

# PROCEDURE Client Accident Incident Reporting and Investigation Including Serious Incident Reporting

## 1. PURPOSE

The purpose of this procedure is to ensure that all accidents and incidents that involve Senses Australia clients are reported and investigated in a timely manner.

The ultimate purpose is to ensure that the physical and psychological wellbeing of the client involved is addressed and that the appropriate supports and treatment have been given.

The reporting of serious incidents to the Disability Services Commission (DSC) within seven days of the incident occurring is mandatory under the Disability Services Act (1993) and the Service Agreement between Senses Australia and the DSC, and this procedure also ensures that this occurs.

## 2. SCOPE

This procedure applies to all Senses Australia clients, employees, contractors and volunteers.

## 3. DEFINITIONS

### *Accident*

An unplanned or unforeseen event that results in a loss (i.e. personal injury, property damage, productivity loss or environmental damage).

### *Incident*

An unplanned or unforeseen event that had the potential to cause injury or damage to property.

### *Supervisor*

A person who supervises other employees. In relation to this procedure, this may be a coordinator, regional area supervisor, manager or general manager.

### *Serious incident*

A serious incident means one or more of the following:

- a) the death of a person with a disability who is a current service user

- b) serious physical injury of a person with disability who is a current service user
- c) serious avoidable illness (for example food poisoning or instances where medication has been wrongly administered) of a person with disability who is a current service user
- d) abuse or neglect of a person with disability who is a current service user
- e) the person is judged as posing a serious risk to the health, safety or welfare of themselves or others
- f) exploitation or unauthorised restrictive practices used with a person with disability who is a current service user; and
- g) an assault on employee or a visitor to the service by a person with disability who is a current service user.

## **4. PROCEDURAL DETAILS**

### **4.1 The first employee on the scene**

- Seek and apply first aid as required. Depending upon the circumstances call "000" for assistance.
- Immediately report the accident/incident to supervisor.
- First employee on the scene is to Complete Incident Report Form as soon as practicable, upload copy of form into IRIS, creating a case note marked "incident report".
- If first employee does not have access to IRIS, forward form to supervisor/coordinator/manager.
- Assist with the investigation of the accident/incident and document the circumstances.
- Secure the accident/incident scene, if appropriate, for investigation purposes.

### **4.2 The regional area supervisor/coordinator/manager**

After the needs of the client involved in the accident/incident have been appropriately addressed the regional area supervisor/coordinator/manager is to conduct the investigation jointly with the elected OSH representative wherever possible and in the following manner:

#### **1. Secure the scene**

Take immediate steps to ensure that the accident site is safe and normal business can resume.

2. Gather information and establish the facts

It is important that the person who sighted or to whom the incident was reported is involved in this process. Interview employee and witnesses concerned, inspect the accident/incident scene, take photographs or make a sketch, examine equipment and work methods used.

3. Identify contributing factors to the accident /incident

All statements in the report should be clear, factual and non-judgmental. Consider all possible contributing factors and document those factors which were most likely to have contributed to the accident/incident occurrence.

4. Determine and implement preventative actions

Having taken immediate action to secure and make safe the site, the regional area supervisor/coordinator/deaf blind consultant is to consider and document recommendations to prevent a reoccurrence. These are to be directed to the respective manager with a copy to the OSH Coordinator.

5. Issues for immediate local attention

- Continually review actions taken and ensure that they are working.
- Confirm employee involved has signed report
- Attach copy of report into IRIS on employees behalf, when employee does not have access to IRIS.
- Ensure this accident/incident is included in monthly statistics.
- Ensure all employees on site are informed of the matters.
- If no further action required the original report is filed in client or residents accident/incident file.

**4.3 OSH representative**

- Review the Incident Report Form and any other reports provided by the first employee on the scene and the regional area supervisor/coordinator/manager and review any of their comments and or recommendations.
- Provide assistance with investigation to the regional area supervisor/coordinator/manager conducting the investigation of the accident/incident.
- Hold discussions with the relevant manager and analyse and recommend strategies to prevent further accidents/incidents.
- Write a report on the accident/incident.
- Provide the OSH Coordinator with the report.

#### 4.4 Manager

- Confirm the client is safe.
- Ensure that families or others that are required to be notified have been.
- Check all sections of the Incident Report Form are complete and ensure the OSH Coordinator has been notified.
- Attach copies of any signed instructions given or any other documentation in relation to actions immediately taken and/or proposed.

#### 4.5 OSH Coordinator

- Assist the manager with investigations and provide recommendations on proposed actions.
- Coordinate the investigation of any significant incidents.
- Check that the proposed actions have been completed.
- Evaluate the outcome and report findings of significant incidents to the Chief Executive Officer.

#### 4.6 Serious incident reporting

In addition to the actions which must occur in relation to all accidents and incidents in accordance with this procedure, serious incidents have additional reporting requirements as follows.

All serious incidents must be reported to the Senses Australia Board and to the Disability Services Commission (DSC) in accordance with this procedure.

Whenever an event or set of circumstances arise which could be described as a serious incident under this procedure, employee must **immediately** report the incident to their relevant manager and complete an Incident Report Form.

##### The Manager

The manager is required to determine the facts if possible and report the matter **immediately** to the General Manager Services.

##### The General Manager Services

The General Manager Services must report the incident to the Chief Executive Officer within 48 hours of the incident and preferably within 24 hours.

The General Manager Services must prepare two reports for the Chief Executive Officer within three days of the incident, one for DSC, using the

DSC Serious Incident Report Form and one for the Senses Australia Board including the following

- Details of the client
- Details of the incident
- Details of the employee involved
- Date, time and location of incident
- Alleged perpetrator of the abuse or incident
- Action/response plan

#### The Chief Executive Officer

The Chief Executive Officer must advise the Senses Australia President and prepare a report for the Senses Australia Board for their next meeting.

The Chief Executive Officer must ensure that the matter is reported to DSC, in writing, within seven days of the incident, using DSC's notification of serious incident reporting system.

## **5. RESPONSIBILITIES**

It is the responsibility of each employee to ensure that they remain informed regarding Senses Australia procedures which impact upon their duties, and to work within them.

## **6. CONTINUOUS IMPROVEMENT**

All Senses Australia employees are encouraged to provide feedback on this procedure to their supervisor, to ensure that it remains relevant and continues to reflect the actual manner in which activities are undertaken.

### **RELATED FORMS**

#### [FORM Incident Report](#)

Disability Services Commission's (DSC) Serious Incident Report Form found on DSC's website at [www.dsc.wa.gov.au](http://www.dsc.wa.gov.au) under publications and links.

### **RELATED QMS DOCUMENTS**

#### [POLICY Clients Human Rights and Freedom from Abuse and Neglect](#)

#### [POLICY Occupational Safety and Health](#)

#### [POLICY Safeguarding for Clients](#)

<b>RELATED QMS DOCUMENTS</b>
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<a href="#">PROCEDURE Client Admission to Hospital</a>
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<a href="#">PROCEDURE Client Services Governance</a>
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<a href="#">PROCEDURE Community Living Services Death of a Client</a>
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<a href="#">PROCEDURE Responding to Abuse and Neglect of a Client</a>
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<a href="#">PROCEDURE Staff Accident/Incident Reporting and Investigation</a>
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<a href="#">PROCEDURE Supporting and Reporting Client Behaviours of Concern</a>
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<a href="#">PROCEDURE Use of Restrictive Practices</a>
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<b>RELEVANT LEGISLATION AND STANDARDS</b>
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Disability Services Act (1993), section 25(4)
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General Provisions of the Service Agreement, clause 3.7
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