

OM6 Incident Management

Thrive Care Group Subsidiaries



This policy is part of Thrive Care Group's (Thrive) comprehensive policy suite, designed to guide and govern operations across all subsidiaries. It establishes a unified framework that ensures consistent standards, accountability, and alignment with Thrive core values and strategic objectives. The policy applies to all employees, contractors, and stakeholders within Thrive and its subsidiaries, supporting seamless governance and compliance throughout the organisation.

OM6 Incident Management

Policy Statement

1. Thrive is committed to ensuring all team members understand their responsibilities and have access to information required to report incidents in a way that safeguards clients, team members, and stakeholders.
2. Thrive will maintain a safe and healthy work environment by identifying hazards and eliminating or reducing them as far as reasonably practicable, in line with strengthened Aged Care Quality Standards and NDIS Practice Standards.
3. All incidents must be reported and investigated in a spirit of no blame, with actions taken to prevent recurrence and improve safety.
4. Thrive will establish and follow procedures for reporting and responding to incidents, injuries, and near misses, including those that meet the criteria for reportable incidents under the Serious Incident Response Scheme (SIRS) for aged care and the NDIS (Incident Management and Reportable Incidents) Rules 2018 for disability services.
5. Thrive will ensure responses are Person Centred, uphold the safety, dignity, and rights of individuals receiving services, and support client participation in reporting, investigation, and follow-up.
6. Thrive will minimise the use of Restrictive Practices and apply them only as a last resort, in accordance with the NDIS (Restrictive Practices and Behaviour Support) Rules 2018 and the strengthened Aged Care Quality Standards, ensuring dignity, choice, and rights are upheld.
7. Thrive will record all incident details in the nominated Incident Management System and use these records to inform continuous quality improvement.

Procedures

1. Immediate Incident Response
 - a. Thrive prioritises the health and safety of team members, clients and visitors immediately following any Workplace Health and Safety (WHS) related Incident.
 - b. Team members must physically distance themselves from harm where necessary. This may include leaving a room, exiting Thrive premises, or relocating to alternative accommodation if travelling for Thrive-related business.
 - c. Action must be taken to prevent further harm. This may include:

- i. Activating emergency procedures
 - ii. Barricading the area or placing warning signs
 - iii. Contacting emergency services
 - iv. Notifying other team members and visitors
- d. Any use of a Restrictive Practice must be promptly identified and assessed to determine whether it meets the criteria for a Reportable Incident under the NDIS Reportable Incidents Framework.

2. First Aid and Medical or Psychological Treatment

- a. First aid must be provided by a qualified first aider, or by a capable person if no qualified first aider is available.
- b. Medical or Psychological Treatment must be sought for Injuries including, but not limited to:
 - i. Heart attack, stroke, seizures
 - ii. Burns, electric shock, lacerations, fractures
 - iii. Head, neck or spinal injuries, poisoning, bites or stings
- c. Medical or Psychological Treatment must also be sought:
 - i. After any electric shock, regardless of severity
 - ii. After any loss of consciousness
- d. Emergency services can be contacted by dialling 000.
- e. Non-emergency treatment may be arranged by transporting the person to a medical centre, in consultation with the injured person.
- f. Thrive team members are not obliged to transport others but must facilitate access to medical services. With Consent, Thrive may notify the injured person's emergency contact.

3. Critical Incidents

- a. Critical Incidents are those that cause significant distress at the time or later.
- b. Thrive provides access to an Employee Assistance Program for debriefing and support.

