











# Incident Reporting

This document explains Cahoots **Incident Management Policy and Procedure**

This policy tells you **HOW** and **WHY** we do things

When you see the word **we** or **us** in this document it means **Cahoots**

	<p><b>This policy tells you</b></p> <ul style="list-style-type: none"><li>How you recognise an incident</li><li>How we respond to an incident</li><li>How we help you in an incident</li><li>What information we need from you and others</li></ul>
	<p><b>Who is this policy for?</b></p> <p>It is for you and your family or your decision makers</p>
	<p><b>An incident is when</b></p> <ul style="list-style-type: none"><li>Something goes wrong</li><li>Something bad happens</li><li>You or someone gets hurt</li></ul>
	<p><b>The types of incidents are when</b></p> <ul style="list-style-type: none"><li>• There is an accident and someone gets hurt</li><li>• Someone gets lost</li><li>• You hurt or threaten to hurt someone else</li><li>• Someone is being hurt or abused</li><li>• Property is lost or damaged</li><li>• Someone takes the wrong medications</li><li>• An incident nearly happens - <b>a near miss</b></li></ul>

 	<p><b>Looking after your safety</b></p> <p>Your safety is very important to us and we work hard to <b>prevent</b> incidents</p> <p><b>Prevent</b> means stop it from happening</p> <p>When we plan our services, we work hard to keep you safe</p> <p><b>and</b></p> <p>check that everything is safe</p> <p>This is called <b>risk management</b></p>
	<p><b>If things go wrong</b></p> <p>we have steps to follow</p> <p>this is called <b>incident management</b></p>
 	<p><b>Incident Management</b></p> <p>When an accident or bad thing happens, we know what to do</p> <ol style="list-style-type: none"> <li>1. We will help you with first aid</li> <li>2. We may need to call an ambulance or police</li> <li>3. If no one is hurt, we will make sure everyone is safe from any danger or hazards</li> <li>4. We will let your family or emergency contact know if you are hurt</li> <li>5. We write a report of the incident within 12 hours</li> </ol>
	<p><b>What you can do when there is an incident</b></p> <p>Try to be calm, take a big breath</p> <p>Do what we ask you to do</p> <p>Do what the ambulance officers ask you to do</p> <p>Do what a police officer asks you to do</p>



## You can report an incident

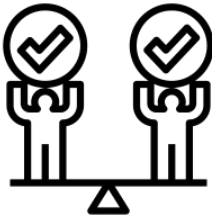
If an incident happens and we don't know about it, you should let us know

This is called **reporting**



## You can report an incident at any time

- Tell any Cahoots worker or volunteer
- Send us an e-mail at [info@cahoots.org.au](mailto:info@cahoots.org.au)
- Telephone us on 1300 103 880



## How do we fix things after an incident?

After an incident is reported we deal with it in a way that is quick and treats everyone fairly and equally

We will work with you and other people involved to

Look into the details of the incident

Understand what happened

Decide how bad the incident was

We also

listen and talk to you and your family





or

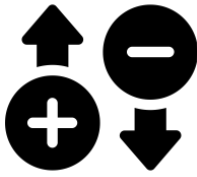
advocate about

what happened and how to fix it, and

your ideas about any changes that would help in the future



	<p><b>What information will we need?</b></p> <p>When we look into the details of an incident we need to write down</p> <p style="padding-left: 40px;">what happened and what we did to help</p> <p>This is called <b>keeping records</b></p>
	<p><b>Keeping Records</b></p> <p>To keep good records we will ask you and others questions about the incident</p> <p>We might ask questions like:</p> <ul style="list-style-type: none"> <li>• What happened?</li> <li>• What time did it happen?</li> <li>• Where did it happen?</li> <li>• Who was involved?</li> </ul> <p>If you are uncomfortable sharing information with us at any time, please let us know</p>
	<p><b>We will manage incidents properly and learn from them</b></p> <p>This means all incidents must be</p> <p style="padding-left: 40px;">put on Cahoots Incident Management System</p> <p style="padding-left: 40px;">investigated to find out why they happened</p> <p style="padding-left: 40px;">fixed so they do not happen again</p>
	<p><b>We may make changes to correct what happened</b></p> <p>We may</p> <ul style="list-style-type: none"> <li>• change how we do things</li> <li>• change our policies and procedures</li> <li>• train our staff</li> </ul>



### **Some incidents are more serious than others**

Less serious incidents will be fixed by us

More serious incidents might

take longer to fix

**and**

we might need to involve other organisations



### **Serious and Reportable Incidents**

There are times that we

need help from other **authorities**

must report some types of incidents to other **authorities**

**Authorities** are parts of the government that make sure we follow the law in the right way



### **Authorities we might need to contact**

- NDIS Commission
- Police
- Department of Communities
  - Child Protection
  - Mandatory Reporting
- Worksafe
- An external investigator
- Other support services like a doctor or counsellor



## NDIS Commission

We must tell the NDIS Commission if one of these incidents happen on a Cahoots service

- Someone dies
- Someone is seriously hurt
- Someone is abused or neglected;
- Someone is sexually or physically assaulted
- Someone experiences sexual misconduct, including grooming for sexual activity
- An unauthorised restrictive practice is used



## How will we help you?

We will always uphold your rights and ensure that you are safe

We will give you the help you need if you are affected by an incident

If needed, we will discipline our workers that did the wrong thing

We will check that we fixed the incident properly

If needed, we will change how we do things to improve our services and make sure the incident will not happen again






## Complaints

A complaint is when you are not happy

**and**

You tell someone

	<p><b>How to make a Complaint</b></p> <p>If you believe we did not sort out the incident well you can</p> <ul style="list-style-type: none"> <li>• Tell any Cahoots worker or volunteer</li> <li>• Send us an e-mail at <a href="mailto:info@cahoots.org.au">info@cahoots.org.au</a></li> <li>• Telephone us on 1300 103 880</li> <li>• Complete the online <a href="#">Cahoots Feedback and Complaints Form</a></li> </ul>
	<p><b>If your service was funded by NDIS and you are still not happy you can</b></p> <p>Call the NDIS Commission on 1800 035 544</p> <p><b>or</b></p> <p>Complain online at the NDIS Commission website <a href="#">NDIS Complaint Contact Form</a></p>
	<p><b>Record Keeping</b></p> <p>We keep all records of the incident including communications with you for 7 years</p>

You can request the **Cahoots Incident Management Policy and Procedure** by contacting us

Send us an e-mail at [info@cahoots.org.au](mailto:info@cahoots.org.au)

Telephone us on 1300 103 880