



# The effective management of incidents

Polish Community Care Services Inc.

Aleksandra Waryszewska  
Policy, Quality & Safety Manager

# What is incident management?

Incident management is essential in ensuring effective risk management, continuous improvement of services, and the safe delivery of quality care. It involves the process of :

- Identification
- Assessment
- Response
- Documentation
- Prevention

## **Aged Care Act 1997**

The responsibility of an approved provider is “to manage incidents and take reasonable steps to prevent incidents” through the implementation of an incident management system and compliance with regulatory requirements, such as:

- Quality Standards
- Clinical governance
- Serious Incident Response Scheme (SIRS)
- Charter of Aged Care Rights.



# What is an incident?

An incident is any adverse act, circumstance, error, or event that occurs in connection with the provision of care and services that:

- ▶ Has caused harm to a consumer or another person (e.g., staff member)
- ▶ Could cause harm, is expected to or suspected to have caused harm to a consumer or another person.

## What is a near miss?

A near miss is when an event or omission happens, however does not result in harm to a consumer or another person.

**Near misses also need to be captured within the incident management system.**

# Incident management system

An effective Incident Management System (IMS) helps you respond to incidents and apply strategies to ensure they don't happen again. An IMS should include:

- Policies and Procedures to manage and prevent incidents
- Tools for documenting incidents
- Training to improve safety.

	A	B	C	D	E	F	G	H	I	J
	Incident #	Date	Client Name	Incident type	Incident details	Program	Response	Staff Name	Status of incident (Resolved/ Unresolved/ In progress)	Commission
1		17/08/2024	Grzegorz Brzeszczy	Near miss	Consumer reported feeling light headed during a cultural concert, almost lost balance, and almost fell.	CHSP	The worker supported Grzegorz by holding their arm out for support and by directing Grzegorz to his walker. The worker alerted another support worker, who provided water. The Case Manager and RN on site were also notified. The RN checked Grzegorz's blood pressure, while the Case Manager collaborated with Grzegorz's family to organise an appointment with the GP.	Support Worker 1; Support Worker 2 Case Manager RN	Resolved	No
2										
3										

An incident management system should register any incidents that have occurred, are alleged or suspected of having occurred in connection with the provision of care and services to a consumer or another person, and have caused harm, or could cause harm to the consumer or another person.



# Responsibilities: Support staff

The following steps should be taken by support staff:

- ▶ **Identify** incident
- ▶ **Assess** the level of harm
- ▶ **Respond** to the incident
  - ▶ Inform the Case Manager
  - ▶ Inform authorities and call 000
- ▶ **Record** the incident using an incident report form
- ▶ **Prevent** incidents from reoccurring in the future



# Responsibilities: Case Manager

The following steps should be taken by the Case Manager

- ▶ **Identify** incident
- ▶ **Assess** the level of harm
- ▶ **Respond** to the incident
  - ▶ Inform authorities and call 000 (if not actioned by support staff)
- ▶ **Record** the incident in the internal incident register
  - ▶ Complete any outstanding information in the incident report form
  - ▶ Report the incident to the relevant reporting body
  - ▶ Investigate the incident and the underlying causes
- ▶ **Prevent** incidents from reoccurring in the future by implementing actions and applying risk mitigation and continuous improvement strategies

# Responsibilities: CEO

It is the responsibility of the Chief Executive Officer (CEO) to ensure that:

- ▶ Managers have access to and understand the policy and procedures related to incident reporting
- ▶ Managers notify the relevant incident reporting authority
- ▶ All accidents are noted, responded to and investigated by the Manager
- ▶ There is a strong safety culture and effective governance systems that enable effective incident management.





# Responsibilities: General

All employees of the organisation must ensure to follow:

## **Legislative requirements & regulations**

- ▶ Aged Care Act 1997
- ▶ Charter of Aged Care Rights
- ▶ Quality Standards
- ▶ Serious Incident Response Scheme (SIRS)
- ▶ National Disability Insurance Scheme Act 2013

## **Organisational Policies & Procedures**

- ▶ Incident Management
- ▶ Risk Management
- ▶ Privacy & Confidentiality
- ▶ Continuous Improvement





# What to include in an incident report form?

## **Support staff**

- Date and time of the incident
- Location of the incident
- Person completing the report form
- Person involved in the incident
- Witnesses
- Description of the incident
- Description of any injuries
- Cause and nature of the event
- Immediate actions taken

## **Case Manager**

- Comments on the cause and nature of the event
- Classification of the incident (e.g., procedures, equipment, behaviours)
- Reporting requirements (e.g., Commission/SIRS incident type)
- Corrective action plan
- Evaluation
- Outcome



# Serious Incident Reporting Scheme (SIRS)

Certain incidents require reporting to the Aged Care Quality and Safety Commission under the Serious Incident Reporting Scheme (SIRS).

