

Incident Management Fact Sheet

What is an incident?

An incident is any act, omission, event or circumstance that occurs in connection with the provision of care or services that causes harm to a resident or another person (such as a worker or family member).

A near miss is an incident or potential incident that was averted and did not cause harm, but had the potential to do so.

Incident management requirements

The Aged Care Act 2024 and Aged Care Quality Standards contain requirements for:

- how incidents are to be managed to safeguard individuals and acknowledge, respond to, effectively manage and learn from incidents.
- Reporting some types of incidents to the Aged Care Quality and Safety Commission.

Incident management system

If an incident occurs Eldercare has a robust incident management system that assures an incident is reported and managed appropriately.

The incident management system is designed to enhance the safety, health, well-being and quality of life of our residents; prevent incidents; facilitate open disclosure and the resolution of incidents; and promote continuous improvement.

Eldercare has policies and procedures in place for:

- Roles and responsibilities in relation to incidents including reportable incidents.
- Incident identification, assessment, documenting and reporting including investigations, remedial actions and notification of reportable incidents.
- Involving people affected by an incident in the management and resolution of the incident including providing access to advocates and language services if required.
- Collection and analysis of data to identify incidents, address systemic issues and provide feedback and training to employees. This data informs evaluation and enhancement of incident management practices to improve service quality.

Reportable incidents

Reportable incidents are a subset of incidents that must be reported to the Aged Care Quality and Safety Commission. Reportable incidents are defined as any alleged, suspected, or actual incident involving a resident, related to the following:

- Inappropriate use of restrictive practices
- Neglect
- Psychological or emotional abuse
- Stealing or financial coercion by an employee
- Unexpected death
- Unexplained absence from care
- Unlawful sexual contact or inappropriate sexual conduct
- Unreasonable use of force.