GP17 INCIDENT MANAGEMENT SYSTEM

MS Queensland's Incident Management System ensures that all incidents are reported immediately and managed appropriately for business activities, services and supports. MSQ's Incident Management System affords procedural fairness for all parties.

1.   Application

All persons, including staff, volunteers, customers, contractors, visitors and the public, are bound by the MS Queensland incident management system and have a duty to report an incident. This procedure applies to all incidents involving MS Queensland employees, volunteers or contractors and applies if customers and visitors are involved in an incident.

In addition, the management and reporting of Reportable Incidents under the NDIS Rules, as well as Major Incidents at Albany Creek Apartments is the subject of SP7 Managing Reportable & Major Incidents. This Incident Management System will be maintained to be compliant with the NDIS Rules where NDIS participants or staff member delivering NDIS services are involved.

This Procedure does not apply to:

- the reporting of Notifiable Incidents or events under the Queensland *Housing Act 2003* – these are covered in GP10 Notifications Procedure, and
- the management of WHS incidents including Notifiable Incidents under the Queensland *Work Health & Safety Act2011* – these are covered under WP7 Risk Management Procedure.

2.   Definitions
2.1   General

An **incident** is an unplanned MSQ-related event (including an accident) resulting in, or having the potential for illness, injury, death or damage to property or equipment. At MSQ, incident reports are further divided into those that involve:

- Customer care
- property damage only
- health and safety of staff, volunteers and stakeholders (includes event participants) – refer to WP7 Risk Management Procedure and insurance arrangements
- Reportable and Major Incidents – refer SP7 Reportable & Major Incident Procedure

The 'yellow' form – MSQ's incident report form is used to record ALL incidents.

2.2   National Disability Insurance Scheme (NDIS) participants

An NDIS incident (including acts, omissions, events or circumstances) that must be recorded and managed includes:

a)   Incidents that have, or could have, caused harm to a person with disability receiving supports and services:

b) Acts by a person with disability that happen in connection with the provision of supports or services and that could have caused serious harm, or risk of serious harm to another person; and

a) A Reportable Incident that is alleged to have occurred in connection with the provision of supports or services.

Reportable Incidents include: death; serious injury; abuse or neglect; unlawful sexual or physical contact; assault; sexual misconduct; or the use of a restrictive practice other than where authorised – see full definition in s.16 *NDIS (Incident Management & Reportable Incidents) Rules 2018.*

SUMMARY OF INCIDENT MANAGEMENT & REPORTING ACTIVITY

STAGE	DETAILS	SECTION
INCIDENT OCCURS		
FIRST AID	• Attend to injuries, call 000 • Manage hazards (make area safe)	• 3.1 General
REPORT	• Staff member to report immediately (yellow form) • Full details of the incident to be recorded including names of anyone involved witnesses	• 3.1 General • 3.2 Customer •
REVIEW, INVESTIGATION & IMPROVEMENTS	• Triage and initial investigation commenced by Supervisor/manager • Escalation to Senior Manager or EGM as required (based on safety, seriousness or need to report • Based on identification of contributory factors manager to implement resolution strategy	• 3.1 General • 3.2 Customer • 5 Investigation
ESCALATION & REFERENCE TO OTHER PROCEDURES/BODIES		
CUSTOMER – DEATH IN CARE	ACCOMMODATION MANUAL	
CUSTOMER – REPORTABLE INCIDENT	SP7 REPORTABLE & MAJOR INCIDENTS REFERRAL TO POLICE etc DEPENDING ON SITUATION	
CUSTOMER – ACA	SP7 REPORTABLE & MAJOR INCIDENTS	
RESOLUTION & MONITORING	• Implement strategies to resolve the incident • Take action to prevent recurrence • Review management of the incident	• 7.1 Resolution and monitoring

3. Procedures

Managing and reporting incidents in the workplace and participating in the incident management process is an obligation of all MSQ workplace participants, contractors and visitors.

There are three key elements of the Incident Management System:

- General incident management
- Management of customer related incidents including serious incidents (e.g. Reportable Incidents under NDIS)
- Management of WHS incidents including serious WHS incidents (e.g. Notifiable Incidents)

All incidents require management and reporting as described in this and associated procedures listed at the end of this procedure.

