



Managing an incident



To assist you with meeting your incident management obligations, the Aged Care Quality and Safety Commission has developed a range of resources for aged care providers.

This tool is designed to accompany those resources, providing you with a list of considerations when managing an incident. You may wish to use this list or make modifications and add items as you develop tailored resources for your service’s settings.

1. What specific actions have been taken to ensure the health, safety and wellbeing of the consumer(s) involved?

Questions to think about	Yes	No	Details
1. Did the consumer require physical or psychological treatment? If yes, follow protocols for reporting to the Aged Care Quality and Safety Commission			
2. Have you assessed immediate risks to other consumers affected or who could have been affected by the incident?			
3. Are there any immediate or planned changes to the duties or supervision necessary for workers involved in the incident?			
4. Was the consumer’s representative (ensuring appropriate consent and confidentiality arrangements are observed) contacted immediately regarding the incident? For example, to discuss and review support needs or to be involved in the management and resolution of the incident.			
5. Does this incident need to be reported to any external authority? For example, the police, coroner or AHPRA (Australian Health Practitioner Regulation Agency)?			

2. What specific actions have been taken to manage or minimise the risk of recurrence of this or a similar incident in future?

Questions to think about	Yes	No	Details
1. Has the incident been well documented including review points, solutions, and results?			
2. Have you taken, or do you plan to take, actions to identify the cause of the incident (for example; assessments, root cause analysis, internal/external investigation, other methods)?			
3. Have you determined whether the incident could have been prevented or caused less harm? Is there an outcome of that assessment?			
4. Have you have used the outcome of any incident assessment, analysis or investigation to identify/ implement actions to improve the health, safety, wellbeing and quality of life of all consumers?			
5. Have further actions been proposed in response to the incident in terms of disclosures or consultations with family or substitute decision makers?			
6. Have actions have been taken or are being taken to reduce the occurrence of a similar incident in the future?			
7. Have preventative measures, including remedial actions been put in place to identify and manage similar risks? For example, details on planned updates to your service’s processes and procedures to ensure the risk of re-occurrence of this or a similar incident, including near misses, in the future is minimised.			
8. Are assessment or planning changes necessary? For example, development or update to a risk management plan for the affected consumer and subject of the allegation - if also a consumer.			

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9. Can you describe how you are embedding changes within your service and how you are measuring the effectiveness of the changes?			
10. Are there observable differences that the Commission, consumers, family members and workers can see as a result of changes made?			
11. Can you describe how you have 'closed the loop' by analysing any incident trends to identify and address any systemic issues?			

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