

Incident Management Framework

Introduction

MHF has a responsibility to effectively manage all incidents that occur that impact participants, staff or property. This includes reporting certain incidents to external authorities.

It is not practical in a procedural document to identify all possible scenarios and staff are expected to exercise judgement in implementing these procedures. If you are in doubt, consult your supervisor for guidance.

Staff also have a responsibility to report things through other channels such as regular staff meetings and routine feedback chains.

Situation Management

In all instances where there is an unfolding incident, staff should manage the immediate situation, following these principles:

- Put the safety of staff, participants and others first
- Call 000 for incidents where emergency support is required
- Utilise other support services as required, e.g. Lifeline, roadside assistance, ACT Policing

Only after the situation has been managed should staff consider the reporting obligations.

Categories of Incidents

MHF has two categories of incidents. These categories determine how incident reporting is to be progressed, they are:

| Reportable Incidents: Any incident where MHF is required to inform an external authority of the matter, for example: | Non-Reportable Incidents: Incidents that occur of a significant nature where improvements can be made by reviewing the circumstances of the incident, but there is no requirement to notify external authorities, for example: |
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| <ul style="list-style-type: none"> • <i>NDIS Quality and Safeguards Commission</i> – for NDIS Participants or <i>ACT Health Directorate</i> – for MHDAP Participants <ul style="list-style-type: none"> • Death of a participant (whether in our direct care at the time or not) • Physical injury to a participant (whether in our direct care at the time or not) • Threat of injury to a participant • Abuse, verbal or other, of a participant • Medication not taken because of MHF failing • <i>Office of the Australian Information Commissioner</i> <ul style="list-style-type: none"> • Data / privacy breach • <i>Australia Charities and Non-for-Profits Commission</i> <ul style="list-style-type: none"> • Change of Directorships • <i>Australian Taxation Office</i> <ul style="list-style-type: none"> • Missed payment of BAS • <i>WorkSafe ACT</i> <ul style="list-style-type: none"> • Death or serious injury to a worker | <ul style="list-style-type: none"> • Property damage, including vehicles, computer equipment, telephones or buildings • WH&S report • Minor theft • Discomfort to a participant whilst in our care e.g. minor injury • Poor service provided to a participant in our care e.g. worker did not provide support as expected • Inability to provide support to a participant because of unavailability of staff • Participant refuses scheduled supports • Medication not taken when scheduled because of participant decision |

Steps for Reporting a Reportable Incident

The objective is to advise your supervisor at the earliest possible moment. Reportable Incidents require MHF to notify an external authority within 24 hours. Staff must ensure they communicate the circumstances in a timely manner to ensure these timelines can be met.

Step 1: Manage the immediate situation, including contacting 000 for emergencies or other support agencies as required.

Step 2: Inform your supervisor of the incident as soon as it is safe to do so or immediately after the incident has concluded. If your supervisor is not available, inform their supervisor or another manager. If the incident occurs outside normal business hours, send an email or a text message.

If you require support or assistance during out of hours periods, contact your supervisor or their manager immediately.

Step 3: Complete an Incident Report in Supportability via the Dashboard > Reports Menu > Accident and Incident Register > Add New Incident.

Complete all areas, including:

- a descriptive name for the incident
- the incident type from the drop down menu
- and a detailed description of the incident.

Add people involved, property impacted and / or documentation in the appropriate areas below the description.

Step 4: Email a link to the Incident Report to the Corporate Services Manager, your supervisor, or if they are unavailable, their supervisor or another manager. Include any other staff included in your report in the email.

Step 5: Complete a detailed journal note on the participant's profile, including a descriptive name and all relevant details a future reader would be expected to need to inform their action when engaging with the participant.

A verbal report or notation in the daybook during handover may also be considered, to direct future staff to the relevant journal note and Incident Report.

Steps for Reporting a Non-Reportable Incident involving a Participant

Step 1: Manage the immediate situation, including contacting support agencies as required.

Step 2: Complete a detailed journal note on the participant's profile, including a descriptive name and all relevant details a future reader would be expected to need to inform their action when engaging with the participant.

A verbal report or notation in the daybook during handover may also be considered, to direct future staff to the relevant journal note.

Step 3: For urgent matters, send an email to your supervisor outlining the incident, providing all relevant details that will enable your supervisor to manage the incident.