4. Reporting Incidents

- a. All Incidents must be reported, including:
 - i. Injuries and near misses
 - ii. Exposure to chemical or physical agents
 - iii. Dangerous occurrences (e.g. fires, floods, explosions)
 - iv. Motor vehicle accidents on Thrive premises or during Thrive business
- b. Employees must verbally report incidents to their manager immediately, then follow the reporting procedures.
- c. Clients, families or carers may report incidents in person or by calling the number listed on Thrive's website and client materials.
- d. Employees must document WHS incidents using the Incident Report in the Incident Management System.
- e. The Incident Management System must capture:
 - i. Description of the incident and harm caused
 - ii. Whether the Incident is Reportable under the Serious Incident Response Scheme (SIRS) and the NDIS (Incident Management and Reportable Incidents) Rules 2018 or to other authorities
 - iii. Time, date, location and identification details
 - iv. Names and contact details of those involved and witnesses
 - v. Assessment details and immediate response
 - vi. Consultations with affected persons
 - vii. Follow-up actions and investigation outcomes
- f. The involved team member must complete the Incident Report within 24 hours.
- g. If off-site, the team member must notify their supervisor by phone.
- h. If an Incident results in death or serious Injury, the Chief Executive Officer or Manager must be informed immediately. They must notify WorkCover, relevant Government departments and the Thrive Board.
- i. Incidents involving unlawful or inappropriate sexual contact must be reported to the NDIS Quality and Safeguards Commission or Aged Care Quality and Safety Commission and police within 24 hours.
- j. All restrictive practice reportable incidents must be reported in accordance with the NDIS Reportable Incidents Framework.

5. NDIS Reportable Incidents

- a. Thrive will identify and respond to all incidents that meet the criteria for a reportable incident under the National Disability Insurance Scheme (NDIS) (Incident Management and Reportable Incidents) Rules 2018.
- b. Reportable incidents include, but are not limited to:
 - i. The use of unauthorised restrictive practices
 - ii. Unlawful or inappropriate sexual contact
 - iii. Serious injury or abuse of a person with disability
 - iv. Unexpected death of a person with disability
- c. Thrive will report all NDIS reportable incidents to the NDIS Quality and Safeguards Commission within the required timeframes:
 - i. Priority 1 incidents must be reported within 24 hours.
 - ii. Priority 2 incidents must be reported within 30 days.
- d. Thrive will ensure that all team members understand what constitutes a reportable incident and receive training on how to identify and respond to these incidents.
- e. All reportable incidents must be documented in the Incident Management System and include:
 - i. A description of the incident and harm caused.
 - ii. Whether the incident is reportable under the NDIS framework.
 - iii. Time, date, location and identification details.
 - iv. Names and contact details of those involved and witnesses.
 - v. Assessment details and immediate response.
 - vi. Consultations with affected persons.
 - vii. Follow-up actions and investigation outcomes.
- f. Thrive will ensure that clients are supported to participate in the reporting and investigation process to the extent they feel comfortable, using Person Centred approaches.
- g. Thrive will maintain confidentiality and privacy when reporting incidents to the NDIS Quality and Safeguards Commission and other authorities.

6. SIRS Reportable Incidents

- a. Thrive will identify and respond to all incidents that meet the criteria for a reportable incident under the Serious Incident Response Scheme (SIRS), as outlined in the Aged Care Act 2024 (Cth) and associated regulations.
- b. Reportable incidents under SIRS include, but are not limited to:
 - i. Unexpected death.
 - ii. Serious injury.
 - iii. Abuse or neglect.
 - iv. Unlawful sexual contact or inappropriate sexual behaviour.
 - v. Unreasonable use of force.
 - vi. Use of restrictive practices.
 - vii. Missing persons.
- c. Thrive will report all SIRS reportable incidents to the Aged Care Quality and Safety Commission within the required timeframes:
 - i. Priority 1 incidents must be reported within 24 hours of the provider becoming aware of the incident.
 - ii. Priority 2 incidents must be reported within 30 calendar days of the provider becoming aware of the incident.
- d. Thrive will ensure that all team members understand what constitutes a SIRS reportable incident and receive training on how to identify and respond to these incidents.
- e. All SIRS reportable incidents must be documented in the Incident Management System and include:
 - i. A description of the incident and harm caused.
 - ii. Whether the incident is reportable under the NDIS framework.
 - iii. Time, date, location and identification details.
 - iv. Names and contact details of those involved and witnesses.
 - v. Assessment details and immediate response.
 - vi. Consultations with affected persons.
 - vii. Follow-up actions and investigation outcomes.
- f. Thrive will ensure that clients are supported to participate in the reporting and investigation process to the extent they feel comfortable, using Person Centred approaches.
- g. Thrive will maintain confidentiality and privacy when reporting incidents to the Aged Care Quality and Safety Commission and other authorities.

