

Incident Management Policy Statement

Incident Management

Information for Associated Providers

Churches of Christ in Queensland (COFC) is committed to ensuring that all incidents are managed effectively to protect the safety, wellbeing and rights of people receiving aged care.

This statement outlines how incidents are managed and the expectations of Associated Providers delivering services on behalf of, or in partnership with, COFC.

Our Commitment

COFC is committed to a consistent, transparent and person-centred approach to incident management.

Incidents are managed to:

- Ensure the immediate safety and wellbeing of all affected individuals
- Identify, assess and respond to risks
- Prevent incidents from happening again
- Support learning and continuous improvement

Incident management is a key part of risk management, safety and quality care delivery.

What Is an Incident?

An incident is any event or circumstance that:

- Has caused harm, or
- Could reasonably be expected to cause harm

This includes:

- Injuries or accidents
- Abuse, neglect or exploitation
- Near misses
- Unsafe environments or practices
- Events affecting service delivery or wellbeing

Incidents can relate to individuals, staff, visitors or the organisation more broadly.

Reporting Incidents

All incidents must be reported promptly and accurately.

Associated Providers must:

- Take immediate action to ensure safety
- Report incidents to COFC through agreed reporting pathways
- Provide clear and accurate information
- Escalate serious or urgent risks immediately

COFC manages incidents through a centralised Incident Management System (IMS) to ensure consistent reporting, monitoring and response.

Serious Incidents and Regulatory Reporting

Some incidents must be reported to external authorities in line with the Aged Care Act 2024 and Aged Care Rules 2025, including under the Serious Incident Response Scheme (SIRS).

These may include:

- Abuse, neglect or mistreatment
- Unlawful sexual contact or inappropriate behaviour
- Unreasonable use of force
- Unexpected death
- Missing persons or unexplained absence
- Restrictive practices used inappropriately

Associated Providers must:

- Immediately notify COFC of any serious or reportable incident
- Cooperate fully with investigations and reporting obligations

COFC ensures compliance with all legal and regulatory reporting requirements.

How Incidents Are Managed

COFC follows a structured process to manage incidents:

- Immediate response – ensure safety and provide support
- Notification and reporting – record the incident and escalate as required
- Assessment – determine severity and level of risk
- Investigation – identify what happened and why

- Action – implement corrective and preventative measures
- Review and learning – improve systems and prevent recurrence

Serious incidents may require Root Cause Analysis (RCA) to identify underlying causes and improve care and systems.

Person-Centred Approach and Open Disclosure

Incident management at COFC is person-centred.

Where appropriate:

- Individuals and their families or supporters are informed about incidents
- Open communication is encouraged
- Apologies or expressions of regret are provided
- Ongoing care and support are discussed

This approach aligns with the Australian Open Disclosure Framework and supports transparency and trust.

Rights and Protections

Under the Aged Care Act 2024, individuals have the right to:

- Be safe and receive free from harm
- Be informed about incidents affecting them
- Be involved in decisions about their care
- Raise concerns without fear of disadvantage

COFC ensures that:

- No person is disadvantaged for reporting an incident
- Procedural fairness is applied when managing incidents
- Confidentiality and privacy are maintained

Role of COFC and Associated Providers

Incident management is a shared responsibility. COFC provides governance, systems, oversight and regulatory reporting

Associated Providers must:

- Identify and report incidents
- Respond appropriately to immediate risks

- Maintain accurate records
- Cooperate with investigations and improvement actions

Together, COFC and Associated Providers ensure incidents are managed safely, effectively and transparently.

Continuous Improvement

COFC uses incident data to:

- Identify trends and risks
- Improve systems and practices
- Strengthen safety and quality of care

Associated Providers are expected to support a culture of learning and continuous improvement.