The Serious Incident Response Scheme (SIRS) is an initiative that helps prevent and reduce incidents of abuse and neglect of consumers.

The incidents that must be reported to the Commission under SIRS include:

- ▶ **Unreasonable use of force**
- ▶ **Unlawful sexual contact or inappropriate sexual conduct**
- ▶ **Neglect of a consumer**
- ▶ **Psychological or emotional abuse**
- ▶ **Unexpected death**
- ▶ **Stealing or financial coercion by a staff member**
- ▶ **Inappropriate use of restrictive practices**
- ▶ **Unexplained absence from care**



# Reporting timeframes: SIRS

## Priority 1 reportable incidents

Must be reported to the Commission **within 24 hours** of the provider becoming aware of the incident.

Priority 1 reportable incidents are incidents:

- ▶ that have caused or could reasonably have been expected to cause physical or psychological harm and/or discomfort to the consumer that would usually require medical or psychological treatment to resolve, or
- ▶ that provide reasonable grounds to contact the police, or
- ▶ of unlawful sexual contact or inappropriate sexual conduct, or
- ▶ when there is the unexpected death of a consumer,
- ▶ or the consumer has an unexplained absence from the service.

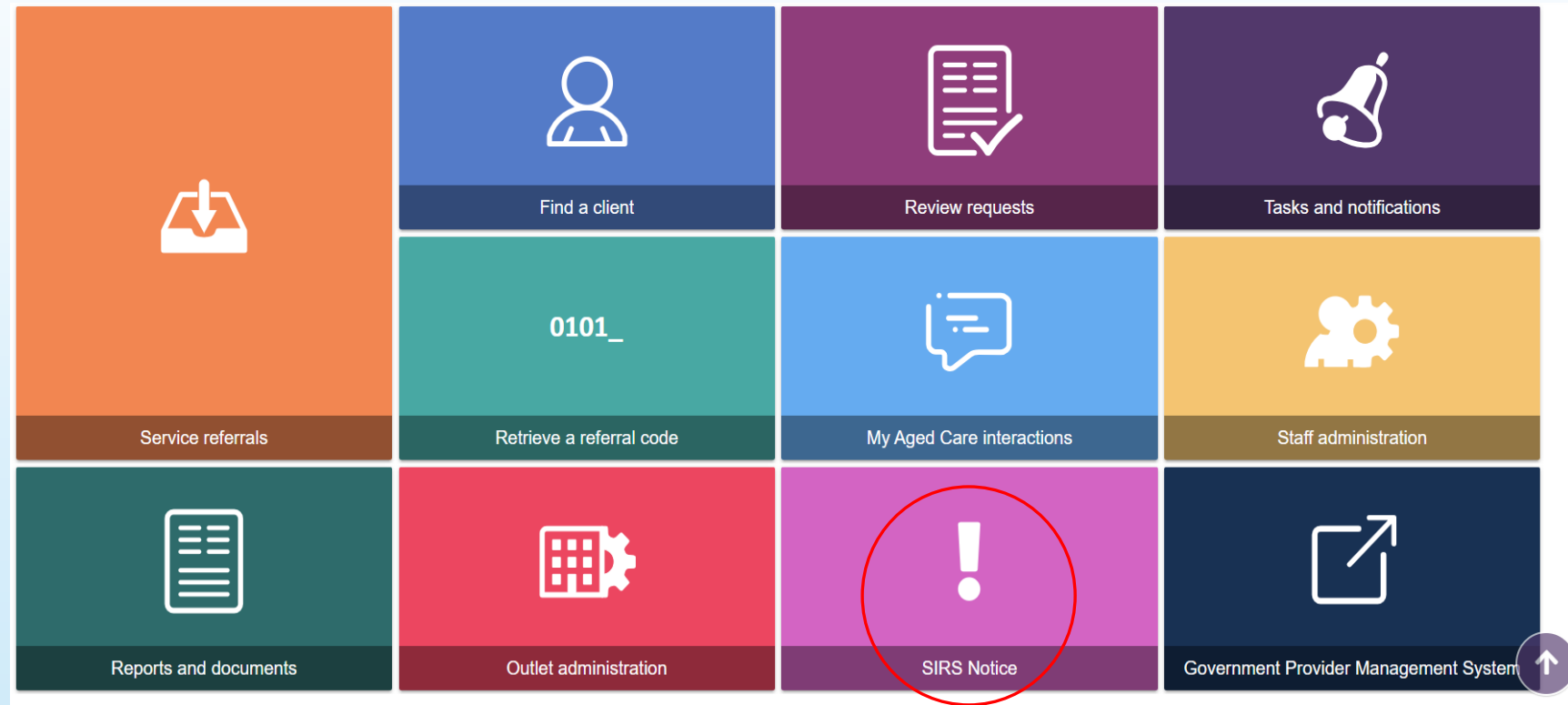
## Priority 2 reportable incidents

Incidents that do not meet the criteria for a Priority 1 reportable incident.

