

INCIDENTS

Altaira promotes a 'Just and Fair' approach to incident management. This means that we recognise that it is vastly more important to identify the hazards and threats to safety, than to identify and punish an individual for a mistake.

1. Report all incidents using the facility's Incident Report.
2. Document the incident in the progress notes.
3. Hand over the details of the incident to oncoming staff.
4. Report to the site manager (or on call senior staff member) if you believe the incident is serious - even if it is out of hours. Examples of serious incidents may include but are not limited to:

- Any missing or absconded resident
- Any equipment fault (electronic or mechanical) where resident safety is placed at risk (refer to testing of electronic and mechanical security devices procedure).
- Resident incident requiring hospitalisation
- Unexpected death of a resident.
- Any serious complaint by resident, family member or staff member
- Inability to adequately staff site.
- Any request for additional staff/hours/resources, including overtime
- Staff misconduct
- Staff incidents which result in a loss of hours worked.

5. Mandatory reporting incidents i.e. suspected or actual abuse and unexplained absence from a facility where the police are called must also be reported to Altaira as soon as possible *24 hours* (8344 6400). This allows Altaira to follow up with the facility to ensure you are protected.

6. Medication incidents must also be reported to Altaira's Clinical Operations Manager as soon as possible *within working hours* (8344 6400).

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