

BLIND FREDDY ELECTRIC BIKES

PROCESS – Management of workplace incidents

Document control	Primary purpose		To manage incidents	
Version number	V1.0	12-Nov-2019	Initial version	Initial process document to record incidents
	V1.1	19-Apr-2020	Updated version	Incidents listed by category to improve the recording and management of incidents based on operational knowledge and experience
	V1.2	01-May-2020	Edited version	Improving incident management

1. OVERVIEW AND PURPOSE

The health, safety and wellbeing of each person who interacts with Blind Freddy Electric Bikes are of paramount importance, however, Blind Freddy Electric Bikes recognises that despite safe work practices incidents can still occur. Blind Freddy Electric Bikes will treat all incidents seriously and take a developmental, preventative and corrective approach in its management of incidents. Blind Freddy Electric Bikes will maintain an effective incident management system which complies with the requirements under the National Disability Insurance Scheme [Incident Management and Reportable Incidents Rules 2018](#) and [Work Health and Safety Act 2011](#) and [Work Health and Safety Regulations 2011](#).

This process outlines the steps required by all employees in identifying and recording incidents as they occur in the workplace. The intention is for the register which is generated at part of the process to become a live tool in the active management of incidents and any risks associated with those incidents which provides a tool for ongoing process improvement for our business. Blind Freddy Electric Bikes seeks to take lessons learnt from incidents to build a safer, more robust and structured workplace for all.

Incidents will be categorised to assist with mapping patterns and systematic issues which need to be addressed. Broadly, incidents are grouped into the following categories:

- (a) Equipment
- (b) Customers
- (c) Resources
- (d) Supply chain
- (e) Other incidents

Blind Freddy Electric Bikes will ensure that staff receive appropriate information and training as to the company’s incident management procedures.

Additional information which may be relevant to Incident Procedures can be found in Blind Freddy Electric Bikes’ Risk Management Policy.

2. INCIDENT MANAGEMENT

Blind Freddy Electric Bikes will:

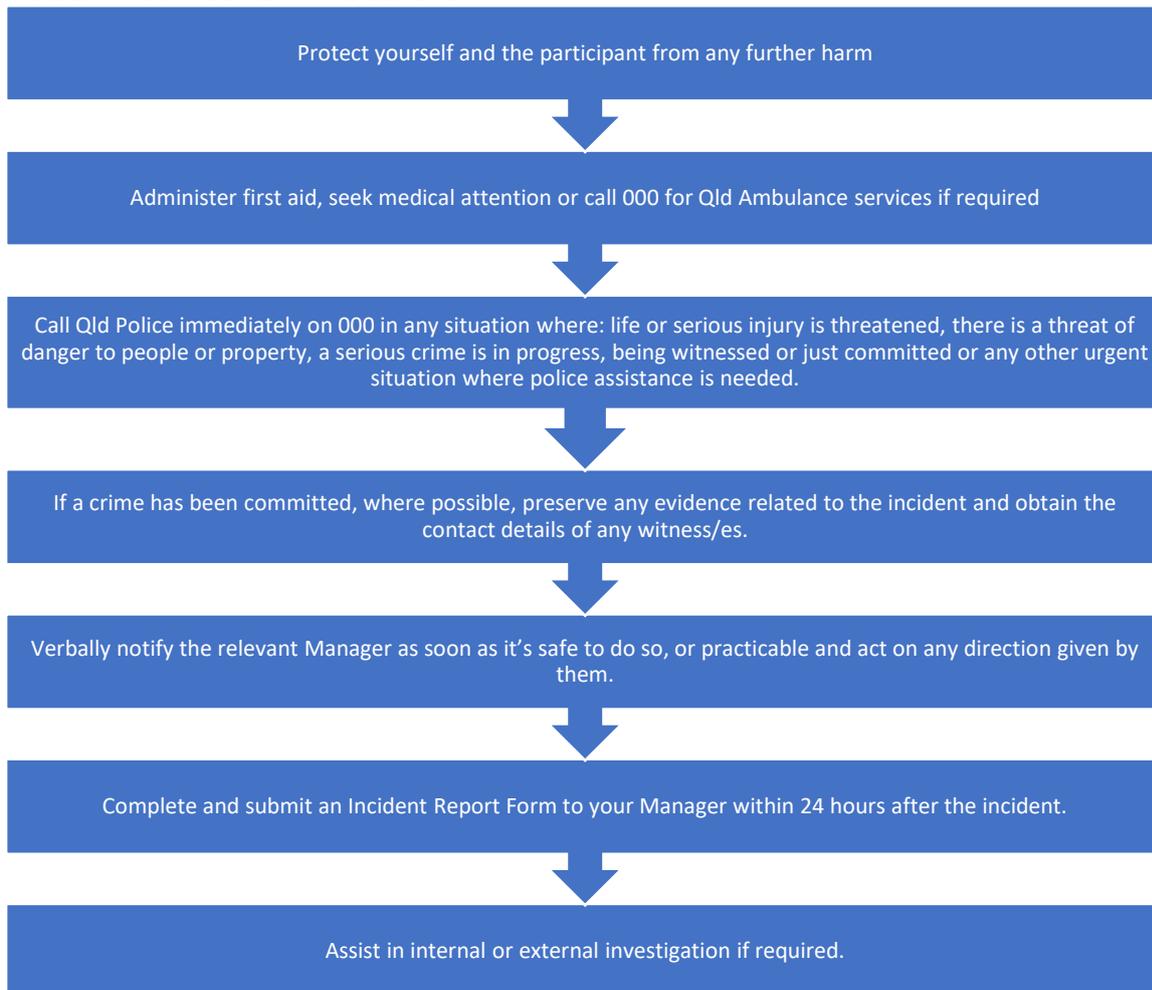
1. Ensure all incidents are:
 - identified, recorded, managed and reported in accordance with Incident Management and Reportable Incidents Rules 2018 and/or other relevant bodies or agencies;
 - assessed to determine corrective and/or harm minimisation strategies;
 - investigated, where necessary;
 - followed up in a timely manner to ensure satisfactory outcomes are achieved.
2. Ensure its workers are trained in and comply with Blind Freddy Electric Bikes' incident management and reporting policies, procedures and processes;
3. Provide the customer or participant involved in an incident with information and support through Blind Freddy Electric Bikes' incident management system, including access to advocacy and communication in a mode and manner the participant can understand when required;
4. Protect the privacy and dignity of anyone involved in an incident;
5. nominate employees with the appropriate skills to carry out the role of Reportable Incident Authorised Approvers and Authorised Reportable Incidents notifiers;
6. Notify the relevant external agency in the event of a reportable incident using the particular agency's reporting, definitions system and timelines (see Appendix A: Reportable Incidents Definitions and Contacts);
7. Identify and implement any continuous improvement strategies arising from incident management by routinely reviewing all Incident Forms/Reports and the actions undertaken by Blind Freddy Electric Bikes to determine the effectiveness of the response;
8. Record all improvements on the Continuous Improvement Register and action as per the continuous improvement plan (under development);
9. Record reportable incidents in Blind Freddy Electric Bikes' Incident Management Register.

