

Macarthur Companion Services

Incident Reporting Procedure

(Your logo will appear automatically in the header & footer upon export)

Incident Reporting Procedure

1. Cover Page

Macarthur Companion Services

Incident Reporting Procedure

Safety • Transparency • Continuous Improvement

2. Purpose

This procedure outlines the steps required for recognising, responding to, documenting, and managing incidents that occur during service delivery at Macarthur Companion Services (MCS).

The goal is to ensure: - Client and worker safety - Accurate documentation - Timely response - Prevention of future incidents

3. Scope

This procedure applies to: - All MCS staff - Volunteers - Contractors - Any person delivering support under the MCS brand

4. What is an Incident?

An incident includes any event that: - Causes or could cause harm to a client or staff member - Involves injury, illness, or distress - Results in property damage - Represents a near-miss - Involves behavioural concerns - Raises a safety or risk issue

Examples: - Falls - Medication prompts missed or misunderstood - Aggressive behaviour - Vehicle safety issues during transport - Medical emergencies

5. Immediate Response Requirements

When an incident occurs, staff must: 1. **Ensure immediate safety** of the client and themselves 2. **Provide first aid** if trained and required 3. **Call emergency services (000)** if needed 4. **Notify the MCS Manager** as soon as possible 5. **Stay with the client** until safe or help arrives

6. Reporting an Incident

All incidents must be reported within **24 hours**.

Step 1 — Verbal Notification

Inform the MCS Manager immediately.

Step 2 — Complete Incident Report Form

Record: - Date, time, and location - People involved - Description of incident - Injuries sustained - Actions taken - Witnesses (if any) - Whether emergency services attended

Step 3 — Submit Documentation

Submit the form to: **manager@MCS-email-placeholder.com** (replace with real email).

7. Manager Responsibilities

The Manager will: - Review the Incident Report within **2 business days** - Conduct an investigation if needed - Determine the level of severity - Notify external authorities if legally required - Document corrective and preventative actions - Update the Incident Register

8. Critical Incidents

Critical incidents include: - Serious injury or death - Abuse or assault - Missing persons - Significant threats to safety - Major vehicle accidents

For critical incidents: - Manager must be notified **immediately** - Director & external authorities may be contacted - A Critical Incident Report must be completed

9. Follow-Up Actions

Following an incident, MCS will: - Review risk controls - Provide staff debriefing if required - Update client care plans - Implement procedural or training improvements

10. Confidentiality

All incident information is confidential and stored securely. Only authorised staff may access incident records.

11. Record Keeping

All incident forms and investigation notes must be retained for a minimum of **7 years** in secure storage.

12. Header & Footer Instructions (For PDF Export)

Header:

Macarthur Companion Services – Incident Reporting Procedure (Logo right)

Footer:

Macarthur Companion Services © All Rights Reserved — Page {{page}} of {{total_pages}}

If you're ready, I will create the next policy: **Infection Prevention & Control Policy**.