3.1 General incident management

A worker who witnesses, or is involved in an incident in the workplace must first ensure that they and anyone involved in the incident is safe (without further endangering anyone) and co-ordinate any first aid and other assistance.

All incidents must be reported to a manager immediately and an MSQ Incident Report form (the 'yellow form') completed as soon as possible, during the shift and NO LATER than 24 hours after the event (if not reportable). Staff must complete page 1 of the form with all available details then submit the form to their Supervisor /Manager.

Incident Report Forms are available from the internet or as a yellow form from the local noticeboard. The yellow form is a tool designed to assist a staff member and supervisor/manager to identify assess, manage and resolve issues.

Upon receipt of the Incident form the Supervisor/Manager will investigate the incident reviewing all available information and established facts, and identify any contributory factors. The Supervisor must involve their manager or appropriate senior staff member (eg MSQ HSE or Facilities) where the incident is serious, reportable or creates an unsafe work environment. External authorities may also need to be involved if there are allegations of illegal or criminal activity.

Having made a recommendation to resolve the issue and to prevent recurrence, the Supervisor/Manager must implement a plan, advise all interested parties and monitor the outcomes. Where necessary, the Supervisor/Manager may seek assistance of other senior staff. The completed form must be submitted to the appropriate register/s for managing and reporting.

DOCUMENT CONTROL INFORMATION: **Page 3 of 8**
Name of Owner: EGM CORPORATE SERVICES
Approval date: 6/12/2019   REVIEW: 12 months
Version Number: 1
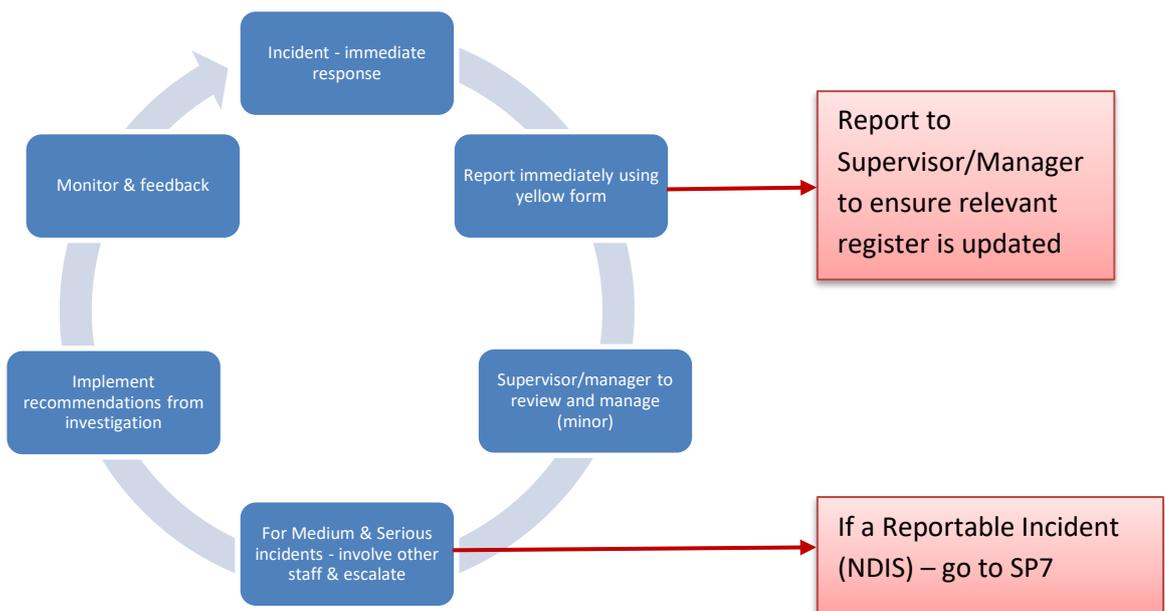
3.2 Customer Incidents

All incidents relating to care customers, or involving service delivery issues (e.g. at Accommodation sites, Service Coordinators or allied health workers in the community or in Wellbeing Centres & gyms) will be generally managed in the same way as in 3.1. Customers will be involved and NDIS participants affected by an incident will be supported by MSQ to ensure their ongoing health, safety and wellbeing.