3. PROVIDING SUPPORT FOLLOWING AN INCIDENT

Depending on the nature of the incident the relevant Manager/Supervisor will provide support/debriefing following an incident, including:

1. assisting workers with the preparation and completion of an incident report, if required;
2. assisting the person involved to make a formal complaint to Blind Freddy Electric Bikes or the relevant external agency about the incident if required;
3. assisting the person involved to access an advocate to support them or act on their behalf to make a complaint; assisting the person involved with referral to, or information about specialist support organisations if required;
4. providing the person involved with a copy of Blind Freddy Electric Bikes' Incident Management Policy if requested or required; and
5. involving the person generally in the management and resolution of the incident.

4. INCIDENT MANAGEMENT PROCEDURE



5. INCIDENT REGISTER

This will capture the date, time and location of each incident, and record who and what was impacted by the incident and the actions required to reduce the likelihood of the incident recurring. The register will also capture relevant further information.

Management at Blind Freddy Electric Bikes review the incident register on a regular basis (at least quarterly) and ensure that the identified actions become operational and any behavioural change is enacted. Where the identified risk associated with an incident is rated above low, further risk related mitigation is likely.

The process is considered appropriate for the size of the organisation and the owners have as strong vested interest in the continual recording, identification, management and mitigation of all risks. Individual strategies for the management of incidents are described in the register and these are continually updated based on experience, knowledge and exposure and our internal procedures and processes are modified to mitigate the risk of further incidents.

6. REPORTABLE INCIDENTS

Blind Freddy Electric Bikes will comply with the legal requirement to notify the following incidents to the NDIS Commission, as per the National Disability Insurance Scheme (Incident Management & Reportable Incidents) Rules 2018:

1. Death of a person with disability
2. Serious injury of a person with disability
3. Abuse or neglect of a person with disability
4. Unlawful sexual or physical contact with, or assault of, a person with disability

5. Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity.

7. POLICY REVIEW

This policy is due for review on 01 May 2021.

Last updated 1st May 2020.

