



Fact sheet 2: Supervisor incident response

Members of the management team, including team leaders, SIL managers, and business unit managers are accountable for the services their teams and support workers provide and must have systems in place for managing this.

Supporting an immediate response

Your staff member is expected to contact you as soon as it's safe to do so. This means you will be supporting the immediate response to an incident. Supervisors are responsible for;

- Supporting staff to attend to the immediate needs of the participant.
- Supporting staff to ensure everyone is safe.
- Discussing with the staff member, and managing the notification of any appropriate support people (informal, formal, internal and external).
- Managing any immediate actions that need to occur (follow up care i.e. doctors appointment, seeking authorisation for medication outside of the MRTS in response to immediate need, property damage notification and repair).
- Supporting the needs of the staff member, including a debrief, staff incident report, or referral to EAP.
- Monitoring to ensure the incident report is submitted as soon as it's safe to do so (within 24 hours of the incident occurring).

Post incident response

Once the immediate needs have been met, and the staff member has been supported to submit their incident report. Supervisors will support the post incident response by;

- Completing the requested actions received with the incident report, within the noted timelines.
- Ensuring all risk is managed or mitigated.
- Feeding up to your management, and ensuring those who need to know in Amicus know, and are supporting the response.
- Attending incidents meetings where requested.
- Engaging with our Participants, and checking in to see that they are happy with how we managed their incidents.
- Following up with staff involved, and ensuring access to debrief, coaching and other supports is available.

Incident reports:

filling in your manager's response

Your manager's response is where you detail your actions, and how you supported the response to the participant and staff during the incident.

It should be factual, respectful and detailed. The response should include any information missing, provide clarity on what happened, and collate any additional information like a case note.

Remember that the incident report may be shared with external audiences.

Also think about...

How you can evidence your response?

- Do you have emails to include?
- Have you recorded the times and dates you spoke with key contacts?

How have you and the staff member engaged with the participant during and after the incident?

- Did we ask the participant what they wanted to happen?
- How have their values, beliefs and views been considered?

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Supervisor responsibilities

- Mentoring and the supervision of staff to support, monitor and develop staff.
- Responding to the need of the people we support, and the staff they supervise.
- Implementing policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting participants. Including ensuring that workers are aware of who to contact and what to do in the event of an incident, crisis or emergency.
- Supporting the immediate response to an incident, at the time it occurs, inclusive of any follow up actions.
- Ensuring reporting timelines are met, both for the initial incident report (within 24 hours), or for the manager's response (as per the notified timeline sent by the ICIO).
- Monitoring and actioning assigned tasks via the post incident response actions, including any identified remedial actions, and will be asked to provide summary reporting and confirmation of the action occurring for documenting purposes.
- Create and promote opportunities for support workers to work collaboratively with others in the participant's support team, other services and with members of the participant's informal support network.
- Support and reinforce a work culture that promotes mutual respect and zero tolerance of any behaviour or circumstance that does not uphold participant rights, including supporting and encouraging workers to identify and report early and current indicators of discrimination, exploitation, neglect, abuse or violence.
- Provide workers with current best practice examples, models, tools, practice leadership and coaching and resources relevant to participant needs, culture and circumstances.
- Identify participants (individuals and cohorts), situations, or circumstances that are vulnerable to heightened risk and support workers to understand and manage risks appropriately.
- Proactively identifying and managing risks before incidents occur, including speaking up about quality and safety concerns. And are a key to ensuring the participant voice is heard and responded to in a meaningful and empowering way.
- Ensure that workers understand the principles behind the use of restrictive practices as a method a registered practitioner may prescribe when providing support, and identify and report the unauthorised use of restrictive practices.
- Supporting the provision of a safe environment for staff and clients that fosters a culture of collaboration, teamwork and transparency.



All staff know



We will learn from any mistakes

Incident reports:

continued....

Have we met our commitment to recognising the importance of being responsive to the needs of our diverse community?

- Did you reflect on any CALD, ATSI or LGBTQI+ considerations?

Were our actions in line with any support plans the participant has?

- Is the About Me current?
- Is there a BSP?
- Are there health management reports that relate to the incident category?
- Does the participant have the relevant tagging on Lumary?

Continuity of supports met?

- Does the roster meet the schedule of supports?
- If not, are their plans to rectify?

Assessing for risk...

- Could this incident occur again?
- What can we do to manage this risk? Can we mitigate it?
- Could the incident have been prevented?
- Does a risk assessment need to be completed?
 - Activity risk assessment
 - Post incident risk assessment
 - Duty of care vs. dignity of risk



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