Customer incidents must be reported internally at the time of the incident, using the 'yellow form' and according to the process and in the timeframes outlined in 3.1 and registered locally. Incidents include 'near miss' where the act or omission could have caused harm to a person with disability or another person. Serious customer incidents may need to be reported to the NDIS, or another authority. For more information on serious incidents involving or relating to customers refer to SP7 Reportable Incidents Procedure. An incident may require reporting to more than one authority (e.g. as a notifiable safety incident to WHSQ, as well as an NDIS Reportable Incident).

All customers are safeguarded by the MSQ incident management system. All incidents will be assessed, considering the views of persons with a disability affected by the incident and with regard to:

- Whether the incident could have been prevented;
- How well the incident was managed and resolved;
- What remedial action is required (if any) to prevent recurrence; and
- whether other persons or bodies need to be notified of the incident

A summary of MSQ's Incident Management System will be made available to customers and their families/carers and direct care staff will be trained in the system upon commencement, with refresher training offered periodically.

Incidents that occur for non-NDIS customers will be managed in a similar manner without the requirement of reporting to NDIS.

3.3   WHS incidents

Incidents involving safety at the workplace must be reported to the Supervisor/Manager as soon as possible but no later than 24 hours after the incident, using the yellow MSQ Incident Report form. These will be logged locally, and referred to MSQ Safety & Wellbeing Consultant to be registered and managed. Incidents involving motor vehicles (e.g. accidents, crashes or damage) must be reported to Finance immediately (see the MSQ Motor Vehicle procedures) to commence insurance processes. Refer Governance and WHS procedures.

4.   Reportable or Notifiable Incidents

4.1.   Reporting a Death in Care

Under the Queensland *Coroners Act 2003* all deaths of customers must be reported to the Coroner in a timely manner. The Accommodation Program Manual (Procedure 1.3) describes, in detail, the steps and time frames involved in this activity. The Accommodation Services Manager shall keep updated a list of deaths in care, with reporting dates and any related information.

In addition:

- the death of an NDIS participant is a Reportable Incident and must be reported under the NDIS Rules (see SP7).
- the death of a tenant must be also reported urgently by the ASM or delegate to the SDA owner (if not MS Queensland), the tenancy manager or other stakeholder/s including the Department of Housing for the Albany Creek Apartments.

4.2.   Reportable Incidents – NDIS

Refer SP7 Reportable & Major Incidents Procedure and the NDIS Quality & Safeguards Commission website.

4.3.   Notifiable Incident - WHS

Incidents that are more serious such as the death of a staff member, contractor, member of the public (and may include customers) require escalated reporting depending on the circumstances. Those defined as a 'serious injury or illness', or a dangerous incident <u>arising out of work</u> require the <u>immediate</u> notification to WHSQ, in addition to WorkCover Queensland on behalf of the employee. If an incident is 'serious' immediate contact should be made with the Safety & Wellbeing Consultant or manager/supervisor to classify the incident and actions required, including notifying WHSQ. Incidents involving electricity must be formally reported by the Safety & Wellbeing Consultant to Queensland governments' Workplace Health & Safety **immediately**.

4.4.   Other serious customer incidents

Serious customer incidents that occur at sites where joint ventures are in place must be reported to the joint venture partner according to the agreed process for reporting by the site

Manager. In addition, if the incident involves a social housing unit customer it shall be reported to the Department of Housing by the Quality & Risk team.

5.   Investigations

An incident investigation is designed to establish the cause of the incident, its effect and any operational issues that may have contributed to the incident occurring. Endorsed recommendations from an investigation should result in identified corrective actions being implemented. Whilst any incident may be the subject of investigation, all incidents categorised as Medium or Serious in the document MSQ Triage Categories for Customer related Complaints, Incidents and disclosures must be formally investigated. This may be undertaken by skilled MS Queensland staff or outsourced to a professional investigator.

6.   Internal reporting

6.1   General

All incidents will be recorded on the yellow form and stored electronically, and listed, with progress details on the local register. Thereafter they may be escalated as required e.g. to the WHS Register or the Reportable Incident Register. Regular and ad hoc reporting to the EGM, ELT or the Board is outlined below.

All records regarding incidents shall be kept for 7 years before being securely destroyed.

