

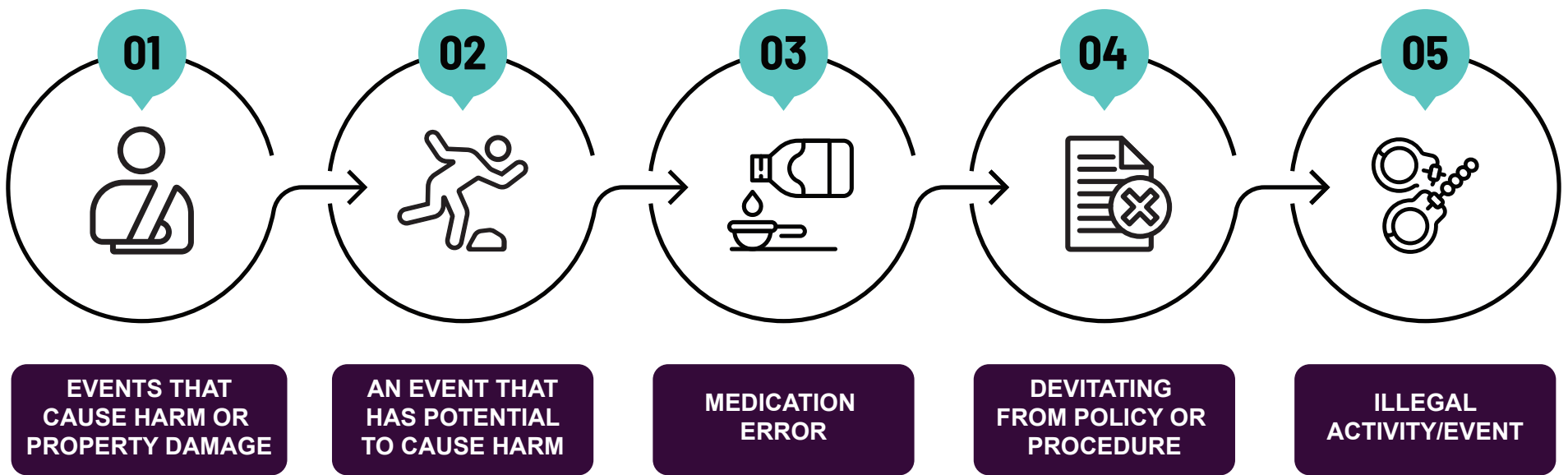
INCIDENT MANAGEMENT

Incident Management Policy | Version 3_March 2021

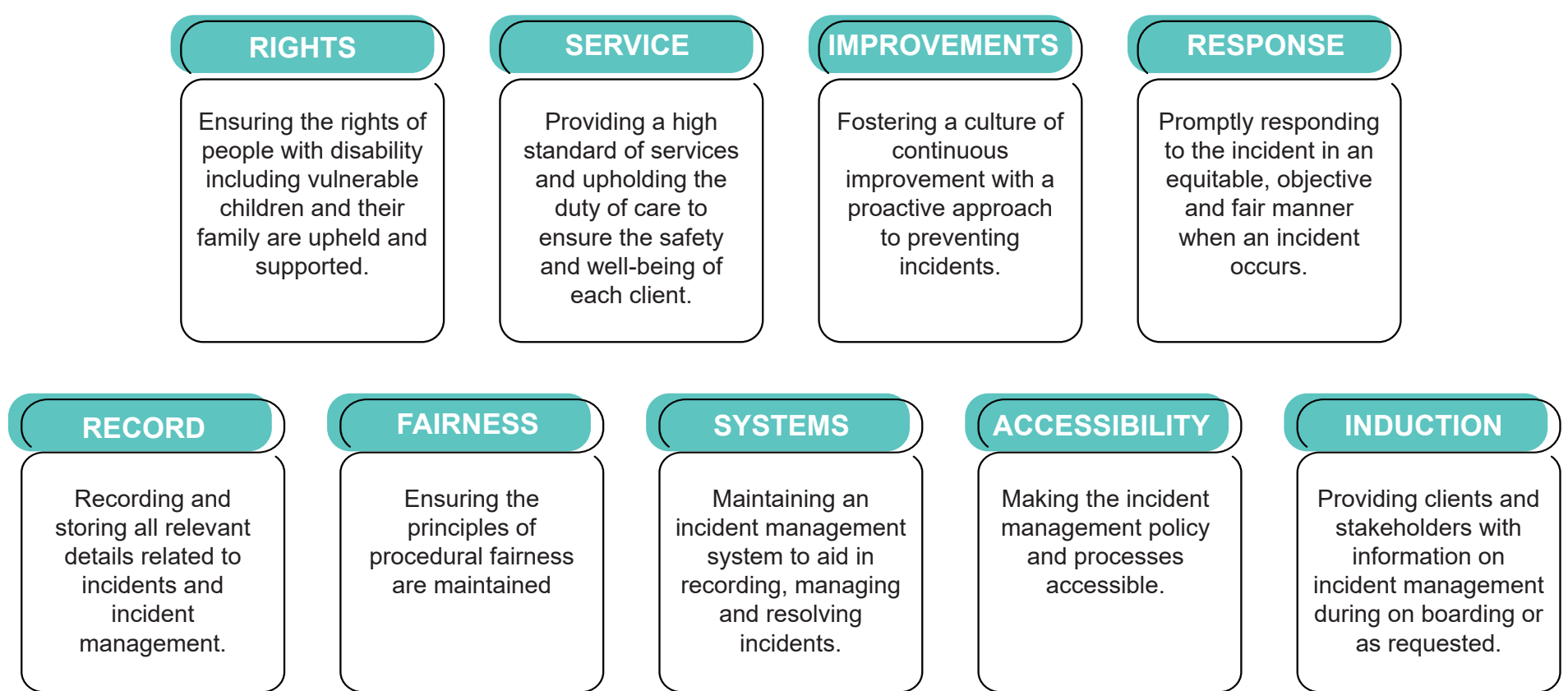


POLICY STATEMENT

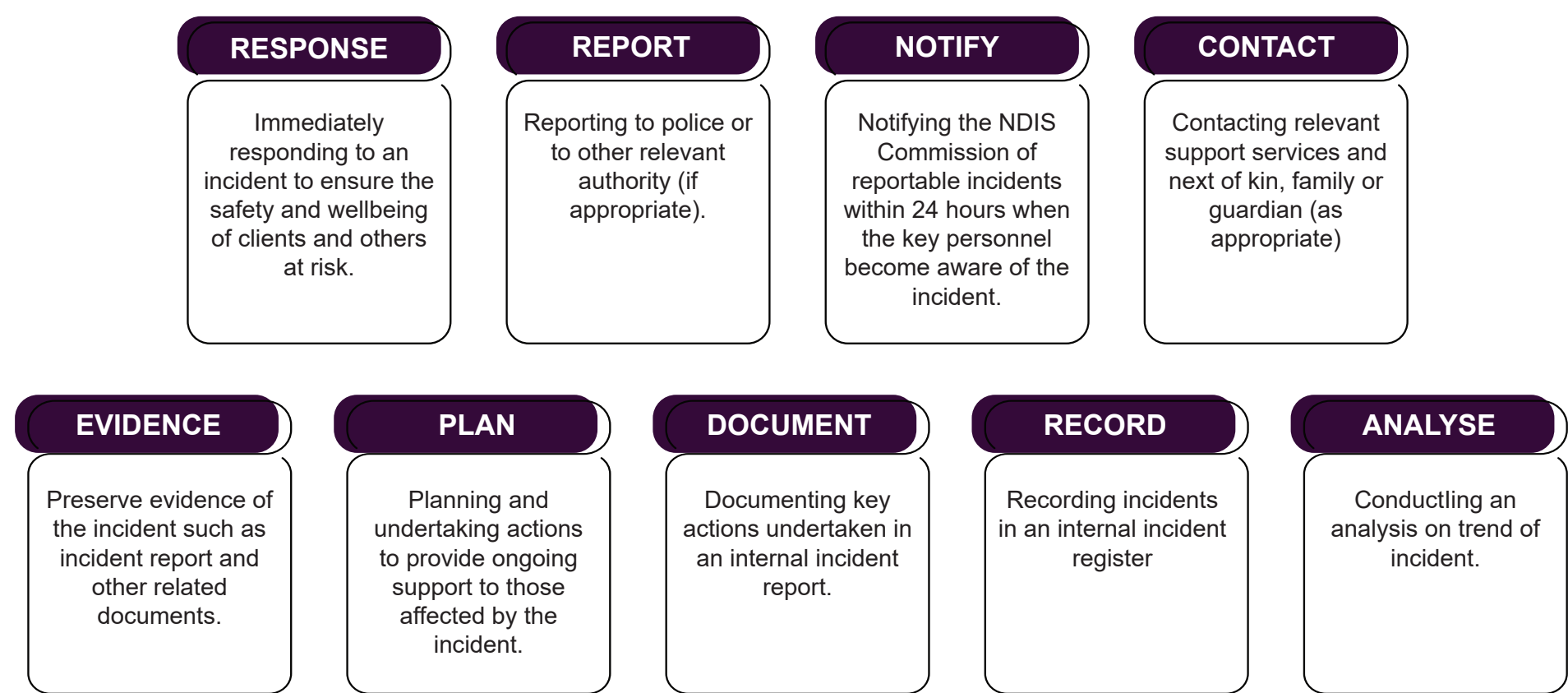
This policy defines incidents and set out the standard requirements of how Zest Personalised Care (Zest) manages incidents including critical incidents, which are reportable to the relevant Government body or authority. An incident is broadly defined as:



ZEST IS COMMITTED TO



ZEST IS RESPONSIBLE FOR



APPLICABILITY

WHEN

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.