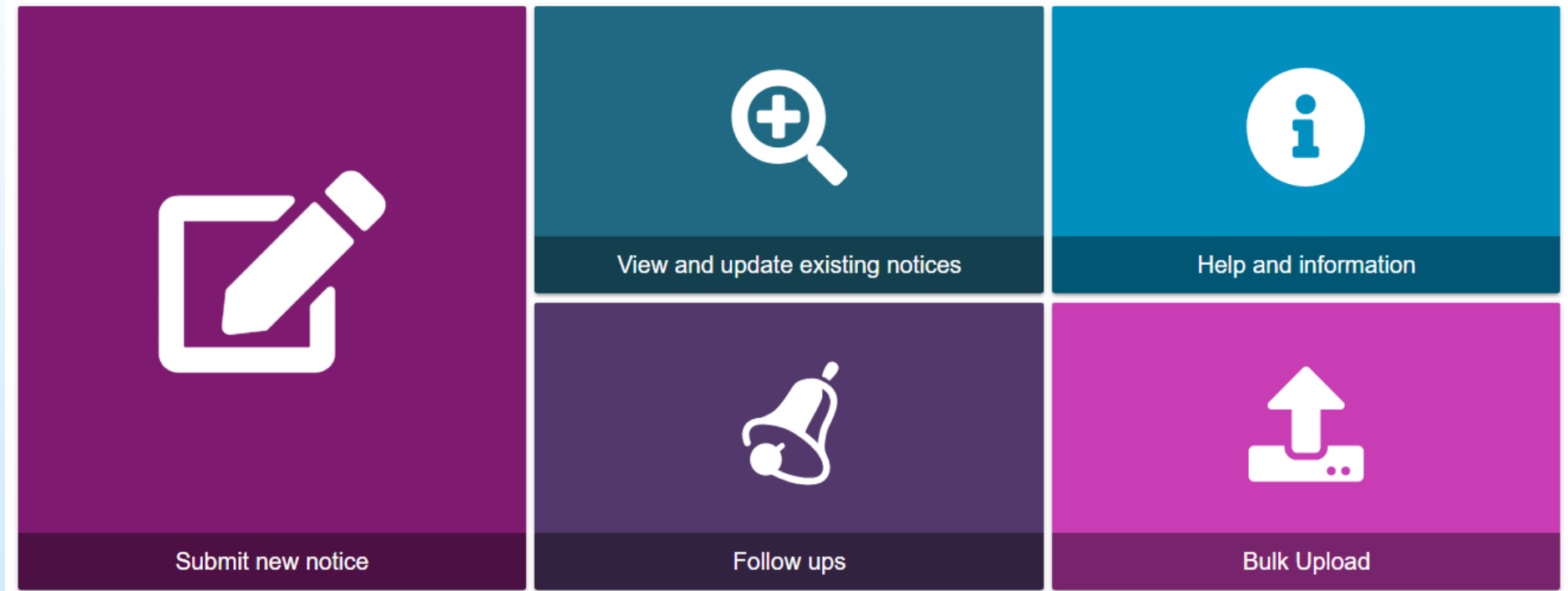
Providers must report Priority 2 reportable incidents to the Commission **within 30 days** of becoming aware of it occurring.

# How do I report an incident?

Providers must report incidents using SIRS through **My Aged Care Provider Portal**



# How do I report an incident?



# How do I report an incident?

## Before you begin...

- You need to report all P1 incidents within 24hrs of becoming aware of the incident; however, if you do not have enough information to complete a notification you have 5 days to supply the further required information . These details can be supplied by email to [sirs@agedcarequality.gov.au](mailto:sirs@agedcarequality.gov.au).
- All P2 incidents need to be reported within 30 days of becoming aware of the incident.
- Additional information relating to a reported incident (or in response to a request by the Commission) can be supplied by email quoting the Case ID to [sirs@agedcarequality.gov.au](mailto:sirs@agedcarequality.gov.au).
- See example response available on the Submitting SIRS notifications page on the [Commission website](#)

## We need the following details from you...

- Full details of the incident itself – what triggered the incident, what happened, and who was involved.
- Clear details of the immediate actions you have taken to respond to the incident.
- Clear details of the actions you are putting in place to manage the risk of similar incidents happening again in the future.
- Attach specific information relevant to this matter.



