



Reportable Incident, Accident and Emergency policy

MAVERICK SUPPORTS

(ABN 65 674 503 274)

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1. Purpose

Maverick Supports is committed to fostering a safe and effective environment for participants, staff, and visitors, while maintaining robust and viable business operations. Our objective is to:

- Support informed decision-making aligned with our mission and vision.
- Ensure a consistent and effective approach to risk and incident management.
- Formalize our commitment to risk management principles and integrate them into all areas of our operations.
- Encourage a risk-aware culture, viewing risk management as a positive attribute of decision-making.
- Align planning, quality, and risk management systems across all operations.
- Implement strong corporate governance practices to manage risk while fostering innovation and development.
- Comply with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.

2. Scope

Risk management and incident reporting are integral to all aspects of our operations, including service delivery and corporate governance. Responsibility for risk management and incident reporting extends to all staff members and organizational areas. The Director is responsible for conducting risk management analyses and implementing appropriate measures. All staff members are tasked with ensuring the safety of participants and reporting incidents according to this policy.

3. Policy

Maverick Supports acknowledges the critical importance of effective risk and incident management. We recognize potential risks and incidents that may impact our objectives and operations. Specifically, risks may arise from:

- Absence of a well-functioning governance structure.
- Inadequate management plans, policies, and processes.
- Unclear staff roles and responsibilities.
- Lack of participant consent forms or waivers.
- Unsafe equipment or facilities.
- Incomplete implementation of a comprehensive risk management plan.
- Inappropriate financial management affecting sustainability and cash flow.
- Inadequate or unsuitable insurance.
- Insufficient evaluation of operations.

We are dedicated to minimizing risk and preventing incidents through:

- Developing participant-centered plans, providing staff training, and conducting assessments and reviews.
- Immediate management and prioritization of incidents, accidents, and emergencies, ensuring appropriate investigation and resolution.
- Identifying opportunities for improving participant support quality by integrating incident management with our risk and quality management systems.

4. Definition

Risk: The possibility of an event or condition impacting the achievement of the service’s objectives. Risks involve potential constraints, failures, obstacles, and losses, which may be positive or negative, and are measured by their consequences.

5. Terminology

Term	Definition
Risk	The possibility of something occurring that will impact the service’s objectives, measured by potential outcomes.
Incident	Acts, omissions, events, or circumstances that occur in connection with the provision of supports or services and may cause harm to a person with a disability.

Participants will be provided information in Easy Read format as required.

This policy ensures a systematic approach to risk management and incident handling, supporting our commitment to safety, compliance, and continuous improvement.

Version	Approved	Date
Draft	Melanie Bryson	1/9/24
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