7. Investigating Incidents and Hazards

a. Investigation Process

- i. The Chief Executive Officer or Manager must investigate the incident as soon as reasonably practicable after receiving the Incident Report
- ii. The investigation must use the risk review framework to:
 - o Rate the current or potential risks
 - o Identify corrective measures required
 - o Consult with staff where practicable
- iii. The General Manager must complete the Incident or Hazard Risk Assessment and Actions section of the Incident Report within five business days
- iv. The completed report must be reviewed by the Chief Executive Officer or Chief Operating Officer. They may provide revised actions and assess the effectiveness of hazard controls within five business days.

b. Record Keeping and Confidentiality

- i. Thrive will retain all Incident records for 7 years after the Incident is identified
- ii. Thrive will maintain appropriate controls to protect the privacy and confidentiality of all incident information, including:
 - o Secure storage of personal and sensitive information
 - o Ensuring confidentiality when sharing notifications within Thrive or with external parties such as the NDIS Quality and Safeguards Commission, Aged Care Quality and Safety Commission or police

8. Review of Incidents and Hazards

a. Monthly Review

- i. The WHS Representative must collate all Incident Reports and review them each month to identify trends and develop preventative and risk management strategies
- ii. The Incidents Register must be reviewed and discussed at the bi-monthly management review meeting
- iii. The Incidents Register must be used to inform continuous quality improvement in Community Care

b. Quarterly Review

- i. A de-identified version of the Incidents Register must be used to lead discussions in the quarterly Incident Management Review with:
 - o The Executive Leadership Team
 - o The Continuous Quality Improvement Committee
 - o The WHS Committee

- ii. The quarterly review must assess:
 - Whether the incident could have been prevented
 - What remedial actions are required to prevent recurrence or minimise harm
 - How effectively the incident was managed and resolved
 - What improvements can be made to future incident management and resolution
 - Whether feedback and training are required for team members
 - Whether there are systemic issues in the quality of care provided

9. Notification of Incidents

a. Workers Compensation Notification

- i. Under the Workers Compensation Act 1987 (NSW), Thrive must notify its workers compensation insurer within 48 hours of any Injury that may result in a workers compensation claim

b. Notification to SafeWork NSW and WorkCover

- i. The General Manager must immediately report all serious Injuries and incidents to SafeWork NSW by calling 13 10 50
- ii. Incidents involving a fatality or other serious outcomes must be reported to WorkCover immediately
- iii. The site of the incident must not be disturbed until authorised by the relevant authority
- iv. Serious injuries include, but are not limited to:
 - Medical Treatment within 48 hours of exposure to a substance
 - Immediate hospitalisation as an inpatient
 - Immediate medical Treatment for amputation, serious head or eye injury, scalping, electric shock, spinal Injury, loss of bodily functions or serious laceration
- v. Notification is also required for incidents that expose a person to an immediate health or safety risk, including:
 - Collapse, failure or malfunction of licensed or registered plant
 - Collapse or failure of excavation or shoring
 - Collapse or partial collapse of a building or structure
 - Implosion, explosion or fire
 - Escape, spillage or leakage of any substance, including dangerous goods
 - Fall or release from a height of any plant, substance or object

10. Support, Assistance and Involvement of Any Affected Client

a. Immediate Support

- i. Thrive prioritises the health, safety and wellbeing of clients and team members affected by an incident.
- ii. If the incident poses a life-threatening risk, employees must contact emergency services by dialling 000.
- iii. If the risk is significant but not life-threatening, employees must contact their Manager immediately to determine the appropriate course of action.

