executive Officer (CEO), Greendale Community** **is responsible for ensuring that:**

* They are accountable for all incidents at or related to Greendale Community.
* Continuous improvement strategies
* Accountable for ensuring internal and external reporting requirements are met, in line with relevant legislated requirements, this includes:
  + Reporting to the Commission for Children and Young People is completed.
  + Actual and/or suspected crimes are reported to local police services.
  + DHHS reporting of CIMS Major and Non-major incidents
  + Mandatory reporting requirement as per Aged Care Act 1997 (Reportable assaults and Unexplained absences)

**PROCEDURE FOR REPORTING INCIDENTS AT GREENDALE**

The following information outlines reporting requirements for different incident types and locations. Any incident that occurs as a part of Greendale activities must be reported after the immediate risk has been dealt with. This includes incidents that occur within Greendale Community run premises as well as official outings organised and/or coordinated by Greendale Community staff.

All incident reports – both internal to Greendale and external reports to government or regulatory bodies – must include a complete, sequential, factual and account of the events.

The following table outlines the reporting that must be completed for **any and every incident that occurs** during any Greendale activities. All Greendale - Incident reports must be submitted as per the procedures in this document.

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| **Incident type and/or service user location** | **Relevant forms** | **Person(s) responsible** | **See section in policy and procedure for further details** |
| All incidents that occur as part of Greendale Community activities | * Greendale – Incident report | Any employee, volunteer or student that is involved in and/or witnesses the incident occur or attends soon after the incident. | Reporting incidents at Greendale |

The following reporting may also be applied, depending on the circumstances of the incident.

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| **Incident type and/or service user location** | **Relevant forms** | **Person(s) responsible** | **See section(s) in policy and procedure for further details** |
| All missing service users | * DHS – Missing persons checklist | Any employee, volunteer or student that is involved in and/or witnesses the incident occur or attends soon after the incident. | Procedure for responding to any incident involving a service user |
| Greendale Community Living (Disability support) | * [DHHS – CIMS](https://training.cims.vic.gov.au/#/introduction) * DHS – Client incident report | On-call supervisor, manager and Greendale Community CEO | Reporting incidents linked to Greendale Community Living (Disability support) |
| Greendale Community Residential (Aged Care) | * Department of Health – Reportable assault form * Department of Health – Unexplained absence form | On-call supervisor, manager and Greendale Community CEO | Reporting incidents linked to Greendale Community Residential (Aged Care) |
| Child abuse and neglect incidents | * Report to the Commission for Children | Greendale Community CEO | Reporting child abuse and neglect incidents |
| All incidents that seriously impact an employee, volunteer or student | * Worksafe VIC – Incident notification form | Any employee, volunteer or student that is involved in and/or witnesses the incident occur or attends soon after the incident. | See 002 Occupational Health and Safety policy |
| All suspected crimes | * Verbal report maybe required | Any employee, volunteer or student that is involved in and/or witnesses the incident occur or attends soon after the incident. | Procedure for responding to any incident involving a service user |

**Reporting incidents linked to Greendale Community Living (Disability support)**

**Incidents that impact on our Greendale Community Living service users** (DHHS CIMS Incident Reporting Tool).

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| **Old reporting template “DHS – Client incident report”** |
| The old **DHS – Client incident report** is being phased out for the online DHHS CIMS. The old report document may still be used in circumstances where an internet connection is not immediately accessible, and the information may be lost if it is not detailed ASAP. Note that, in these circumstances, this is only an interim report and will still have to be entered in the DHHS CIMS within the required timeframes by the responsible team leader, program / division manager or CEO. |

‘Major impact’ and ‘non-major impact’ are used to define the two DHHS incident categories. In determining the category of the incident, the focus must be on the impact (level of harm) to the service user. While the most senior staff member present is responsible for completing the initial incident report, the management of the service provider is responsible for using their professional judgement to confirm the assessment of the appropriate categorisation for the incident, based on the guidance set out in this section.

The following two sections set out the definitions of these two DHHS CIMS categories.

**[DHHS] CIMS Major impact on the service user include:**

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| * The unanticipated death of a service user. * Severe physical, emotional or psychological injury or suffering which is likely to cause ongoing trauma. * A pattern of incidents related to one service user which, when taken together, meet the level of harm to a service user defined above. This may be the case even if each individual incident is a non-major impact incident.   In addition, certain incidents such as all deaths of service users in unexpected or unanticipated circumstances, including suicides, must be reported as major impact incidents. |

**[DHHS] CIMS Non-major impact on the service user include:**

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| * Incidents that cause physical, emotional or psychological injury or suffering, without resulting in major impact as defined above. * Impacts to the service user which do not require significant changes to care requirements, other than short-term interventions (for example, first aid, observation, talking interventions or short-term medical treatment). * Incidents that involve a service user but result in minimal harm. * Incidents that do not otherwise meet the criteria for ‘major impact’ above. |

**Timelines for reporting DHHS CIMS Major and Non-Major** **incidents in:**

* CIMS Major incidents must be reported to DHHS within 24 hrs and logged by staff as soon as possible.
* CIMS Non-Major incidents must be reported to DHHS within 30 days and logged by staff within 2 working days or on Monday if the incident happened over the weekend.