6.2   Customer care incidents

A register of customer care incidents will be kept by the site manager (Supported Accommodation Manager, Physiotherapy Manager or Service Coordination manager). Accommodation sites will summarise and report customer incidents monthly to the Accommodation Services Manager (ASM) and Clinical Care & Practice Manager, shared with the Quality & Risk team. The EGM, Service Delivery will present annual incident data to the Services Sub-Committee meeting after the end of the financial year. This review will highlight trends and management practices and outlining responses and focus areas for the future.

6.3   WHS

WHS incident report forms are scanned and sent to the MSQ Safety & Wellbeing Consultant and are registered on the WHS Register. They are reported regularly to the CEO via the EGM, People & Culture. In addition, an annual WHS report is prepared for the Risk & Audit Committee (RAC) for review after the end of the financial year highlighting trends, and outlining responses and focus areas for the future.

6.4   NDIS Reportable Incidents

The management, record-keeping and reporting to NDIS of all Reportable Incidents occurs in the MSQ Quality & Risk team. A Reportable Incident is formally notified to relevant ELT at the time of the NDIS notification and regular progress reporting of all active Reportable incidents is provided to the CEO. Refer SP7 Reportable & Major Incidents Procedure and the NDIS Quality & Safeguards Commission website.

6.5 Board reporting

Annual summaries of the WHS and customer incidents will be provided to the appropriate sub-Committee of the MS Queensland Board after the end of the financial year, including incident and hazard data, customer incidents, Reportable Incidents and Major incidents. A summary of important trends, responses, actions taken and learnings for the future will be provided. Any major Housing related incidents will be reported to the Board at the next Board meeting, or earlier if significant.

7. Resolution & Monitoring

The yellow form should be used to record the outcomes found and the risk assessment undertaken on any options proposed for resolution, in addition to describing the agreed resolution. For serious incidents a separate and detailed incident report may be required, especially if an external investigation has been requested. A Close Out Form for customer related medium and serious incidents will be completed and approved by the relevant EGM to direct actions required following an investigation. This form will be held by the Quality & Risk Team to maintain the Reportable Incident Register, and follow up implementation. The resolution of individual incidents will be monitored by the manager, and incident trends noted on registers will be monitored as part of regular governance reporting. If required, continuous improvements will be identified and prioritised for ongoing practice improvement.

8. Roles & Responsibilities

8.1 Workplace participants must
- report all incidents in a timely manner
- participate in training
- assist in the management incidents, as required, under this procedure

8.2 Supervisors/Managers must
- Work with staff to triage and manage incidents reported to them
- Participate in investigations to the extent of their training
- Ensure staff are trained in the MSQ Incident Management System
- Ensure customers are supported and assisted in the incident management process
- Assist with the reporting of reportable incidents
- Implement actions as directed/endorsed by the EGM

8.3 CEO/ EGMs/ managers/Quality & Risk team must
- Manage incidents that have been escalated e.g. NDIS Reportable Incidents
- Assist with the communication of Reportable Incidents as required
- Direct investigations
- Consider recommendations and alternative options for resolution
- Monitor implementation strategies and customer wellbeing

9. Additional information

MSQ POLICIES**:**

- S1 Managing Customer services
- S2 Staff & Clients

- S3 Managing Incidents
- G6 Quality & Continuous Improvement
- G10 Risk Management
- E5 WHS

MSQ PROCEDURES

- SP7 Reportable Incidents
- SP5 Complaints
- SP6 Assault, Neglect or Exploitation

MSQ Forms

- MSQ Triage Categories for Customer-related complaints, incidents & disclosures
- Internal MSQ Flowchart for reported Complaints, Incidents & Disclosures
- WHS Register (incidents & hazards) (HSE Manager)
- Accommodation incident register (All accommodation sites)
- Reportable Incident register (Quality & Risk team)
- MSQ Incident report form
- Customer Incident FAQ

LEGISLATION:

- *NDIS Act 2013*

- NDIS (Incident Management & Reportable Incidents) Rules 2018

- *Work Health & Safety Act 2011*

- *Workers Compensation & Rehabilitation Act 2003*

- *Housing Act 2003*

WEBSITES

- MSQ website : www.msqld.org.au

- NDIS Quality & Safeguards Commission: https://www.ndiscommission.gov.au/

- Queensland Government: Work Health, safety and workers' compensation services: https://www.worksafe.qld.gov.au/