zest.
personalised care

Procedure	**Incident, Hazard and Emergency Management**
Definitions	**_Emergency_** - an incident which requires evacuation, or the immediate intervention of an external agency. This includes fire, flood, bomb threats, kidnapping, extreme violence, poisoning, anaphylactic shock, death, extreme injury. **_Hazard_** – anything that could cause an incident **_Incident_** – anything unusual on shift. An unplanned, undesired event that interrupts the course of a shift. **_NDIS Reportable Incident_** - a certain act or event including allegations, that has happened in connection with the provision of supports or services by the registered NDIS provider which includes: • The death of a person with disability • Serious injury of a person with disability • Abuse or neglect of a person with disability • Unlawful sexual or physical contact with, or assault of, a person with disability • Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity • Unauthorised use of restrictive practices in relation to a person with disability. **_NSW Notifiable Incident_** (WHS) • a person dies • a person experiences a serious injury or illness • a potentially dangerous incident occurs. **_OCG_** – Office of the Children's Guardian **_Reportable Conduct_** – • a sexual offence committed against, with, or in the presence of a child • sexual misconduct with, towards, or in the presence of a child • ill-treatment of a child • neglect of a child • an assault against a child • behaviour that causes significant emotional or psychological harm to a child • an offence under section 43B or 316A of the Crimes Act 1900. **_WHS_** – Work, health and safety. Also referred to as Work, Health, Safety & Environment
Responsibility	Procedure Owner – Quality and Compliance • Managers • Team Leaders • Operations team members • Family Services Case Coordinators (CC) • Family Support Workers (FSW) • Support Workers (SW) Escalation Points: Disability Services Clients – Disability Services Team Leader Family Services Clients – Family Services Manager Employee, contractor or volunteer – HR Team Leader or Manager

	Incidents with a risk rating of moderate or above – Senior Management, Team Leaders and Lead Advisor – Quality and Safety
CLIENT EMERGENCY CARE PLAN	
Client Engagement Manager (CEM)	1. At intake the client signs a Service Agreement which details the development of a personal Emergency and Disaster Management Plan. 2. Completes a Client Emergency Care Plan and Checklist with information from the client.
Support Worker (SW) and Family Support Worker (FSW)	1. Complete training in emergency management which has been allocated to them by Human Resources if they will be working with NDIS clients. 2. The SW and FSW read the Emergency Care Plan and Checklist of NDIS clients they support prior to a shift with that client. 3. The SW assists the client to put together a bag for emergency situations which includes items such as: spare underwear, food for assistance animals, Panadol/Nurofen, bottle of water etc and supports the client to store it in an easily accessible location.
HR Team Leader	1. Allocates Emergency Management training to SW and FSW who are providing supports under NDIS.
HAZARDS	
Person who First Encounters Hazard	1. Corrects the hazard if able e.g. clean up spills, move belongings to a safe spot. 2. Contacts Operations (SW) 1300 844 128 or Case Coordinator (FSW) immediately if the hazard is significant e.g. gas smell. 3. May be instructed to contact an external organization to report the hazard e.g. Sydney Water, Gas provider. 4. Completes an Incident Form detailing the hazard at http://report.zestcare.com.au/
BSO/CEM/CC	1. Assists with rectifying the hazard and notes in client case notes (if client related) 2. Updates Incident Report with actions taken (for those who have access) 3. Report to the Child Protection Helpline if the hazard poses a risk to a child or young person
Team Leader/Manager	1. Checks incident reports weekly at a minimum to ensure hazard is being addressed 2. Notes when the hazard has been closed
Lead Advisor Quality & Safety	1. Reviews incident dashboard regularly, allocates nature of incident and risk rating. 2. Consults with Team Leaders and Managers on actions taken and status of incidents. 3. Reports fortnightly at the Quality and Risk Management on the status of incidents/hazards/feedback with a risk rating of moderate and above. 4. Presents incident and feedback data and trends at the fortnightly Quality and Risk Management Meeting.

