

Accident/ Injury/ Incident/Near Miss Procedure

Expected Outcome

All team members will be aware of the importance and process for reporting accidents, near misses, injuries and incidents.

Definitions:

Accident: undesirable or unfortunate happening that occurs unintentionally and usually results in harm, injury, damage, loss; casualty; mishap e.g. vehicle accident.

Injury: harm or damage that is done or sustained. e.g. injure one's shoulder

Incident: an individual occurrence or event.

Near Miss: narrowly avoided collision or other accident.

Procedure

The most important thing if you are involved in an accident, injury, near miss or incident is to stay calm. By following this procedure, you will be managing a difficult situation in the most responsive and effective manner.

In the event of an accident, injury, or incident:

In a moving vehicle:

1. Safely pull over to the side of the road
2. Turn off your vehicle and turn on your hazard lights.
3. Check to see if anyone is hurt.
4. If there is an injured person, **do not move them** until you take standard first aid measures.
5. Try to help injured persons if you are trained in administering first aid.
6. Call the police if someone is injured or if there is substantial damage to property.
7. Call the STGCT office to advise Transport Coordinator/ Manager/CEO of the accident, injury or incident.

If Police are called:

- Stay at the scene until the police tell you to leave.

If you are not sure about the damage caused and in case of any doubt, still call the police. Leaving the scene of an accident or incident can be illegal so consider your actions before you act.

- When informing the police about the accident, incident or injury, you should tell them about injured people and if possible, how many people are injured. This will allow them to mobilize enough emergency personnel to provide all aid necessary.
- Photograph the scene and damage to all vehicles.

Information that you should collect includes:

1. The names, phones and addresses of all drivers, passengers and witnesses involved in the accident.
2. License plate numbers, driver's licence numbers, Insurance companies of all drivers involved.
3. Registered owners of all vehicles
4. Year, model, make and other relevant information of all vehicles involved.
5. Names and badge numbers of police officers and other emergency personnel.
6. Take notes of what you think happened and caused the accident.

(In your description you should include the location where the accident occurred and if possible, the road conditions, speed limits, traffic control devices, the weather, the lighting).

Try to avoid discussing what happened with anyone else except the police. Limit yourself to only describing facts.

Do not make accusations and do not say that it was your fault.

Even if you think that you are at fault do not admit liability. It is possible that there are unknown factors that played a role. This could make the situation different than what you initially perceive. Comments that you may make could be counterproductive or even used against you later.

Immediately **after** calling the police as above, notify the office of the accident, injury or incident and await further instruction.

If you have or suspect that you have an injury, visit a hospital or a doctor immediately. This will allow you to get proper medical care.

Upon return to the office

Fill out an Accident/Injury/Near Miss/ Incident Report (doc_163) and/or vehicle claim form (doc_308) and submit it to your manager or a member of the management team.

Other non-vehicle related accidents, injuries or near misses:

1. Ensure the client/staff member will not be placed in further danger.
2. Attend to the client/staff member to assess for any injuries or further risks to their health and well-being.

3. Apply first aid if you are trained to do so. Do not move the client/staff member if they are injured and it is safe to leave them in their current location.
4. Call an ambulance on '000' (Triple zero) if the client/staff member requires medical attention.
5. Call the Police on '000' (Triple zero) if the client/staff member requires assistance that others cannot provide, e.g., protection from an aggressive client or member of the public.
6. Advise the office as soon as possible about the incident, injuries or near miss and speak to the Manager, CEO or NDIS Coordinator. The office staff will notify family members or other related parties, e.g., aged care facility. The office staff will ensure steps are taken to support other clients and staff members.
7. Ensure all other clients and staff are safe and comfortable.
8. Record as much information as soon as possible which can be transferred to an Accident/Injury/Near Miss report later.
9. Follow the instructions of emergency personnel.
10. Complete Accident/Injury/Near Miss Report as soon as possible.

Reported Accidents/Incidents/Injuries/Near Misses

All reported accidents/incidents/injuries and near misses are entered in the Quality Management System. The relevant manager has a responsibility to follow up on the report and to investigate the cause, impact and ongoing risk for each report. This will include:

- Reviewing the report
- Interviewing all parties
- Conducting a risk assessment at the location of the accident/incident/injury or near miss
- Discussing with the management team opportunities to mitigate the risk of the accident/incident or injury recurring.
- Investigate any systemic risks which involve a major change to infrastructure, systems or processes.

All reported accidents/incidents/injuries and near misses are reviewed at the management team meeting which includes the CEO, the Manager Consumer Engagement, and the Finance Manager.

All reported accidents/incidents/injuries and near misses are also reviewed by the Finance, Audit and Risk Board Sub-Committee.

All notifiable accidents/ incidents /injuries and serious accidents/ incidents/ injuries are reported to the Board.

All notifiable incidents are reported to the Aged Care and NDS Quality and Safe Quality and Safety Commissions.

At Fault Accidents

Where a driver is the cause of an accident ('driver at fault') or damage to a company vehicle, they will:

- Attend a buddy shift for half a day to a full day with the Transport Coordinator
- Attend training as directed by management

- Be issued with a formal warning if they have caused more than \$2,000 damage to a vehicle.

Documents related to this procedure:

- doc_389 First Aid, Accident Injury & Incident Reporting Procedure
- doc_427 Reporting Notifiable Incidents Policy & Procedure
- doc_152 Health and Safety Policy
- doc_153 Vehicle Use, Management and Safety Policy
- doc_353 Safety Review Checklist
- doc_159 Workplace Health and Safety Policy sign off
- doc_400 Safety Policy
- doc_163 Accident Injury Incident report
- doc_156 Vehicle Breakdowns, Emergencies and Evacuations Procedure
- doc_308 Motor Vehicle Claim Form
- doc_477 NDIS Participant Incident Management Policy and Procedure

Relevant Standards

Aged Care Quality Standards

5. Organisations Service Environment
8. Organisational Governance

NDIS Practice Standards

1. Provider Governance and Operational Management