



# Incident Reporting

## Purpose

The purpose of this policy is to ensure that all incidents that occur during Coastal Care (CC) services are reported, investigated, and managed appropriately. This policy provides guidelines for the management of incidents to ensure the safety and wellbeing of clients and staff members.

## Scope

This policy applies to all staff members, clients and contractors related to Coastal Care.

## Policy Statement

CC is committed to maintaining a safe and secure environment for our clients and staff members. We recognise the importance of incident reporting and management to ensure that incidents are investigated and managed appropriately, and measures are put in place to prevent reoccurrence.

## Procedure

### Definition of Incidents

An incident is defined as any event or situation that has the potential to cause harm or injury to a client, staff member, volunteer, or contractor, or that results in damage to property or loss of personal belongings.

Coastal Care is legally obliged to follow the definition of reportable incidents as defined by the following legislation and bodies ;

- [The Workplace Health and Safety Act 2011](#)
- The Aged Care Act 1997
- The Aged Care Quality and Safety Commission Act 2018
- [Aged Care Quality and Safety Commission -Serious Incident Response Scheme \(SIRS\)](#)
- The National Disability Insurance Scheme Act 2013
- [NDIS Quality and Safeguards Commission](#)

### Incident Reporting

All incidents must be reported to the appropriate person or department as soon as possible. This includes any incidents that occur during service delivery, in the

<i>Incident Reporting POLICY PROCEDURE</i>		<i>Version:</i>	<i>1.0-23</i>
<i>Endorsed by:</i>	<i>CEO</i>	<i>Effective Date:</i>	<i>12/04/2023</i>
<i>Person Responsible:</i>	<i>Service Manager</i>	<i>Next Revision Date:</i>	<i>12/04/2025</i>



workplace, or outside of work hours. Staff members must complete an incident report form, which should include a detailed description of the incident, the date and time of the incident, the individuals involved, and any witnesses.

In addition, incidents that meet the Serious Incident Response Scheme (SIRS) or the NDIS Quality and Safeguard reporting criteria must be reported to the within 24 hours of becoming aware of the incident. These incidents include, but are not limited to, allegations or suspicions of abuse, neglect, or exploitation of an individual.

**Incident Investigation**

All incidents will be investigated promptly and thoroughly to determine the cause of the incident, identify any contributing factors, and implement measures to prevent reoccurrence. The investigation will be conducted by a designated person or team who is independent of the incident.

**Incident Management**

The management of the incident will depend on the nature and severity of the incident. Management actions may include providing medical treatment, notifying authorities, contacting next of kin, reviewing and updating policies and procedures, and providing support to staff members and clients.

For incidents that meet the NDIS Safeguard committee criteria, the NDIS Commission will establish a Safeguarding Investigative Officer to investigate the incident, and the provider must cooperate with the investigation.

**Follow-up and Monitoring**

All incidents will be followed up, and measures will be put in place to prevent reoccurrence. This may include additional training for staff members, reviewing and updating policies and procedures, and conducting regular audits and reviews.

**Confidentiality**

All incident reports and investigations will be treated confidentially and will only be shared on a need-to-know basis. Personal information of clients, staff members, volunteers, and contractors will be protected in accordance with relevant privacy laws and ethical obligations.

**Continuous Improvement**

CC will continuously review and improve our incident reporting policy and procedure to ensure that we are providing the best possible service to our clients and complying with legal and ethical obligations.

The incident reporting policy and procedure is critical to ensuring that all incidents that occur in the disability and age care sector are reported, investigated, and managed appropriately. The policy provides guidelines for the management of incidents to ensure the safety and wellbeing of clients and staff members. This policy

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also aligns with the requirements of the Serious Incident Response Scheme (SIRS) and the NDIS Quality and Safeguards committee to ensure compliance with regulatory requirements.

## VARIATIONS

Coastal Care reserves the right to vary, replace or terminate this policy from time to time.

## RELATED DOCUMENTS

- Workplace Health and Safety
- Managing Challenging Behaviours
- Critical Incidence Management
- Record Keeping

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