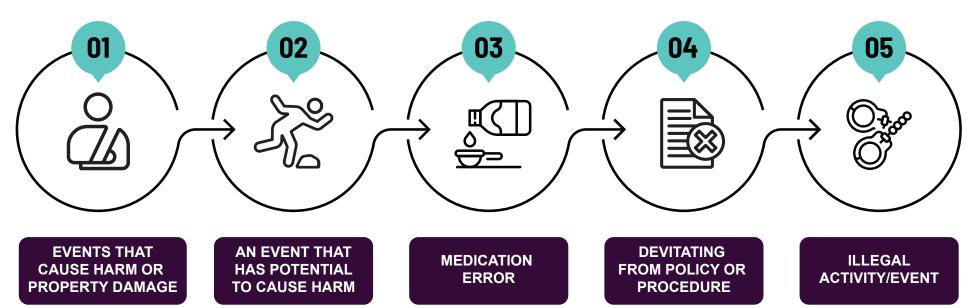
Incident Management Policy | Version 3\_March 2021



### **POLICY STATEMENT**

This policy defines incidents and set out the standard requirements of how Zest Personalised Care (Zest) manages incidents including critical incidents, which are reportable to the relevant Government body or authority. An incident is broadly defined as:



# **ZEST IS COMMITED TO**

#### **RIGHTS**

Ensuring the rights of people with disability including vulnerable children and their family are upheld and supported.

#### SERVICE

Providing a high standard of services and upholding the duty of care to ensure the safety and well-being of each client.

#### **IMPROVEMENTS**

Fostering a culture of continuous improvement with a proactive approach to preventing incidents.

#### RESPONSE

Promptly responding to the incident in an equitable, objective and fair manner when an incident occurs.

#### **RECORD**

Recording and storing all relevant details related to incidents and incident management.

#### **FAIRNESS**

Ensuring the principles of procedural fairness are maintained

#### **SYSTEMS**

Maintaining an incident management system to aid in recording, managing and resolving incidents.

#### **ACCESSIBILITY**

Making the incident management policy and processes accessible.

#### INDUCTION

Providing clients and stakeholders with information on incident management during on boarding or as requested.

# **ZEST IS RESPONSIBLE FOR**

# RESPONSE

Immediately responding to an incident to ensure the safety and wellbeing of clients and others at risk.

# REPORT

Reporting to police or to other relevant authority (if appropriate).

# NOTIFY

Notifying the NDIS Commission of reportable incidents within 24 hours when the key personnel become aware of the incident.

# CONTACT

Contacting relevant support services and next of kin, family or guardian (as appropriate)

# EVIDENCE

Preserve evidence of the incident such as incident report and other related documents.

# PLAN

Planning and undertaking actions to provide ongoing support to those affected by the incident.

# DOCUMENT

Documenting key actions undertaken in an internal incident report.

# RECORD

Recording incidents in an internal incident register

# ANALYSE

Conductling an analysis on trend of incident.



# NDIS Incident Reporting

Incidents that are of critical and serious nature (including allegation) must be reported to the NDIS Quality and Safeguards Commission.



#### Mandatory Reporting

Other incidents may require reporting to other agencies, for example: data breach, injury or death of a worker while on duty or children related matters.



#### Record Keeping

Records of incidents must be kept for a minimum of 7 years from the date of the incident. Record of incidents related to children must not be discarded until the child turns 21yo.



#### Key Management Personnel

Zest management are to ensure employees have the necessary skills to manage incidents. Zest frontline staff are to resolve incidents and ensure safety of people involved.

# **APPLICABILITY**



When to apply this policy? This Applies when providing supports and services to all clients/ participants.



# WHO

Who does this policy apply to?
To all Zest representatives including key management

personnel, directors, full time workers, part time workers, casual workers, contractors and volunteers.



