

Incident Management Policy

What is this policy?

At Bloom Healthcare, we want everyone to feel safe, respected, and well cared for.

Sometimes, things go wrong. This is called an incident.

This policy explains:

- What an incident is
- What happens when something goes wrong
- Who reports the incident
- How we respond and keep people safe
- What rules we follow

What is an incident?

An incident is something that:

- Happens while we are providing services
- Hurts or could hurt a person
- Makes someone feel unsafe
- Breaks someone's privacy
- Involves abuse, neglect, or bad behaviour
- Includes breaking the law (like theft or assault)

Examples of serious incidents

These types of incidents must be reported:

- Someone is badly hurt
- Someone dies
- Someone is abused or neglected
- Someone is touched or treated in a sexual or unsafe way
- A restrictive practice is used without a proper plan
- Personal information is lost or shared without permission
- A crime is committed
- A worker is hurt while working

Who is this for?

This policy is for:

- All Bloom Healthcare staff
- All contractors and managers

Everyone must report incidents right away.

Why is this important?

We want to:

- Act fast to keep people safe
- Be open and fair when something goes wrong
- Fix problems and improve our services
- Keep good records and follow the law
- Support people's rights and dignity

What happens when an incident occurs?

1. Staff report it to their manager using our online system
2. The manager checks if it needs to be reported to the NDIS Commission or other authorities
3. Support is given to the participant (e.g. first aid, emotional care)
4. If it's serious, we investigate what happened
5. We keep all records safe and private

If abuse is reported

If someone says they have been abused by a Bloom worker:

- We take it seriously
- We listen carefully and write down what happened
- We call the police if it's a serious crime
- We protect the person and keep them safe
- We may report to child protection if a child is involved
- The person being accused may be removed while we investigate
- We follow up and let everyone know the outcome
- We offer counselling and support if needed

Training

All Bloom workers:

- Learn what to do if something goes wrong
- Get training on safety, child protection, and respectful behaviour
- Are watched and supported while they learn the rules
- Are told clearly what behaviour is okay — and what is not

What if a worker breaks the rules?

If a worker breaks this policy, Bloom may:

- Give them training
- Give a warning
- Suspend them from work
- Report them to the NDIS Commission, police, or other authorities
- End their employment

Keeping it private

All incident reports are:

- Written down carefully
- Kept private
- Shared only with the right people

We follow our Privacy Policy.

<https://bloom-healthcare.com.au/privacy-policy/>

Keeping records

We keep clear records about:

- What happened
- What we did to help
- Any follow-up actions

We also follow our rules for:

- Feedback and complaints
- Risk management

Reviewing this policy

We check this policy:

- After serious incidents
- Every year
- When laws or rules change

We update the policy to make sure it stays clear and useful.

Monitoring

Bloom Healthcare tracks:

- How many incidents happen
- What actions were taken
- What we can do better

Managers are in charge of reviewing the data and making improvements.

If you need help

If you need help understanding this policy or want to talk to someone about safety, please contact us. We are here to help.