

Policy Summary

Participant Incident Management



Our incident management system includes procedures for identifying, assessing, recording, managing, resolving and reporting any incidents that may cause, or potentially cause you, harm or distress.

What should happen if an incident has occurred?

- Report the incident or injury to a staff member immediately.
- If the injury requires first aid, this will be administered by the first aid officer.
- We will contact your parent, carer, partner or support person immediately.
- You will be removed from any situation that presents further harm or distress and supported to ensure your wellbeing.
- You can complete, with assistance if required, an incident report form and give this to a staff member or a manager.
- The incident will be discussed with you and promptly investigated by appropriate management using our Incident Investigation Policy and form to identify the causes of the incident and assess any hazards that need to be controlled.
- Management will discuss the incident with you and the relevant workers and decide on suitable risk controls to be implemented using our risk management process. If necessary the matter may be referred to an outside agency to investigate.
- The investigation and corrective actions are to be summarised on the Incident Report Form, which will be provided to you and your family/carer noting what actions have been taken to avoid similar incidents.

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Assist Community Services

20/184 Vickers Road North Condon Qld 4815
Tel: 0448 885 165 | Email: admin@assistcommunity.com.au
www.assistcommunity.com.au
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Can I get assistance in making my report?

You have the right to have a family member, friend, carer or an advocate of your choice, to assist you with your verbal or written report of the incident or injury when you meet with us or make the report. We can provide interpretative services if required.

A full copy of our Incident Management Policy & Procedure can be found in our Policy & Procedure Manual.



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