CORNERSTONE Housing Ltd

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# Incident Management Policy

## Summary

This policy aims to guide a uniform method in handling and examining incidents, guaranteeing that Cornerstone Housing Ltd (Cornerstone) adheres to legal and contractual requirements concerning incident management.

## Purpose

The purpose of this policy is to provide guidance on handling incidents, encompassing the delivery of suitable feedback to tenants, families, and support groups, as well as disseminating insights gained to avert future adverse events.

This policy outlines a framework for incident management designed to empower all staff to act efficiently.

## Governing Principles

- **Transparency**: incidents are openly reported and recognised without fear of unwarranted blame. Tenants and their families or support persons will receive an apology, when necessary, along with explanations about what went wrong and the reasons behind it.
- **Education**: the system encourages learning from errors and systematically applies methods of improvement to do so.
- **Commitment to Act**: there is a clear commitment to addressing and fixing issues, with responsibilities for doing so being clearly defined and explicitly assigned.
- **Accountability**: it's made clear where the boundaries of individual accountability lie; individuals are aware of the instances where they might be held responsible for their actions.
- **Fairness**: all individuals are treated fairly.
- **Strategic Prioritisation of Action**: efforts to solve issues are strategically prioritised, with resources allocated to areas where they can lead to the most significant improvements.
- **Emphasis on Collaboration and Communication**: the importance of working together is acknowledged as a crucial element in preventing failures within the system, promoted through an environment of trust and mutual respect.

## Responsibilities

### Staff are responsible for

- Notifying all incidents
- Participating or commencing in the open disclosure process as appropriate
- Participating in the investigation of incidents as required
- Participating in the implementation of recommendations arising from the investigation of incidents
- Encouraging colleagues to notify incidents that have been identified.

### Executive Team are responsible for

- Ensuring an effective incident management system is in place for investigating and actioning recommendations from all incidents
- Referring all incidents to the General Manager for review
- Conducting a detailed investigation of incidents

- Providing a report on the key findings of the investigation
- Taking action to ensure appropriate incident management and preventing a recurrence of incidents
- Ensuring practices that support staff and encouraging an environment where incident notification and active management of incidents is fostered.

### General Manager is responsible for

- Reviewing incidents and investigation reports
- Providing advice to the Chief Executive Officer in response to specific queries about incident management, and in response to the analysis of incidents
- Providing advice and a regular report to the Chief Executive Officer on issues, trends and lessons learnt from incident management
- Identifying education needs emerging from incident management.

### Chief Executive Officer is responsible for

- Ensuring that the Incident Management system is implemented and reviewed
- Ensuring that the South Australian Housing Authority is notified of critical client incidents
- Ensuring that the NDIS Quality and Safeguards Commission are notified of any reportable incidents
- The provision of a report to the Board, which provides quantitative information on the number of incidents and includes information on strategies to address issues and trends
- Ensuring that tenants, families, and support organisations are provided with information as appropriate
- Providing advice to the Board on issues of public concern and media or public attention

### The Board is responsible for

- Reviewing advice from the Chief Executive Officer on issues and trends in relation to incident management
- Ensuring that the Incident Management Policy is implemented and reviewed.

## Incident Support and Assistance

In cases where an incident impacts an individual with a disability, an evaluation will be conducted to determine the most effective way to offer support and assistance. Cornerstone will work with the person with a disability to establish communication with a chosen contact, such as a family member, caregiver, or advocate, including an independent advocate.

Should the individual with a disability opt for an independent advocacy service, Cornerstone will supply information about specific advocacy organisations. Upon request, Cornerstone will also facilitate communication with the selected organisation on behalf of the individual with a disability.

- Independent Advocacy SA
  1800 999 884 | indepedentadvocacysa.org.au
- Advocacy for disability access and inclusion
  1800 856 884 | advocacyfordisability.org.au
- Disability Rights Advocacy Service
  08 8351 1900 | dras.com.au
- Brain Injury SA | 08 8217 7600
  braininjurysa.com.au

## Critical Client Incidents

Critical client incidents are events that happen at or in relation to a property managed by Cornerstone and have caused or are likely to cause a serious negative impact on the health, safety or well-being of a tenant or any person present at the property. Critical client incidents are required to be reported to the South Australian Housing Authority.

Community housing tenants include children, young people, and adults in a range of settings, with various needs and abilities, and there are clear expectations that tenants are to be protected, and critical incidents are consistently and properly identified, reported, responded to, managed, and monitored.

Cornerstone must ensure that:

- the safety and well-being of their tenants is of the highest importance in the event of an incident
- critical client incidents are accurately identified
- critical client incidents are promptly reported to South Australian Housing Authority
- critical client incidents are addressed swiftly, effectively, and consistently
- every member of staff is aware of their duties following a critical client incident

## Related Documents

- Incident Management Process (MANX010-01)
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS Code of Conduct
- NDIS Practice Standards
- Master Community Housing Agreement

## Document Information

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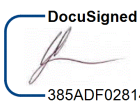
| **Signed** | DocuSigned by:<br>  <br>385ADF028145424... |
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