

# MANAGEMENT OF A SERIOUS INCIDENT

## COMMUNITY SERVICES (ACQS 8)

### Part 1 - Purpose

To ensure that any serious incident involving a staff member, client or stakeholder of the service is appropriately managed, reported and investigated.

### Part 2 - Scope

This policy and procedure relates to all programs, service and activities undertaken by Community Service staff. This policy and procedure applies to all persons employed (paid and unpaid) within Northside’s Community Service Division.

### Part 3 - Policy

In the event of a serious incident taking place involving a client actively engaged in receiving a service from an employee or participating in a group facilitated by an employee, the staff member will first act to ensure the immediate safety of themselves and the client involved. The staff member will then report the incident to all the appropriate authorities, prioritising emergency services. The staff member will then immediately report the incident to Northside’s senior management.

Notification of client’s family or nominated contact person will be completed by Senior Management and is subject to advice by authorities such as ACT Policing or Emergency Service.

Once the initial incident response has been completed Northside will ensure an internal investigation is carried out into the incident, once again subject to advice from authorities (e.g. until completion of an associated police investigation)

A serious incident in can refer to:

- The death of a client while engaged in a service, or following an incident while being engaged with the Service;
- Any incident involving serious injury or trauma to, or illness of, a person engaged in service delivery or interaction with a community service program which a reasonable person would consider required urgent medical attention from a registered medical practitioner. (e.g. severe disorientation, broken limb ); or for which the person attended, or ought reasonably to have attended, a hospital;
- Any incident in which a team member or a person engaged in service delivery felt threatened, unsafe or at risk of immediate harm.
- Attendance of emergency services at location was sought, or ought reasonably to have been sought;

### Part 4 - Procedures

#### 4.1 Immediate Response

In the event of a serious incident involving a staff member, client or stakeholder taking place within program location (Centre based or outreach), the supervising staff member or program manager will immediately ensure that:

- The person is safe from immediate harm;
- All other persons including themselves are safe from harm.
- First Aid is administered (if required);
- Someone has contacted 000 and requested medical, police or emergency assistance (if required);
- Staff member stays at the scene of the incident ( or within a safe distance) until emergency services arrive.

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### 4.2 Notification

As soon as possible following the immediate response and risk mitigation process, the supervising manager will ensure that:

- The family or nominated contact for the client is contacted ( subject to advice from authorities) and given as many details of the incident as possible;
- The Executive Director, Community Services is contacted and notified of the incident and all steps taken so far;
- A Northside Accident and Incident Form is completed;
- Northside’s internal Reportable Incident Notification is completed;
- Individual staff and team members attend a debriefing session and are offered support.
- Individual staff and team members have access to Employment Assistance Program and clinical supervision.

### 4.3 Investigation

Following the required notifications, the Executive Director, Community Service, will conduct an investigation into the incident. This investigation will determine what, if any, further action may need to take place. This could include (but is not limited to):

- Review of policies and procedures;
- Review of risk management processes
- Access to clinical supervision/debriefing/ counselling for individuals impacted by the incident
- Implementation of incident specific training
- Performance improvement plan;
- Formal workplace investigation;

## Part 5 - Definitions

**Northside:** Northside Community Service, including all Services operated by both Community Services and Children’s Services.

**Approved Provider:** A person who holds a provider approval under the Aged Care Provider Approval.

A **Serious Incident** in can refer to:

- The death of a client while engaged in a service, or following an incident while being engaged with the Service;
- Any incident involving serious injury or trauma to, or illness of, a person engaged in service delivery or interaction with a community service program which a reasonable person would consider required urgent medical attention from a registered medical practitioner. (e.g. severe disorientation, broken limb, anaphylaxis reaction); or for which the person attended, or ought reasonably to have attended, a hospital;
- Attendance of emergency services at location was sought, or ought reasonably to have been sought;

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## Part 6 – Related Documents/ Standards

- Age Care Quality Standard 7 Human Resources
- Age Care Quality Standard 8 Organisational Governance
- National Mental Health Standard 2 - Safety
- Northside Reportable Incident Form
- Community Services online notification tool and monthly reporting.

### 1. Document Control & Version History

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Corporate/Community Services or Children's Services:	Community Service

### Version History

<i>Version No. V1</i>	<i>Date of effect</i>	<i>Brief Summary of Change</i>
	<i>18/12/2018</i>	<i>New Policy</i>

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