

CONTINUITY CARE

Incident Management

A sample explanation of how incidents may be identified, responded to, reviewed and learned from.

Document status	Demonstration only
Review status	Requires governance and legal approval
Version	Draft 0.1

Purpose

The aim of incident management is to protect people, respond promptly, meet reporting duties and reduce the likelihood of recurrence.

Immediate response

- Check immediate safety and arrange urgent assistance.
- Provide first aid or call emergency services when required.
- Preserve relevant information without delaying care.
- Notify appropriate leaders and representatives.

Recording and reporting

Incidents should be recorded accurately and promptly. Reportable incidents must be assessed against the requirements that apply to the service and notified within required timeframes.

Review and learning

- A proportionate review considers what happened, contributing factors, the person's experience and actions that may improve safety.
- People affected should receive appropriate communication and support.

No blame for speaking up

Clients, families and workers should be encouraged to report hazards, near misses and incidents without fear of unfair treatment.