




Maleny Neighbourhood Centre is a NFP community resource, responding to diverse local needs. We deliver emergency relief, facilitating community networks and connections. Maleny Neighbourhood Centre fosters resilient and fair communities and a just society where diversity is celebrated and participation encouraged.

17 Bicentenary Lane
 Maleny, QLD 4552
 Phone: (07) 5499 9345
 Email: info@malenync.org.au
 Open Mon - Fri: 9am - 3pm
 and booked activities anytime



In the Heart of Maleny ...

MALENY NEIGHBOURHOOD CENTRE			
2020 Incident Management and Procedures Policy			
Authorised By:	Maleny Neighbourhood Centre (MNC) Assn Inc Management Committee		
Responsibility for Review:	Centre Coordinator and Development Worker (CCDW) and the MNC Management Committee		
Policy Developed:	April 2022		
Last Review:	N/A		
Approved by Management Committee:	<table border="1" style="width: 100%;"> <tr> <td style="width: 60%;">Signed: </td> <td style="width: 40%;">Dated: <i>2 FEB 2023</i></td> </tr> </table>	Signed: 	Dated: <i>2 FEB 2023</i>
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Date of Next Review:	April 2024		
Review Process:	<p>Any decisions requiring policy changes will be recorded in the Minutes of Maleny Neighbourhood Centre Management Committee and forwarded to the CCDW for action and updating of policy documents.</p> <p>Policy changes relevant to staff and volunteers will be either emailed or discussed at staff and volunteer meetings.</p>		
POLICY CONTEXT			
Queensland Standards for Community Services:	Standard 1: Governance and Management Standard 4: Safety, Wellbeing and Rights		
Other Standards:	Standard 6: Human Resources		
Relevant Policies:	Workplace Health and Safety Policy Bullying and Cyber-Bullying Policy Feedback and Complaints Policy		

	<p>Conflict Resolution Policy Risk Management Policy Code of Conduct Policy Code of Ethics Policy Privacy and Confidentiality Policy</p>
Relevant Organisational Forms and/or Documents:	<p>Incident Report Form Incident Register Incident Investigation</p>
Legislation and/or other requirements:	<p>National Disability Insurance Scheme Act 2013 National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018</p>
OVERVIEW	
Purpose:	<p>Maleny Neighbourhood Centre is committed to ensuring that incidents which occur in relation to the provision of services are managed consistently and effectively, and that workers can identify, manage, report and resolve incidents.</p> <p>The organisation collects and reviews data on incidents in order to inform improvement activities.</p>
Scope:	<p>Incidents: are acts, omissions, events or circumstances that occur or could occur during or in relation to the provision of supports, or the alteration or withdrawal of supports, that cause harm, either physically or emotionally, to a worker, client, or other stakeholder. Incidents also include acts, omissions, events or circumstances that have caused or could cause damage to property, the environment, material or cause public alarm.</p> <p>Reportable Incidents: refer to incidents, or alleged incidents, of severity that must be reported to an external agency. This includes but is not limited to:</p> <ul style="list-style-type: none"> ● The death of a client ● Serious injury ● Abuse or neglect ● Sexual misconduct ● Unauthorised restrictive practices <p>Workers: staff, contractors and volunteers employed or engaged by Maleny Neighbourhood Centre.</p>
POLICY AND PROCEDURES	
Policy:	<p>Maleny Neighbourhood Centre regularly reviews its incident management system and processes to ensure that they are:</p>

	<ul style="list-style-type: none"> ● Appropriate to the size of the organisation and the classes of supports it provides ● Well documented ● Readily accessible to all workers employed or engaged by the organisation ● Reflective and adaptive, with an intent to prevent incidents
<p>Procedure:</p>	<p>Induction and staff training All workers must be familiar with the organisation's incident management system, understand the organisation's definition of a Reportable Incident, and understand the procedures they must follow for reporting all incidents to the organisation and an external body (if required).</p> <p>Maleny Neighbourhood Centre promotes a culture of open reporting and ensures that all workers understand that they are supported to report any incident or alleged incident, and that there will be no negative consequences for doing so.</p> <p>Incident identification If a worker observes an incident, or a client or member of the public notifies a worker about an incident that does or could cause permanent or temporary detriment to a client, worker or other stakeholder, then the worker must report the incident to the Centre Coordinator and Community Development Worker (CCDW). Workers and clients will be protected against any adverse actions as a result of reporting or alleging that an incident has occurred.</p> <p>Immediate response Where possible, an incident will first be addressed by the organisation's personnel responsible and qualified to effectively manage the incident as it takes place. First respondents understand that they must contact emergency services if the situation warrants.</p> <p>Notification procedures Staff must report incidents to various agencies and persons based on the following priority system:</p> <ul style="list-style-type: none"> ● For serious incidents workers must first contact emergency services ● Workers must report all incidents internally to the CCDW ● If it is determined that the incident is serious the CCDW is responsible for notifying families, guardians and advocates of the client. ● If an incident is a Reportable Incident, the CCDW will notify the relevant external body within the expected timeframe of the external body.

Supporting clients

Throughout the incident management process, from initial response through to review, clients will be supported by the organisation through means of:

- Reassurance if the client reported the incident;
- Trauma and counselling services where required;
- Changes to regular supports if necessary;
- Clear, ongoing communication regarding the progress and outcomes of the investigation.

Clients will be involved in the management and resolution of the incident where appropriate.

Assessment and investigation

Maleny Neighbourhood Centre is responsible for creating an initial assessment of any incident, to determine the severity of an incident and to establish the need for, and scope of, an investigation. If an incident is a Reportable Incident, an internal investigation will take place. All investigations will be undertaken and conducted in accordance with principles of natural justice and procedural fairness. Incidents involving criminal allegations will be reported to law enforcement, who will receive full support of the organisation in their investigations.

Whenever an investigation into an incident is conducted, it should establish:

- The cause of an incident
- The effect of an incident
- Any organisational processes that contributed to or did not function in preventing an incident
- Changes the organisation can make in order to prevent further incidents from occurring

Information related to incident investigations, including records of phone conversations, emails, documents and, where possible, records of face to face interviews will be recorded and kept in strict confidence.

Incident resolution

Based on the CCDW's assessment, the organisation may undertake remedial action proportionate to the severity of the incident, including but not limited to:

- Providing an apology
- Disciplinary action
- Financial compensation

The organisation will inform and involve clients, family and advocates in the process of incident management and resolution.

Incident register and review