

Purpose

This policy outlines Local Guardians' commitment to maintaining an effective Incident Management System (IMS) that is relevant to all staff, contractors, service providers, client representatives and clients.

The IMS is designed to support continuous quality improvement and foster a culture of open disclosure and prompt reporting, thorough investigation based on root cause analysis principles, corrective actions, and trend analysis.

The IMS ensures best practices to promote safe, inclusive, and high-quality care and services for clients. It focuses on making improvements from the lessons learnt to minimise the ongoing risk of incidents, providing timely support to clients, their support networks, and our team when incidents occur, resolving incidents promptly, and taking action to prevent recurrence.

Policy Statement

The key elements of the Local Guardians IMS include:

1. Leadership commitment to appropriate risk identification, management and effective continuous improvement through best practice incidents and complaints management.
2. Effective organisational governance and systems that create an open positive culture:
 - Information management
 - Documentation management
 - Continuous improvement
 - Financial governance
 - Workforce governance
 - Regulatory compliance
 - Feedback and complaints
3. Comprehensive IMS policies and procedures that address:
 - Roles, responsibilities and accountabilities
 - Identifying, recording and reporting incidents
 - Mandatory reporting
 - Responding to incidents
 - Incident notification procedure
 - Reviewing, analysing and investigating incidents
 - Remedial action procedure
4. Staff support and training on incident management and using the IMS.
5. Encouraging clients, their families and representatives to report incidents.
6. Incorporating requirements for reportable incidents under SIRS, including:
 - Reporting incidents involving unreasonable use of force, unlawful or inappropriate sexual conduct, psychological or emotional abuse, neglect, unexpected death, financial coercion, inappropriate use of restraint, and unexplained absences.
 - Adhering to the Quality of Care Principles for defining, reporting, and responding to such incidents.
 - Protecting individuals making disclosures, as per the Whistle Blower Policy.

- Investigating and remediating incidents through independent reviews where appropriate and providing reports to the Aged Care and Quality Commission.

7. Regular review of our incident management effectiveness.

Definitions

Continuous Improvement	A system that enables identification of trends, issues and areas that will improve the quality of the care, and services provided.
Financial Governance	Systems and processes to manage the finances and resources that the organisation needs to deliver safe and quality care and services. This includes the capital and revenue costs of maintaining safety and quality in the organisations financial planning.
Incident	An event or set of circumstances which could have resulted or did result in harm, illness, loss, property damage, or disruption of normal services.
Incident Management System (IMS)	Incident Management Systems is a set of policies, procedures, processes, and service provider practices to manage, prevent and respond to incidents.
Near Miss	An occurrence, event or omission happens that does not result in harm (such as injury, illness or danger to health) to a consumer or another person but had potential to do so.
Open Disclosure	Conducting an open discussion with those involved and affected by an incident. This includes: - Identifying problems when they arise - Acknowledging and expressing regret - Providing support to those affected - Investigating the incident and explaining what happened - Learning from the experience
Regulatory Compliance	Organisational systems and processes that align with the Charter of Aged Care Rights, Aged Care Act and the Aged Care Quality Standards, to focus on consumer outcomes and support a partnership approach between providers and their consumers for the planning and delivery of aged care services.
Reportable Incidents (Serious Incident Response Scheme, "SIRS")	Specified types of serious incidents that are required to be reported to the Aged Care Quality and Safety Commission. Reportable incidents involve a person's care and fall under the scope of the Serious Incident Response Scheme. Reportable incidents include: 1. Unreasonable use of force, 2. Unlawful sexual contact or inappropriate sexual conduct, 3. Neglect of a client, 4. Psychological or emotional abuse, 5. Unexpected death, 6. Stealing or financial coercion by a staff member, 7. Inappropriate use of restrictive practices, and 8. Unexplained absence from care.

Root Cause Analysis	A structured method used to analyse serious adverse events to identify underlying causes of system failures.
Workforce Governance	Systems and processes to manage a skilled and qualified workforce to deliver and manage effective safe and quality care and services.

Version number	Summary of change	Approved by	Effective date
1	This policy outlines the Local Guardians approach to incident management	Board	01-Sep-2024