



Incident Management Systems – policies and procedures work tool



Your service must develop incident management policies and procedures as part of your Incident Management System (IMS). Every service has different ways of organising and naming these.

If you are not that familiar with incident management, or would like to refresh yourself on the requirements before completing this work tool, review the [Effective incident management system checklist](#) for a detailed list of IMS requirements.

This tool will help you to keep track of your service’s policies, by helping you to understand where to find key incident management information in your service. If you cannot find a policy or procedure that answers one of the questions listed below, you should speak with your manager about it.

Responding to an incident at your service

Questions to ask	Which Policy / Procedure contains this information?
In the position I have, what is my role in incident management?	
What I need to do to respond to an incident?	
Who should I notify when a reportable incident happens during the day, and how do I contact them?	
Who should I notify when a reportable incident happens at night, on weekends or holidays, and how do I contact them?	
When should I get help from a Registered Nurse, doctor, or an ambulance?	
When should I contact the police?	

Responding to an incident at your service

Questions to ask	Which Policy / Procedure contains this information?
In my service, who needs to complete formal reporting in the IMS?	
<p>(where applicable) How do I report an incident in my IMS, including:</p> <ul style="list-style-type: none"> • where to create a record • how much detail is needed • how soon after the incident does the report need to be submitted? 	
Who is responsible for contacting consumer representatives or families?	
How do I contact consumer representatives or families (if you are responsible)?	
Where required, who is responsible for notifying the Aged Care Quality and Safety Commission about reportable incidents?	
How do I notify the Aged Care Quality and Safety Commission about reportable incidents (if you are responsible)?	
<p>Who is responsible for notifying other government bodies about incidents?</p> <p>Including:</p> <ul style="list-style-type: none"> • Australian Health Practitioner Regulation Agency (AHPRA) • State and territory health departments • National Disability Insurance Scheme (NDIS) Quality & Safeguards Commission (for NDIS recipients) 	
How do I notify other government bodies about incidents (if you are responsible)?	

Responding to an incident at your service

Questions to ask	Which Policy / Procedure contains this information?
What are the criteria for an internal investigation taking place after an incident?	
What is my role in an internal investigation?	

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Write

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