

Incident and Injury Management Policy

Table of Contents

1. Objective
2. Policy Statement
3. Responsibilities
4. References
5. Authorisation and contacts

Incident and Injury Management Policy

1. Objective

To provide Five Good Friends workers and stakeholders with effective incident and injury management to maintain a safe environment and to correct and prevent incidences or harm. We encourage and value the identification and reporting of incidents and injuries. Incidents and injuries will be managed in a timely, fair and transparent manner and serve to guide improvements in the provision of quality services and to maintain people's health and well-being with no disruption to the provision of Five Good Friends business and services.

2. Policy Statement

Five Good Friends is committed to effective incident and injury management. Five Good Friends will make it easy for people to raise issues and ensure management, staff and sole traders have the skill and resources to effectively raise, action and report incidents and injuries and build a culture of learning and continuous improvement.

An incident is an adverse outcome that occurs as a result of or during the delivery of Five Good Friend services and constitutes a breach of the Home Care Standards. It includes injury to a Member or Helper, significant threat to the health and safety of a Member or Helper, unexpected death of a Member or Helper or an accident or natural disaster which will or is likely to impact or prevent service provision or business continuity.

This Policy states Five Good Friends expectations:

- **Awareness**; all persons understand how to report incidents and injuries and this is promoted as part of onboarding Helpers and Members.
- **Approach**; the community team, managers and directors are accessible, supportive and responsive to persons in relation to incidents and injuries. Our approach is based on early intervention and continuous improvement. All incidents and injuries are accepted, taken seriously and treated respectfully and without delay.
- **Response**; all persons will have the resources and tools to manage incidents and injuries effectively within the scope of their role. The person will be promptly acknowledged and relevant processes and timeframes will be outlined. Injuries occurring in the course of completing Five Good Friends responsibilities will be covered by Five Good Friends insurance and support will be provided to manage any associated insurance claims.
- **Process**; incidents and injuries will be managed equitably, confidentially and in accordance with the associated process. An

appeal can be made if a satisfactory outcome is not achieved.

- All persons are expected to comply with this policy and the associated process.
- Five Good Friends management team are responsible for managing incidents and injuries and identifying and implementing corrective actions and preventative strategies.
- Where appropriate, matters will be reported to external authorities and Five Good Friends will fully cooperate with any external investigations or processes.
- Five Good Friends will adopt learnings from each incident or injury as part of our continuous improvement processes.

3. Responsibilities

Directors and the Head of Care and Member Services are responsible for:

- Ensuring effective incident and injury management
- Appointing key personnel to manage specific issues
- Reporting incidents and injuries, feedback and outcomes to the Board
- Ensuring all Members, all workers and stakeholders know how to raise incidents and report injuries


4. References

4.1 Company Documents

- Work Health and Safety Policy
- Incident and Injury Management Form

5. Authorisation and Contacts

Incident and Injury Management Policy Updated August 2017	
Date adopted: 28.02.17	
Applies to: All Five Good Friends staff, volunteers, contractors, sole traders and others	

Director: Simon Lockyer	Signature: 
Date Authorised: 17.04.17	Next Review Date: 28.02.18
Endorsed by: Head of Care and Member Services	