b. Client Involvement

- i. Thrive will involve the affected client in all stages of the incident management process, to the extent they feel comfortable. This includes:
 - Initial reporting: Clients may self-report or confirm details of the incident
 - Investigation: Clients may clarify facts and share feedback on the impact of the incident
 - Conclusion: Clients will receive information on how the incident was managed, including who reported it, immediate steps taken, and any procedures or protocols implemented
- ii. Thrive will provide clients with insights from the investigation and outline follow-up actions

c. Follow-Up Action Planning

- i. Thrive will invite clients to provide feedback on:
 - How they were affected by the incident
 - What they believe could have prevented the incident
 - What corrective actions they recommend
 - What support they would like to prevent recurrence
 - How Thrive managed the incident
 - Whether their care plan or Thrive programs, policies or procedures should be changed to improve outcomes
- ii. Thrive will ensure that clients feel comfortable and empowered to participate by:
 - Using appropriate language and communication methods
 - Providing a suitable environment for discussion
 - Offering access to an advocate or support person

Related Business Procedures

1. OM1 – Governing Body Policy
2. OM2 – Delegations Policy
3. OM3 – Organisational Risk Management Policy
4. OM5 – Feedback & Complaints Policy
5. OM7 – Emergency & Disaster Management Policy
6. OM8 – Information Management Policy

Responsible Persons

1. The Chief Executive Officer must:
 - a. Manage and monitor compliance with this policy.
 - b. Support team members competence and compliance with this policy.
2. Management must:
 - a. Manage and monitor compliance with this policy.
 - b. Ensure team members receive appropriate training, supervision and debriefing to comply with this policy.
 - c. Ensure investigations are completed for every incident, injury or near miss reported.
 - d. Lead quarterly Incident Management Review meetings to drive continuous quality improvement.
 - e. Ensure appropriate preventative and corrective actions are identified and completed by the due date.
3. All Thrive team members must comply with this policy.

Definitions

1. **Consent:** Permission given voluntarily by a person with capacity to make decisions, after being provided with all relevant information.
2. **Duty of Care:** The responsibility to take reasonable care and skill to avoid Injury to a person who, it can be reasonably foreseen, might be injured by an act or omission
3. **Hazard:** Something that has the potential to cause Injury, illness or damage.
4. **Incident:** An event that has caused or has the potential to cause Injury, illness or damage.
5. **Incident Register:** The Thrive register which stores all reports regarding Incidents.
6. **Injury** means physical or psychological harm done or sustained.
7. **Medical or Psychological Treatment:** The application of medical Treatment or psychological Treatment to treat and resolve physical or psychological Injury or discomfort.
8. **Near Miss:** An Incident that did not result in an Injury, but under similar circumstances could have done so.
9. **SIRS:** Serious Incident Response Scheme.
10. **SIRS Reportable Incident** means either a Priority 1 Incident or a Priority 2 Incident that has occurred, or is alleged or suspected of having occurred, in connection with the provision of care to a client and the Incident has caused harm, or could reasonably have been expected to have caused harm, to a client.
11. **Team Member:** All Thrive employees, volunteers and subcontractors.
12. **Thrive:** Thrive Care Group Pty Ltd ABN 68 637 232 752, together with each of its subsidiaries.
13. **Unlawful or Inappropriate Sexual Contact:** Any unwelcome or non-consensual physical interaction of a sexual nature, including but not limited to touching, groping, kissing or any other form of physical contact.
14. **Unexpected Death:** A death that is the result of care or services provided by Thrive or a failure by Thrive to provide care and services
15. **Unreasonable Use of Force:** means the application of physical power or coercion that exceeds what is necessary to achieve a lawful objective, considering the circumstances and the level of threat posed.
16. **WHS:** Workplace Health and Safety.

References

1. Aged Care Act 2024 (Cth) and its associated regulations
2. National Disability Insurance Scheme (NDIS) Practice Standards and their associated regulations
3. Workers Compensation Act 1987 (NSW)
4. Work Health and Safety Act 2011 (Cth)
5. Work Health and Safety Regulation 2017 (NSW)

Version Control

Version 1 31 August 2025 New policy creation



Thrive Care Group

Visit: thrivecaregroup.com.au

Email: hello@thrivecaregroup.com.au