

## Incidents

An **incident** is something unusual or different that happens on shift. It could be something serious like an accident or something simple like a client's mood or being off their food.



## Near Misses

A **Near Miss** is when an incident almost happened. After a near miss people might say "Gee that was close".

## Hazards

A **Hazard** is something that could cause an incident. When you see a hazard, you might be able to imagine what could occur if the hazard remained. Where possible, hazards need to be fixed immediately to prevent an incident e.g wipe up a spill or clear trip hazards



**All incidents, hazards and near misses must be reported at: [Incident Report](#)**

## Emergencies

This is when someone is at risk of immediate harm e.g. breathing problems, blue lips, a person is unconscious, there is a lot of blood or the person impacted is not making sense. If you think something might be an emergency, it likely is. **Emergencies require a quick response.**

### Emergencies

1. Move anyone involved to safety
2. Call 000
3. Provide appropriate support e.g. first aid
4. Call the office on 1300 844 127 and follow directions
5. Follow directions in the client's support plan e.g. contact their family
6. Enter an incident and summarise in client notes as soon as it's safe



## Incidents

1. Provide appropriate support e.g. first aid
2. Rectify any hazards
3. Follow directions in the client's Emergency Care Plan
4. Enter an incident report & summarise in client notes by end of shift

### Why are Incident Reports Needed?

- They help keep clients and workers safe
- They make sure clients are getting the right support