Email is to have a descriptive title.

For non-urgent matters or non-reportable incidents relating to risk or work health and safety, the matter may also be raised at the next staff meeting convened by your supervisor.

Steps for Reporting a Non-Reportable Incident Involving MHF or Staff Property

Step 1: Manage the immediate situation, including contacting support agencies as required.

Step 2: For urgent matters, send an email to your supervisor outlining the incident, providing all relevant details that will enable your supervisor to manage the incident.

Email is to have a descriptive title.

For non-urgent matters or non-reportable incidents relating to risk or work health and safety, the matter may also be raised at the next staff meeting convened by your supervisor.

Critical Incident Debriefing

A member of management will facilitate a debriefing session for all staff involved as soon as practicable where required. The emotional needs of effected participants and other witnesses should also be addressed.

Debriefing or an opportunity to express emotions for all involved in or witnessing an incident is important and can be provided by staff on duty or additional staff called in to attend to the incident. The debriefing can be informal or formal depending on the severity of the incident.

Staff may also access EAP and are encouraged to do so.

Contact your supervisor immediately if you require assistance in supporting yourself following any incident.

Summary of Reportable Incidents

Reportable Incidents will be regularly reported to the MHF Board via the CEO.

To assist with this reporting, a summary incident report is available in Supportability.

A report that summarises all reportable incidents reported through the AIR process, can be printed via the Reports menu from the Dashboard in Supportability.

- From the Reports Menu > Organisation Accident Incident Register (AIR) Heading >Incident Search.
- Select the date range, service etc.

Summary of Non-Reportable Incidents

Trends in non-reportable areas will be reported to the Board as required.

Continuous Improvement

Once the participant, staff and any other people are safe and the required reporting obligations have been completed, MHF will undertake a review of all incidents as part of its continuous improvement process. The way this will occur will be cognisant of the risk, WH&S and HR frameworks.

Depending on the nature of the incident, this review could include an analysis of what went wrong and how such an incident could be prevented going forward, and changes to existing processes and procedures.

Where relevant, the affected people will be involved in this process and will be given an opportunity to make suggested changes to MHF processes and services.

In addition, MHF will work with relevant authorities to look at ways to change or improve our processes.

References

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| Australian Catholic University | <i>Critical Incident Management Policy</i> |
| James Cook University | <i>Incident Management Policy</i> |
| Mental Health Foundation ACT | <i>Abuse and Neglect Policy</i> <i>Continuous Quality Improvement Plan</i> <i>Continuous Quality Improvement Policy</i> <i>Managing Participant Violence Procedures</i> <i>Participant Safety Policy</i> <i>Participant Safety Procedures</i> <i>Restrictive Practice and Behaviour Support Procedures</i> <i>Risk Management Policy</i> |

Risk Management Procedures

National Disability Insurance Agency

National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018

National Disability Insurance Scheme Quality and Safeguards

Incident Management Systems – Detailed Guidance for Registered NDIS Commission Providers – June 2019.

New South Wales Government Health

Incident Management Policy, PD2019_034

| Document History | | | | |
|---|----------------|--|--------------|-----------------------|
| Author | Version | Amendment | Owner | Date of Effect |
| Corporate Services Manager | 1 | New document | CEO | 23/11/2021 |
| Corporate Services Manager / Registered Nurse | 2.0 | Updated to reflect new logo and branding guidelines. Changed name from 'Incident Management System'. Changed position title from 'Business Development Manager' to 'Service Delivery Manager'. Included definition of 'manager' to include Program Manager and/or Team Leader. All relevant references to Manager changed to 'manager'. Changed responsibility for reporting property damage for Chifley to CSM or Finance Manager. Changed contact in event of incidents to manager or SDM or CSM rather than CEO. Moved 'Injury Management'; 'Critical Incident Debriefing'; 'Longer Term Response to Participant Violence'; and some information about reporting to police from the Management Participant Violence Procedures to IM Procedures – for consistency. Changed 'must' to should or will except where specified as part of Commission, ACT Government or other external reporting requirements. Confirmed after hours emergency details are still correct for Wambool. | CEO | August 2023 |

| Document History | | | | |
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| Author | Version | Amendment | Owner | Date of Effect |
| CEO | 3.0 | Revised procedure to align with Governance Framework | CEO | January 2024 |