INCIDENTS	
Person who First Encounters Incident	1. Ensure that they, other staff and clients are safe. 2. Assess any injury and decide whether an ambulance or other emergency services should be called. If yes, move to section titled *Emergencies*. 3. Provides appropriate first aid to any injured person/s if needed. 4. Contacts Operations on 1300 844 128 for further guidance if needed. 5. Complete an incident report as soon as possible following the event but before the end of shift at http://report.zestcare.com.au/ 6. Note a summary of what has occurred in client notes by the end of shift (if client related) 7. Make a report to the Child Protection Helpline as part of Mandatory Reporting obligation (for child related incidents)
Business Support Officer (BSO) and Case Coordinator (CC)	1. If the BSO/CC identifies an emergency, refer to section titled *Emergencies*. 2. Requests the SW/FSW complete an incident report by shift end. 3. For Family Services only, notify the Program Manager 4. Adds all documented actions, guidance and advice provided to SWs/FSWs into client case notes 5. Contacts HR if a staff member has been injured.
CEM / Manager	1. Resolves anything to do with client care, and notes actions in the Incident Report, commenting when no further action is needed 2. Details actions taken in client case notes
Team Leader/Manager	1. Checks incident reports weekly at a minimum to ensure they are being addressed. 2. Notes when the incident can be closed
Lead Advisor – Quality and Safeguarding	1. Reviews incident dashboard regularly, allocates nature of incident and risk rating. 2. Consults with Team Leaders and Managers on actions taken and status of incidents. 3. Reports fortnightly at the Quality and Risk Management on the status of incidents/hazards/feedback with a risk rating of moderate and above. 4. Presents incident and feedback data and trends at the fortnightly Quality and Risk Management Meeting.
HR Team Leader	1. Notifies Insurer of any incident in which an employee is injured *ASAP, but within 24hrs of receiving notification of injury.* 2. Manages all workers compensation claims and return to work planning.

EMERGENCIES	
Including NDIS REPORTABLE INCIDENTS/ OCG REPORTABLE CONDUCT/ WHS NOTIFIABLE INCIDENT	
Person who first encounters the incident	1. Staff member ensures that they, other staff and clients are safe from additional injury. 2. If required, contact 000. 3. SWs notify Operations immediately on 1300 844 127. FSWs notify the Case Coordinator immediately. All other staff, notify your direct report verbally. 4. SWs and FSWs remain with the injured casualty for the duration of the incident, provided it is safe to do so, attending hospital if needed. 5. Complete an Incident/hazard/report Form by the end of shift at http://report.zestcare.com.au/ 6. Complete a summary of what has occurred in client notes in Good Human (if incident is client related)
BSO and CC	1. Informs the Team Leader or Family Services Program Manager verbally. 2. Supports and assists SW and FSW through the incident. 3. Contacts authorised support people as soon as practical. 4. Documents any actions, phone calls, guidance, advice provided to SWs/FSWs in client case notes. CC updates actions in the Incident Board.
Team Leader/ Program Manager	1. Informs Lead Advisor Quality and Safety and Senior Leadership e.g. General Manager, Chief Operating Officer. 2. For WHS incidents, contact HR as soon as safely possible. 3. Regularly updates authorized support people e.g. family, guardian, advocate. 4. Reviews Incident Report relating to the event and details any actions. 5. Provides updates at the fortnightly Quality and Risk Management meeting until the incident is closed.
Chief Operating Officer, Family Services Manager	1. Manages incident if required. 2. Interviews SW if needed to gain detailed incident reflection notes and determine root cause. 3. Initiates a risk assessment review in consultation with CEM or CC. 4. Updates Incident Report with corrective and preventative actions 5. Feeds back findings at the Quality and Risk Management fortnightly meeting to record preventative actions in the Continuous Improvement Action Plan. 6. Family Services Manager reports reportable conduct to the relevant referring partner (for Family Services clients).
HR Team Leader	1. HR Team Leader reports notifiable incidents to Safe Work NSW immediately upon receiving notification that a notifiable incident has occurred. 2. Notifies Insurer of any incident in which an employee is injured ASAP, but within 24hrs of receiving notification of incident. 3. Manages all workers compensation claims and return to work planning.
Lead Advisor – Quality and Safety	1. Reviews Incident Report, and all other relevant information relating to the event. 2. Submits notification to the NDIS Quality and Safeguard Commission and approves notification within 24hrs of receiving notification of a reportable incident

	3. Consults with Team Leaders and Managers on actions taken and status of emergency.
	4. Reports fortnightly at the Quality and Risk Management and monitors till the emergency is resolved.
	Presents incident and feedback data and trends at the fortnightly Quality and Risk Management Meeting.
Associated Documents	Emergency and Disaster Management Policy
	Home Safety Inspection Form
	Comprehensive Risk Assessment