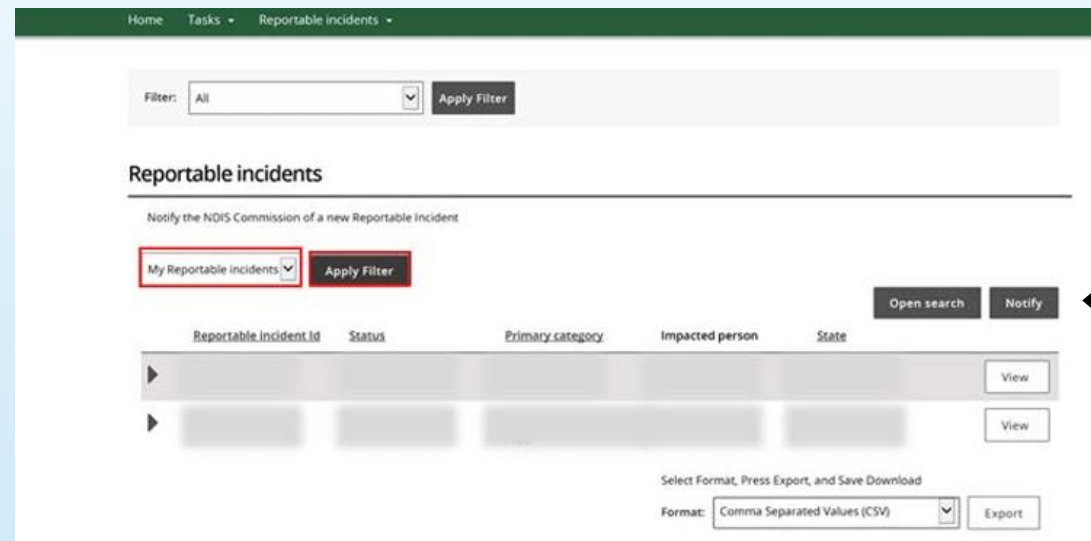
# National Disability Insurance Scheme (NDIS)

Serious incidents related to the provision of disability services must be reported to the NDIS Commission through the NDIS Commission Portal.

The following incident types must be reported to the NDIS Commission within 24 hours:

- ▶ the death of a participant
- ▶ serious injury of a participant
- ▶ abuse or neglect of a participant
- ▶ unlawful sexual or physical contact with, or assault of a participant
- ▶ sexual misconduct committed against, or in the presence of, a participant, including grooming of the participant for sexual activity
- ▶ the unauthorised use of a restrictive practice in relation to a participant  
(must be reported within 5 business days)

# How do I report an NDIS incident?







# Principles of incident management

- ▶ **Outcomes:** Health, safety and wellbeing
- ▶ **Person-centred:** Consumer dignity and choice
- ▶ **Open disclosure**
- ▶ **Accountability:** clear roles and responsibilities
- ▶ **Easy, clear, consistent** and simple policies and procedures
- ▶ **Continuous improvement**



# Resources

**Aged Care Quality and Safety Commission:** About Incident Management Systems

<https://www.agedcarequality.gov.au/providers/serious-incident-response-scheme/incident-management-systems/about-incident-management-systems>

**Aged Care Quality and Safety Commission:** Effective incident management systems: Best practice guidance

<https://www.agedcarequality.gov.au/resource-library/effective-incident-management-systems-best-practice-guidance>

**Aged Care Quality and Safety Commission:** The Serious Incident Response Scheme

<https://www.agedcarequality.gov.au/providers/serious-incident-response-scheme>

**Department of Health and Aged Care:** Aged Care Act 1997

<https://www.legislation.gov.au/C2004A05206/latest/text>

**NDIS Quality and Safety Commission:** Identifying and responding to incidents: 6 step guide for workers

<chrome-extension://efaidnbnmnibpcjpcglclefindmkaj/https://www.ndiscommission.gov.au/sites/default/files/2022-02/poster-incident-response.pdf>

**NDIS Quality and Safety Commission:** Resources to support incident reporting, management and prevention

<https://www.ndiscommission.gov.au/resources/provider-and-worker-resources/resources-support-incident-reporting-management-and#paragraph-id-2944>