

Title **SERIOUS INCIDENT**

Document ID **COL 0552/8**

Date of Issue **01/03/2010**



Overview:

The objective of this policy is to ensure there is a coordinated approach to the management and reporting of serious incidents, and that learnings are implemented to minimize the potential of recurrence.

Scope:

This policy applies to all Colbrow Care employees and any person who carries out work in any capacity for Colbrow Care, including all employees providing nursing and care services to support people with a disability, special needs, and clients/participants in the home and community care sector.

Policy:

It is important to report serious incidents immediately to ensure appropriate action can be taken. All incidents will be handled in a sensitive, confidential and timely manner and discussed on with relevant persons, to protect the privacy of all concerned.

Procedure:

Following the incident/accident, or as soon as practical afterwards, the employee or the witness to the incident/accident, are to obtain a copy of the Serious Incident Report (Form 0618).

The report is completed and forwarded to the Manager of the area, who will review the report and sign the document. It is the Manager's responsibility to implement the required actions necessary to address the causes of the event. If the actions recommended are not sufficient, then, the Manager may implement further actions to address the issues. *Refer COL 0661 – Incident and Accident Reporting*

It is the policy of Colbrow Care that, in accordance with relevant Standards and Legislation, will:

- report all serious client/employee related incidents to Colbrow Care Management within 24 hours, or the next working day, after immediately addressing the health and wellbeing of those involved and securing the scene of the incident and restoring a safe environment as soon as possible following an incident
 - OHS Act 2004 requires all Notifiable Incidents requires employers to notify WorkSafe immediately when they become aware of a notifiable incident at their workplace. The duty to notify applies as soon as an incident at a workplace results in one of the consequences outlined in the WorkSafe Guide to Incident Notification such as a serious head or spinal injury.
- investigate, identify and implement strategies that prevent or minimise opportunity for the risk of incidents reoccurring, in a timely manner
- have documented processes and systems to appropriately manage all serious client/employee related incidents and ensure they are progressed through open, responsive, fair and impartial processes
- ensure Colbrow Care, and all employees, comply with their duty of care to the client/injured employee
- support the provision of high-quality service and supports to clients/injured employee through comprehensive reporting
- incorporate learnings from serious incidents into the systems and processes of Colbrow Care to enhance the quality and safety of services
- ensure Colbrow Care continues to meet it legislative and compliance obligations

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What is a Serious Incident?

A 'serious incident' is where suspicion, complaint, allegation or other evidence is received or obtained regarding:

- the death of, or serious injury to, a client/employee
- a health, safety, abuse or unspecified risk to a client/employee
- a provider experiencing significant organisational disruption or mismanagement
- the ongoing financial viability of Colbrow Care
- alleged fraudulent or illegal conduct

An Incident, Accident and Hazard Investigation Report Form (Form 0604) must be completed by the relevant parties and submitted to Management within 24 hours of becoming aware of a serious incident and immediately for a notifiable incident.

Incident Types:

When choosing an incident type, choose the incident type with the definition that best describes what happened in the incident, or the behaviour or circumstances that had the greatest impact.

- Absent/missing client: Where a client is absent and there are concerns for their safety and welfare or that of others.
- Abuse: Neglect or exploitation of any kind. Types of abuse include, but are not limited to, financial, physical, psychological / emotional and sexual.
- Behaviour – dangerous: Client actions that lead to or place self or others at risk of harm.
- Behaviour – disruptive: Client actions that cause disorder, are intrusive and/or offensive to others.
- Behaviour – sexual: Sexually orientated actions by client in inappropriate circumstances.
- Breach of privacy/confidentiality matters: The inappropriate disclosure of confidential client information.
- Community concern: Incidents that involve or impact upon clients which cause community concern.
- Death – client: The death of a client during service delivery.
- Death – other: The death of a person other than a client or staff member that involves or impacts upon a client.
- Death – staff: The death of a staff member that involves or impacts upon a client.
- Drug/alcohol: The use or misuse of drugs and/or alcohol and/or other substances.
- Illness: An unforeseen illness that is not described in the client's documented care plan.
- Injury: Actions or behaviours that unintentionally cause harm which requires medical attention.
- Medical condition known – deterioration: The unanticipated and/or disproportionate deterioration of a known medical condition.
- Medication error – incorrect: The administration of incorrect medication.
- Medication error – missed: Missed administration of medication.
- Medication error – pharmacy: An error in the dispensing of medication.
 - For example, there was an error in the written instruction or medication provided by a pharmacist that resulted in the administration of incorrect medication.
- Physical assault: Actions, or attempted actions, that involve the use of physical force against a person that result in, or have the potential to cause harm.
- Poor quality of care: Inappropriate behaviour or inadequate care by caregivers or staff.

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- Property damage/disruption: Damage or disruption to premises that involves or impacts upon clients.
- Provider: A provider experiencing significant organisational disruption and executive mismanagement.
- Provider: The ongoing financial viability of the provider
- Provider: Conduct which is or is potentially fraudulent, illegal or is engaged in other criminal activities; about which suspicion is raised, or a complaint, an allegation or other evidence is received or obtained.
- Self-harm: Actions that intentionally cause harm or injury to self.
- Suicide attempted: Actions that intentionally cause harm with the intention to end one's own life.
- Sexual assault – rape: Penetration or attempted penetration (anal, oral, vaginal) through the use of physical force, intimidation and/or coercion without that person's consent.
- Sexual assault – indecent: Unwanted sexual actions which are forced upon a person against their will, through the use of physical force, intimidation and/or coercion.

Reference:

COL 0661 – Incident and Accident Reporting

COL 0689 – Critical Incident Debriefing and Counselling Procedure

WorkSafe – Guide to Incident Notification

INTERNAL USE ONLY: Related Documents/Tasks Checklist

Description	Detail
Colbrow Care Policies	
Colbrow Care Forms	
Flow Charts	
Related Staff Training	

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Authorised by:
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Review Date: 23/03/2023