



Cherished Minds

Child & Adolescent Psychology

INCIDENT MANAGAMENT

What is an incident?

An incident is any event when a client or worker could have caused an injury, illness or damage to themselves, others or property while engaged in services with Cherished Minds services.

How is an incident report lodged?

- Inform staff member by phone, verbal request or email of incident.
- Staff member will fill out incident report form.

How will Cherished Minds respond to Incidents?

- First Aid officers will respond to the incident/accident
- All incidents will be recorded on the incident report form and acknowledged within 5 working days.
- The Director will respond to clients by phone regarding the incident.
- A copy of the incident report will be given to client upon request.
- All serious incidents will be referred to the NDIS Commission or appropriate service within 24 hours.
- A risk assessment will be performed by staff at Cherished Minds.
- Incident Management Register to be maintained.

What happens when customer is not satisfied with incident handling process?

The Director will refer the complaint to the appropriate service or NDIS Commission for review and the complainant will be given an amended timeframe of resolution.