



Incident Management Policy and Procedures

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Contact person	Role	Ver No	Date	Review Date
Warren Fahey	Consultant	1	24 December 2019	24 December 2022
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1. About Tofarati Angels Limited

We are all about the relief of poverty, sickness, suffering, misfortune and distress through:

- individual and family one-to-one counselling and support;
- individual and family financial aid and specialised equipment purchases;
- individual and family clothing, food and shelter support;
- carer support for those assisting clients with a disability or special needs; and
- any other direct help necessary for good health.

2. Policy and Procedures Purpose

Tofarati Angels Limited recognises that in the event of a hazard, an incident or injury appropriate infrastructure must be in place to ensure the provision of all necessary support services for clients and employees.

3. Scope

This Policy applies to all Tofarati Angels Limited employees.

4. Definitions

Client:

A Client is a person receiving goods and/or services from Tofarati Angels Limited.

Employee:

An employee is a person who is hired to provide services in exchange for compensation (pay) (Australian Taxation Office, 2012). An employee is a paid member of staff – this can be on a full-time, part-time, fixed term or casual basis. This includes contractors providing services to Tofarati Angels Limited for a set time or specific task and those engaged in the performance of duties for Tofarati Angels Limited from a labour hire agency.

Reportable Incident:

In addition to maintaining an incident management system, some incidents are reportable incidents which must be notified to the Commissioner. Subsection 73Z(4) of the Act provides that the following are reportable incidents:

- the death of a person with disability;
- serious injury of a person with disability;
- abuse or neglect of a person with disability;
- unlawful sexual or physical contact with, or assault of, a person with disability;
- sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity;
- the use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person.

5. Aims of the Policy and Procedures

Tofarati Angels Limited's Incident Management Policy & Procedures ensures that Tofarati Angels Limited has:

- an effective approach in responding to critical incidents;
- appropriate support available to those affected; and
- appropriate training and information provided to employees.

6. Reference

The *Work Health & Safety Act 2011*(Cth) Section 19 ("WHS Act") contains the primary duty of a 'person conducting a business or undertaking to ensure as far as reasonably practicable a safe and healthy workplace'.

7. Critical Incidents

It is imperative that all employees understand that Tofarati Angels Limited defines a critical incident as:

an event, or the threat of such, which may cause or causes extreme stress, fear or injury or reputational damage to Tofarati Angels Limited.

Accordingly, the following events are considered hazards, incidents or injuries requiring immediate attention:

- IT malfunction
- Serious injury, illness, or death
- Suicide
- A missing person
- Severe verbal or psychological aggression
- Severe aberrant behaviour which may cause significant alarm
- Physical assault or violence
- Natural disaster, for example, earthquake, flood, windstorm, hailstorm or extremes of temp.
- Conflict of Interest – whether actual, perceived or potential
- Fire, bomb (actual or threat), explosion, gas or chemical hazard
- Serious damage to property or environment
- Adverse media exposure
- Child Protection or abuse or neglect
- Inappropriate relationships
- Property malfunction
- Exploitation
- Discrimination

7.1. IT malfunction

An "IT Malfunction" takes place when an IT function or IT equipment does not accomplish its intended purpose.

Action:

- the employee who identifies the issue should report the "IT malfunction" immediately to a Director; and
- the Director takes appropriate remedial action.

7.2. Serious injury, illness, or death

“Serious injury, illness or death” takes place when there’s

- death of a person;
- serious injury of a person; or
- serious illness of a person

all of which comprise a “notifiable incident” as outlined in the WHS Act arising out of the conduct of a business or undertaking at a workplace.

NB: “Notifiable incidents” may relate to any person - whether an employee, contractor or member of the public.

Action:

- the employee who identifies the issue should report the “Serious injury, illness or death” immediately to a Director; and
- the Director takes appropriate legal action.

7.3. Suicide

“Suicide” takes place when a person intentionally causes one's own death.

Action:

- the employee who identifies the issue should report the “suicide” immediately to a Director; and
- the Director takes appropriate legal action.

7.4. A missing person

A “missing person” incident takes place when you have serious concerns for the safety and welfare of a person, and their whereabouts is unknown - you may immediately report them missing to local police by making a missing person’s report.

Action:

- the employee who identifies the issue should report the “missing person” immediately to a Director; and
- the Director takes appropriate legal action.

7.5. Severe verbal or psychological aggression

“Severe verbal or psychological aggression” takes place when a person’s behavior is intended to harm another individual who does not wish to be harmed.

Emotional or impulsive aggression refers to aggression that occurs with only a small amount of forethought or intent and that is determined primarily by impulsive emotions.

Nonphysical aggression includes verbal aggression (yelling, screaming, swearing, and name calling).

Action:

- the employee who identifies the issue should report the “Severe verbal or psychological aggression” immediately to a Director; and
- the Director takes appropriate action.

7.6. Severe aberrant behaviour which may cause significant alarm

“Severe aberrant behaviour which may cause significant alarm” takes place when one or more of the following factors cause significant alarm:

- I. Irritability, Agitation, Crying;
- II. Lethargy, Social Withdrawal;
- III. Stereotypic Behaviour;
- IV. Hyperactivity, Noncompliance; and
- V. Inappropriate Speech.

Action:

- the employee who identifies the issue should report the “Severe aberrant behaviour which may cause significant alarm” immediately to a Director; and
- the Director takes appropriate action.

7.7. Physical assault or violence

A “physical assault” or “violence” takes place when an individual or a group provokes and attacks a person physically, with or without the use of a weapon, or threatens to hurt that person.