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| **The 5 stages of DHHS CIMS applied at Greendale Community** | |
| **Stage 1: Identification and response** | Identification is when an incident is disclosed to, or observed by, a service provider at any service delivery setting (for example, provider premises, outreach location or a service user’s home). This may include disclosure by a service user, family member or other professionals, to the service provider.  Response covers the immediate activities undertaken to ensure the safety and wellbeing of service users, staff and visitors, preserve evidence and notify emergency services and family or other support people. |
| **Stage 2: Reporting** | Reporting captures specific information about the incident. As part of this stage, follow up is undertaken to ensure the information provided in an incident notification is accurate, and Greendale Community and the department are assured that appropriate actions are being planned and/or undertaken to manage the incident. |
| **Stage 3: Incident investigation** | An investigation is a formal process of collecting information to ascertain the facts about an incident, which may inform any subsequent criminal, civil, disciplinary or administrative sanctions.  In the context of this policy, the purpose of an incident investigation is to determine whether there has been abuse or poor quality of care of a service user by a staff member, carer or another service user.  Incident investigations may be carried out by Greendale Community or external bodies (including the department). |
| **Stage 4: Incident review** | A review is an analysis of an incident to identify what happened, determine whether an incident was managed appropriately, identify likely causes of the incident, and to apply subsequent learnings to reduce the risk of future harm.  Incident reviews may be carried out by Greendale Community or external bodies (including the department). |
| **Stage 5: Analysis and learning** | Analysis and learning includes monitoring and acting on trends identified through the analysis of incident information to enhance the quality of service and supports to service users.  Reporting, investigating, reviewing and analysing incidents helps Greendale Community to review and assess the way in which an incident has been managed, to implement improvements, minimise risk and embed a continuous improvement approach. This supports better service user experience and outcomes. |

**Reporting incidents linked to Greendale Community Residential (Aged Care)**

The [Aged Care Act 199](https://www.legislation.gov.au/Details/C2016C00930)7, states providers of residential aged care must:

* report assaults or suspected reportable events or incidents within 24 hours of the allegation, or as soon as the provider suspects a reportable assault has occurred.
* train staff to recognise and ensure they report any suspicions or allegations of reportable assaults to supervisors, or other authorised person in the facility then to the police and the department
* protect the identity of the reporting staff member to protect them from repercussions or victimisation.

The following key elements note the reportable events to advise the Australian Department of Health under the guidelines for reporting.

Five key elements to compulsory reporting as per guidelines from Department of Health, Ageing and Aged Care, state:

* The Act requires that, except in very specific circumstances, approved providers of residential aged care must report **every** allegation or suspicion of a reportable assault.
* Reports must be made to both the police and the department **within 24 hours** of the allegation being made, or from the time the approved provider starts to suspect, on reasonable grounds, that a reportable assault may have occurred.
* If a staff member makes a disclosure that qualifies for protection under the Act, the approved provider must protect the identity of the staff member and ensure that the staff member is not victimised.
* If an approved provider fails to meet compulsory reporting requirements the department may take compliance action.
* Compliance with compulsory reporting requirements is monitored by the [Australian Aged Care Quality Agency](https://www.aacqa.gov.au/)

**Reporting child abuse and neglect incidents**

The Victorian Reportable Conduct Scheme is operational from July 1, 2017 across all Greendale. The scheme will require the centralised reporting of allegations of child abuse against employees, volunteers or students in relevant organisations with a high level of responsibility for children. The scheme has been introduced in three phases from July 2017, all phases are currently in effect:

**Phase 1:** From 1 July 2017, the scheme will apply to child protection, out-of-home care services, residential services for children with a disability, certain education providers, government and non-government schools and government departments (including youth justice services). For Greendale Community this means the following services:

* Out-of-Home Care
* Getaway House
* Boost-for-Kids
* Interchange volunteer host program - overnight respite
* In-home overnight respite provided by Greendale Community staff

**Phase 2:** From 1 January 2018 the scheme will apply to hospitals, other disability services for children, providers of overnight camps, religious bodies and the residential facilities of boarding schools.

**Phase 3:** From 1 January 2019, the scheme will apply to early childhood services and certain statutory bodies that have responsibility for children, such as public museums and galleries.

**The reportable conduct scheme will require allegations of suspected criminal conduct to be reported to Victoria Police as the first priority and will maintain the primacy of an investigation by Victoria Police of any allegations of criminal misconduct. In all circumstances, allegations of criminal conduct must be reported to Victoria Police as the first priority.**

For child abuse and neglect incidents the On-Call Management or Division Manager and CEO need to be informed immediately. Greendale Community CEO (or her delegate) must report any allegation of reportable conduct to the Commission for Children and Young People within three business days of becoming aware of the allegation. It is a criminal offence for Greendale Community CEO to fail to notify (within 3 business days) and update (within 30 calendar days) the Commission for Children and Young People (CCYP) about reportable allegations.

**Note: the reporting to the Commission for Children and Young People by Greendale Community CEO complements / is in addition to all the current steps we are required to undertake when an allegation of child abuse (sexual, physical and psychological) or significant neglect is made.**

**See for details as well 17 Responding to Alleged Physical or Sexual Assault policy and 17a IGUANA guideline.**

**REFERENCES**

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|  | Relevant information | Disability Act 2006  Aged Care Act 1997  Guide for reporting reportable assaults, Ageing and Aged Care  NDIS Act 2013  Children’s Services Regulations 2009  National Quality framework for Children’s Services  Commission for Children and Young People Act 2012  Home and Community Care Program (HACC)  Commonwealth Home Support Programme (CHSP)  Department of Health: Ageing and Aged Care |
|  | Industry Standard Reference | National Standards for Disability Services  DHHS Standards  Home Care Standards  Victorian Child Safe Standards  Victorian ECI standards  Victorian Reportable Conduct Scheme |
|  | Forms | Greendale – Incident report  DHHS – CIMS <https://training.cims.vic.gov.au/#/introduction>  DHS – Client incident report  Department of Health – Reportable assault form  Department of Health – Unexplained absence form  DHS – Missing persons checklist  Worksafe VIC – Incident notification form |