

**DVA Community Nursing Incident Management and Reportable Incidents**

**POLICY**

Westmont Community Care will respond to incidents in a manner that is just and fair to all parties and ensure that incidents are reported, investigated, documented and resolved as quickly as possible and as per the relevant government legislation, regulations, guidelines and service delivery contracts. Westmont will implement and maintain a system to record and manage incidents that happen in connection with providing supports and services to all consumers including:

- a) Incidents that have, or could have, caused harm to a consumer receiving supports or services; and
- b) Acts by a consumer that happen in connection with the provision of supports or services and have caused serious harm, or a risk of service harm to another person; and
- c) Reportable incidents that are alleged to have occurred in connection with the provision of supports or services.

**RELATED LEGISLATION / REGULATIONS / CONTRACTS**

- Aged Care Act 1997
- Occupational Health and Safety Act 2004
- WorkSafe Victoria
- Consumer Incident Management (Vic) per Funded Agency Channel guidelines
- Department of Health Home Care
- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.
- Department of Veterans Affairs – Veterans Home Care and Community Nursing
- Westmont Aged Care Services Ltd Policy and Procedures

**DEFINITIONS**

Reportable incident	A reportable incident means: <ul style="list-style-type: none"> <li>a) The death of a consumer; or</li> <li>b) Serious injury of a consumer; or</li> <li>c) Abuse or neglect of a consumer; or</li> <li>d) Unlawful sexual or physical contact with, or assault of, a consumer; or</li> <li>e) Sexual misconduct committed against, or in the presence of, a consumer, including grooming of the consumer for sexual activity; or</li> <li>f) The use of restrictive practice in relation to a consumer, other than where the use is in accordance with an authorisation of a State or Territory in relation to the consumer; or</li> <li>g) The use of restrictive practice in relation to a consumer where the use is not in accordance with a behaviour support plan for the consumer; or</li> <li>h) An alleged reportable incident.</li> </ul>
The sexual or physical contact is not a reportable incident if	<ul style="list-style-type: none"> <li>a) The act is unlawful physical contact with a consumer; and</li> <li>b) The contact with, and impact on, the consumer is negligible.</li> </ul>
The use of restrictive practice is a reportable incident if	The use is not in accordance with a behaviour support plan for the consumer.
The use of restrictive practice is not a reportable incident if	<ul style="list-style-type: none"> <li>a) The use is in accordance with a behaviour support plan for the consumer; and</li> <li>b) The State or Territory in which the restrictive practice is used does not have authorisation process in relation to the use of the restrictive practice.</li> </ul>
Incidents	Incidents include alleged incidents.

## PROCEDURES

1. If the incident is an emergency, appropriate emergency services / authorities will be contacted in the first instance.
2. We ensure information about our incident management system is up to date and maintained in easily accessible formats for staff and consumers.
3. Prior to services commencing, the consumer and/or their representative/s is informed of and provided with information about our incident management system.
4. Incidents are reported to the Director Community Care immediately or as soon as possible after the incident.
5. Details of the incident are recorded by the staff member attending to the consumer, on the Adverse Event Form as soon as possible after the incident or within 24 hours of the incident.
6. Where required, we will provide support and assistance to the consumer affected by an incident to ensure their health, safety and well-being and involve them in the management and resolution of the incident.
7. When we become aware that a reportable incident has occurred in connection with the provision of supports or services, we will notify the consumers funding body and relevant agencies on the day of the occurrence, or within 24 hours and provide required information when the reportable incident is:
  - a) The death of a consumer; or
  - b) The serious injury of a consumer; or
  - c) The abuse or neglect of a consumer; or
  - d) The unlawful sexual or physical contact with, or assault of, a consumer; or
  - e) Sexual misconduct committed against, or in the presence of, a consumer, including grooming of the consumer for sexual activity.
8. When we become aware that a reportable incident has occurred in connection with the provision of supports or services, we will notify the consumers funding body as soon as practical but within 5 business days and provide required information if the reportable incident is not of a kind listed above.
9. We will keep accurate up to date records of all information about a reportable incident or a further reportable incident.
10. Incidents will be assessed and consider the views of consumers affected by the incident to determine:
  - a) Whether the incident could have been prevented;
  - b) How well the incident was managed and resolved;
  - c) What, if any, remedial action needs to be undertaken to prevent further similar incidents from occurring, or to minimise their impact;
  - d) Whether other persons or bodies need to be notified of the incident.
11. Staff will receive information and training on our incident management processes.

Date approved:	October 2020	By Department:	DCC		
To be reviewed:	October 2023	By Department:		Key changes:	