

REPORTING POLICY

INTRODUCTION

In accordance with the NOSS Occupational Health and Safety Policy it is vitally important that all employees promptly report any incidents (including accidents or near misses) and potential or existing hazards to NOSS Management. It is also important that any suggestions, complaints or records of conversation are recorded promptly to ensure that appropriate action is taken.

A clear reporting process and early resolution of any issues are essential components of an effective organisation and promote confidence and safety for all stakeholders.

PROCEDURES

1. Reporting

1. All incidents and accidents must be recorded on an Incident Report Form (Attachment 1) and submitted to NOSS Management within 24 hours. All serious incidents must be reported to NOSS Management immediately.

Incidents include:

- accidents (including vehicle accidents)
- seizures, falls and other medical issues
- challenging behaviours
- injury to any person
- uncharacteristic client behaviour
- altercation between clients or crew members
- missing client
- discrimination or harassment
- issues with residential service
- issues in the community

2. All hazards (and near misses) must be recorded on a Hazard Report Form (Attachment 2) and submitted to NOSS Management. Hazards include:

- unsafe equipment
- unsafe environment
- unsafe work practices

3. All complaints about the Service must be recorded on a Complaint Form (Attachment 3) and reported to the General Manager immediately in accordance with the NOSS Complaints Policy. Complaints may be reported by clients, crew members, other Services, members of the public or staff and could include:

- client support issues
- conduct of NOSS employees
- standard of Bluegum work

4. Any allegations of abuse must be reported to the General Manager immediately and recorded on an Abuse Form (Attachment 4) in accordance with the NOSS Complaints Policy. The General Manager will report any allegations of Abuse to the funding body using the appropriate form in accordance with the NOSS Complaints Policy. Abuse may include:
 - physical abuse
 - psychological abuse
 - financial abuse
 - neglect
 - sexual abuse

The NOSS Complaints Policy contains more detailed explanations.

5. Any suggestions for the improvement of the Service are encouraged and should be recorded on a Suggestion Form (Attachment 5) and submitted to NOSS Management or placed in the suggestion boxes at the NOSS office and Bluegum workshop. Suggestions may include:
 - policy improvements
 - ideas for client activities
 - changes to forms or procedures.

Any suggestions regarding possible safety issues should be submitted on a Hazard Report.

6. All Incidents, Hazards and Complaint Forms will be submitted to NOSS Management within 24 hours (by fax if necessary).
7. In accordance with the NOSS Occupational Health and Safety policy, in the event of serious injury or fatality:
 - the NOSS employee will notify firstly medical services (ie Ambulance, doctor) and secondly NOSS Management.
 - the surrounding area must be isolated and remain untouched, except where it is necessary to apply first aid or to prevent further injury to person or damage to property, until the incident has been investigated by the Workplace Standards Authority and the Police.
 - NOSS Management will notify the next of kin, Board of Governance, the Workplace Standards Authority and the relevant funding body.
8. A Workers Compensation Claim Form should be completed and submitted to Management for any accident or incident where an employee is injured. Failure to report accidents may prejudice Workers Compensation.

2. Processing of Complaints

1. Upon receipt of any Complaint, the General Manager will:
 - record any immediate action taken, further action required and expected completion time
 - ensure that the Complaint is entered on to the Quality Assurance Database (QAD)
2. The General Manager will investigate and resolve any Complaints within the nominated completion time in accordance with the NOSS Complaints Policy.

3. Processing of Incidents, Hazards and Suggestions

1. Upon receipt of any Incident, the Community Access Manager or Workcrew Manager will:
 - ensure that the Incident is entered on QAD
 - record any immediate action taken, further action required and expected completion time
2. Incident Reports will be investigated and resolved within the nominated completion time.
3. Review meetings will be held fortnightly between:
 - General Manager and Community Access Manager
 - General Manager and Workcrew Manager

to review all active Incidents, Hazards or Suggestions.

The Occupational Health and Safety Representative will review all employee and safety related Incident and Hazard Reports.

4. When action has been completed, the Report will be returned to the Administrative Officer to record action taken on QAD and file.

4. Investigations

1. If necessary, an investigation will be carried out by the NOSS Community Access Manager or the Workcrew Manager in conjunction with the General Manager to identify the underlying causes of the accident or incident.
2. Investigations will be recorded on the Incident Report with interviews recorded on attached Records of Conversation (Attachment 6).
3. Recommendations for appropriate action will be made (including time lines and review date).
4. Relevant stakeholders will be informed of the outcome of any investigation.

5. Reporting Flow Chart



