



Incident Management



"I trust that they learn from incidents to stop them recurring".

Intent

We respond quickly and appropriately to incidents that cause or have the potential to cause harm to person or damage to the organisation or environment. This includes debriefing following the incident, investigating and reporting it.

We have a strong focus on learning from incidents and near-misses and encourage internal reporting of incidents. When appropriate, we report an incident to relevant stakeholders, what we learned from it and the steps taken to prevent a recurrence.

Definitions

"Incident" refers to an adverse event which causes or could have caused injury, illness, death, damage to reputation, equipment, vehicles, property or the environment. It includes near-misses and events involving:

- aggression
- a fire or explosion
- a vehicle accident
- missing/absconding rangatahi
- any other notable event



Responsibilities

The board must be informed about and monitor the management of significant incidents and "notifiable" illnesses or injuries.

Management will ensure:

- incidents are responded to and corrected
- incidents involving high risk or significant impact to our people, organisation and environment are escalated to the board
- effective risk management procedures are in place
- implement recommendations arising out of investigations and debriefings of incidents.
- team members are supported to report and learn from adverse incidents
- incidents are externally reported in accordance with law and our contractual arrangements.

Kaimahi/volunteers (Team members) will:

- report incidents including near-misses to management
- participate in incident debriefings and investigations
- eliminate hazards and risks when they can
- apply the risk management procedures applicable to their roles.

Requirements

Immediate response

Injuries or risk of harm from an incident at work will be addressed as a first priority.

First aid should be applied if necessary. If medical treatment is required, the person should be taken to a doctor or hospital or emergency help obtained (for all emergencies phone 111).



Risks of further injury and damage must be assessed. If unable to be eliminated, controls must be implemented to minimise and manage the risks.

The views and wishes of any person who is harmed about what they want to happen should be actioned wherever reasonably possible.

Protect evidence

Where the incident warrants Police or Worksafe involvement or otherwise needs to be investigated, steps must be taken to protect the scene, equipment or other facilities involved.

If the incident involves sexual assault, the person should be encouraged to delay washing or showering or taking off clothes until they are seen by the Police.

Record and report

The first person to learn of an incident should report it, without delay, to management. This may involve a written report on the appropriate form. It should be completed and given to management within 48 hours of the incident. Multiple reports may be made for a single incident if it impacted on a range of people.

Management will ensure the incident is entered in the Accident and Incident Register as soon as possible after it occurs. If known:

- the date, time and place of the incident
- name of anyone present
- what the person(s) says happened
- photos of any injuries or damage
- details of any observed injuries
- response to the incident.

If the incident involved a rangatahi, notes should be made about the incident in their file or the programme file.



Risks of a further incident and controls to prevent recurrence will be entered and monitored in our system for managing risks and hazards (eg the [hazards and risk register](#)).

External reporting

[Notifiable events](#), including [notifiable injuries and illnesses](#) (i.e serious injuries and illnesses) that arise in the course of the mahi/work will be [reported to Worksafe](#) with the fastest means available used:

- Telephone 0800 030 040
- Complete the online [Notifiable Event notification form](#)

If a verbal report is made to Worksafe, a written report is likely to be required within 48 hours of the incident or outbreak of illness.

A copy of the report and any other documents relating to the incident will be kept on file. Forms produced for WorkSafe must be kept for at least five years.

Funding/purchasing agencies (accreditation@tekahuikahu.govt.nz) will be notified of any significant adverse incident. This includes incidents that pose significant reputational risk (eg where there is likely to be public and/or media interest in the incident).

The Privacy Commissioner will be notified if a serious [privacy breach](#) occurs.

Where an accident necessitates time off work, the accident will be reported to ACC. Affected kaimahi should liaise with management in this regard.

An incident may be reported to the Police if it involves criminal activity and the views of any victim(s) have been considered.

Open disclosure

Follow up will occur with anyone harmed and adversely impacted by an incident including that:



- arrangements to debrief with them will be made
- apologies will be made for wrongdoing on our part
- they will be informed about the causes, effects and investigation of the incident
- arrangements will be made as necessary for ongoing care and support
- they will be informed about internal and external options for giving feedback and making a complaint.

Debrief and learn

Team members affected by an incident will be given the opportunity to de-brief and obtain support (eg access to medical or therapeutic assistance, leave). If they choose to report an incident to Police they will be supported to do so.

The incident will be investigated and, where necessary, corrective or preventative action taken. A record will be kept of the investigation and findings shared with relevant internal and external stakeholders (eg rangatahi, whānau kaimahi).

Findings from the investigation and de-briefing will be used to assess and improve the effectiveness of safety controls and to identify any necessary improvements to our practices, processes and systems.

Compliance

Health and Safety at Work Act 2015

Social Sector Accreditation Standards- Level 2, Health and safety 5.0

Social Sector Accreditation Standards- Level 3, Health and safety 2.0 & 4.0;
Level 4, 1.0

NZS: 8134:2021 Workforce and Structure, Criterion 2.2.5-2.2.6; Person-Centred and Safe Environment, 4.2.

Cornerstone Indicator Health and Safety 15.2



Helpful links

[Accident investigation form](#)

[Notify Worksafe](#)

[Accident and incident register](#)

[Professional supervision](#)

[Guide to partnering with whānau after an adverse event](#)

[How to engage with consumers following an adverse event](#)

Review

Date: April 2021

Next review: March 2023