Action:

- the employee who identifies the issue should report the “physical assault” or “violence” immediately to a Director; and
- the Director takes appropriate legal action.

7.8. Natural disaster, for example, earthquake, flood, windstorm, hailstorm or extremes of temp.

A “natural disaster” takes place when there is a major adverse event resulting from natural processes of the Earth; examples include floods, hurricanes, tornadoes, volcanic eruptions, earthquakes, tsunamis, and other geologic processes. A natural disaster can cause loss of life or property damage and typically leaves some economic damage in its wake, the severity of which depends on the affected population's resilience, or ability to recover and also on the infrastructure available.

Action:

- the employee who identifies the issue should report the “natural disaster” immediately to a Director; and
- the Director takes appropriate action with emergency services.

7.9. Conflict of Interest – whether actual, perceived or potential

A “conflict of interest” takes place when a person or organisation is involved in multiple interests, financial or otherwise, one of which could possibly corrupt the motivation or decision-making of that individual or organization.

Action:

- the employee who identifies the issue should report the “Conflict of Interest” immediately to a Director; and
- the Director takes appropriate action.

7.10. Fire, bomb (actual or threat), explosion, gas or chemical hazard

A “fire, bomb (actual or threat), explosion, gas or chemical hazard” takes place when any of the following occurs causing extreme stress, fear or injury:

- fire,
- bomb (actual or threat),
- explosion,
- gas or chemical hazard.

Action:

- the employee who identifies the issue should report the “fire, bomb (actual or threat), explosion, gas or chemical hazard” immediately to a Director; and
- the Director takes appropriate action with emergency services.

7.11. Serious damage to property or environment

“Serious damage to property” takes place when damage to or the destruction of public or private property is caused either by a person who is not its owner or by natural phenomena.

“Serious damage to the environment” takes place when substances or energy are discharged into the environment (such as water, air, soil) in such quantities or concentrations that it inflicts damage to the environment, or to plant or animal life, or that it is detrimental to the health or well-being of humans.

Action:

- the employee who identifies the issue should report the “Serious damage to property” immediately to a Director; and
- the Director takes appropriate legal and/or emergency services action.

7.12. Adverse media exposure

“Adverse media exposure” takes place when a person or organisation is exposed to negative communication that reach large numbers of people, such as television, newspapers and radio.

Action:

- the employee who identifies the issue should report the “Adverse media exposure” immediately to a Director; and
- the Director takes appropriate action.

7.13. Child Protection or abuse or neglect

A “child protection” or “abuse” or “neglect” incident takes place when anyone who suspects, on reasonable grounds, that a child or young person is at risk of being neglected or physically, sexually or emotionally abused, should report it to Community Services.

Action:

- the employee who identifies the issue should report the “Child Protection” matter immediately to a Director; and
- the Director takes appropriate legal action.

7.14. Inappropriate relationships

An “inappropriate relationship” takes place when you think that behaviour is wrong because it is morally wrong or against acceptable social or professional standards.

Action:

- the employee who identifies the issue should report the “inappropriate relationship” matter immediately to a Director; and
- the Director takes appropriate action.

7.15. Property malfunction

A “property malfunction” takes place when a property or an aspect of a property does not accomplish its intended purpose.

Action:

- the employee who identifies the issue should report the “property malfunction” immediately to a Director; and
- the Director takes appropriate action.

7.16. Exploitation

“Exploitation” occurs when someone is treated unfairly in order to benefit from their work.

Action:

- the employee/client/carer/family member who identifies the issue should report the “exploitation” immediately to a Director; and
- the Director takes appropriate action.

7.17. Discrimination

“Discrimination” is the unjust or prejudicial treatment of different categories of people, especially on the grounds of race, age, or sex.

Action:

- the employee who identifies the issue should report the “discrimination” immediately to a Director; and
- the Director takes appropriate action.

8. Process

For the management of all incidents (including reportable ones) it is imperative that the following general guidelines be followed:

- the Director or nominee will provide all necessary and sufficient support and assistance to persons with disability affected by an incident;
- persons with disability affected by an incident will be involved in the management and resolution of the incident in accordance with the approved complaint management process;
- an investigation into an incident will be implemented at the direction of a Director and conducted in accordance with the approved complaint management process;
- an incident will be assessed initially by a Director and appropriate action taken;
- corrective action will be implemented in accordance with the approved complaint management process;
- procedural fairness is fundamental to the management of a complaint management process – it is concerned with the procedures used by a decision maker, rather than the actual outcome reached and requires a fair and proper procedure be used when making a decision.
- appropriate documents and records will be made and kept for a period of at least six years.

9. Reportable Incidents

As noted in the Definitions above, some incidents are reportable incidents which must be notified to the NDIS Commissioner.

Further specific information is contained within the NDIS (Incident Management and Reportable Incidents) Rules, specifically from Part 3, that should be addressed:

- Sections 16 and 17 - definitions of what a reportable incident is, and that an allegation of a reportable incident must be treated in the same way as an actual reportable incident;
- Sections 18 and 19 - duties and responsibilities of Key Personnel and Workers in relation to reporting;
- Sections 19, 20 and 21 - timeframes and processes relating to reporting Reportable Incidents to the NDIS Commission; and
- Sections 24 and 25 - reporting and record keeping requirement relating to Reportable Incidents.

10. Effectiveness and Review

A Director will review this Policy and Procedures document each 36 months on the anniversary of its approval.