

## **HCS INCIDENT & ALLEGATION PROCESS**

### **(1) IDENTIFICATION**

- The worker/employee identifies that a behaviour or action is considered an incident.

### **(2) IMMEDIATE ACTION(S)**

- The worker / employee takes immediate action(s) to mitigate the harmful consequences of the incident.

### **(3) ASSESSMENT**

- TIER METHOD must be used to prioritise all notifications (Tier 1, Tier 2, Tier 3).
- Notify Team Leader and CEO within 24 hours.
- Notification of Incidents must be made within the required timeframes by NDIS Commission. Follow Emergency Protocol & Poisons Hotline.

### **(4) INVESTIGATE**

- All Tier 1 incidents require HCS investigation upon CEO approval.

### **(5) RECORD**

- Completing the incident report.
- Completing the Incident & Allegation Register.
- Completing other necessary external reports.
- Completing an investigation report (upon CEO approval).

### **(6) REPORT**

- Both internal and external reports must be in writing and recorded in the database within a 24 hours timeframe.

### **(7) RESOLVE**

- Implementation of recommendations documented in action plans as approved by CEO.

### **(8) EVALUATE & REVIEW**

- CEO delegate officer is responsible for monitoring and evaluating notifications in the incident management system at the organisational level.