Appendix A: Reportable Incidents Definitions and Contacts

'Incident'

Blind Freddy Electric Bikes adopts the definition of 'incidents' in section 9 of the National Disability Insurance Scheme (Incident Management & Reportable Incidents) Rules 2018, which is:

1. Acts, omissions, events or circumstances that:
 - a. Occur in connection with providing supports or services to a person with disability; and
 - b. Have, or could have, caused harm to the person with disability.
2. Acts by a person with disability that:
 - a. Occur in connection with providing supports or services to the person with disability; and
 - b. Have caused serious harm, or a risk of serious harm, to another person.
3. Reportable incidents that are alleged to have occurred in connection with providing supports or services to a person with disability.

Notifiable Data Breaches

Office of the Australian Information Commissioner

An eligible data breach occurs when the following criteria are met:

There is unauthorised access to or disclosure of personal information held by an organisation or agency (or information is lost in circumstances where unauthorised access or disclosure is likely to occur).

This is likely to result in serious harm to any of the individuals to whom the information relates.

The organisation or agency has been unable to prevent the likely risk of serious harm with remedial action.

Information on the Notifiable Data Breaches Scheme can be found here: <https://www.oaic.gov.au/privacy-law/privacy-act/notifiable-data-breaches-scheme>

The online [Notifiable Data Breach Form](#)

NDIS Reportable Incidents

The incident must be defined as a reportable incident in section 73Z(4) of the Act and section 16 of the NDIS (Incident Management and Reportable Incidents) Rules 2018.

The incident must have occurred or be alleged to have occurred in connection with the provision of supports or services you're providing:

Subsection 73Z(4) of the NDIS Act states that a reportable incident means:

- the death of a person with disability; or
- serious injury of a person with disability; or
- abuse or neglect of a person with disability; or
- unlawful sexual or physical contact with, or assault of, a person with disability; or
- sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity; or
- the use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person.

<https://www.ndiscommission.gov.au/sites/default/files/documents/2019-06/detailed-guidance-incident-management-systems-detailed-guidance-regi.pdf>

<https://www.ndiscommission.gov.au/providers/incident-management-and-reportable-incidents>

[Online Reportable Incident Immediate Notification Form](#)

After an immediate notification is submitted, providers have 5 business days to provide the NDIS Commission with further details about the incident.

Any unauthorised use of restrictive practices must be notified to the NDIS Commission within 5 days by completing the [Online Reportable Incident 5 day Notification Form](#)

Work Health and Safety Incidents

The Work Health and Safety Act 2011 and the Safety in Recreational Water Activities Act 2011 set out that a serious injury or illness of a person is:

- an injury or illness requiring the person to have
 - immediate treatment as an in-patient in a hospital
 - immediate treatment for:
 - the amputation of any part of his or her body
 - a serious head injury
 - a serious eye injury
 - a serious burn
 - the separation of his or her skin from an underlying tissue (such as degloving or scalping)
 - a spinal injury
 - the loss of a bodily function
 - serious lacerations
- medical treatment (treatment by a doctor) within 48 hours of exposure to a substance
- any infection to which the carrying out of work is a significant contributing factor, including any infection that is reliably attributable to carrying out work
 - with micro-organisms
 - that involves providing treatment or care to a person

What is a dangerous incident?

A dangerous incident is an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- electric shock
- the fall or release from a height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations
- the collapse or partial collapse of a structure
- any other event prescribed under a regulation but does not include an incident of a prescribed kind.

Notification must be by the fastest possible means.

During business hours - 8 am to 5 pm, Monday to Friday (excluding public holidays) - you can notify WHSQ by one of the following options:

- phone 1300 362 128
- complete and submit the [online incident notification form](#)
- fax the completed incident notification form to facsimile number (07) 3874 7700
- email the completed incident notification form to whsq.aaa@oir.qld.gov.au.

Outside of business hours:

phone the WHS Infoline on 1300 362 128 to be connected to WHSQ's after-hours messaging service.

Appendix B: References

Blind Freddy Electric Bikes considered these pieces of legislation in the formulation of this incident management process:

- [Australian Consumer Law](#)
- [Coroners Act 2003 \(QLD\)](#)
- [Disability Services Act 2006](#)
- [Disability Services Regulations 2017](#)
- [Electrical Safety Act 2002](#)
- [National Disability Insurance Scheme \(Incident Management & Reportable Incidents\) Rules 2018](#)
- [National Disability Services Scheme - NDIS Quality and Safeguarding Framework 2018](#)
- [National Disability Insurance Scheme \(Practice Standards—Worker Screening\) Rules 2018](#)
- [Workers' Compensation and Rehabilitation Act 2014 \(Qld\)](#)
- [Workers' Compensation and Rehabilitation Regulation 2003 \(Qld\)](#)
- [Work Health and Safety Act 2011.](#)
- [Work Health and Safety Regulation 2011](#)