

Incident Management Policy

Scope

All workers (employees, Helpers, and contractors) and Members within Five Good Friends.

Objective

To provide Five Good Friends workers (staff, volunteers and contractors) and stakeholders with an approach to incident management that encourages fast reporting and effective investigation incorporating analysis, corrective actions and ongoing improvement.

Definition

- An incident is *any unplanned event during work that caused, or had the potential to cause illness, injury, property damage, or disruption to normal services.*

Policy Statement

- Five Good Friends is committed to effective incident management focussed on promoting safety of workers and members, provision of quality supports and services, and ongoing improvement.
- We expect and value the identification and reporting of incidents.
- We ensure our workers understand the incident management system and have the skills to undertake their role in the management of incidents.
- We investigate incidents transparently and thoroughly.
- We maintain records of all incidents in our incident management system.
- We review our incident management system for effectiveness.
- The Head of Care and Programme Development is the dedicated reporter of reportable incidents to the NDIS Quality and Safeguards Commission and the Department of Health (home care package program).
- We ensure our incident management approach aligns with requirements of NDIS Reportable Incidents, Aged Care Quality Standards, and Workplace Health and Safety requirements of each state within which we operate.

References and Related Documents

Five Good Friends

- Work Health and Safety Policy
- Member Emergency Policy
- Incident Report form
- Incident Follow Up Investigation form
- Five Good Friends Brokerage Agreement for Helpers

External

- NDIS Quality and Safeguards Commission – Incident Management Guidance
- Work Health and Safety Qld
- [SafeWork NSW](#)
- [WorkSafe Victoria](#)
- [SafeWork SA](#)
- Aged Care Quality Standards