

Videri Incident Management

Keeping Everyone Safe

Videri is committed to managing incidents quickly and fairly to keep residents, team members, and visitors safe. An **incident** is any unexpected event that causes, or could cause, harm, damage, or loss. This includes near misses.

Our team will try as much as possible to prevent incidents, but if something happens, we want everyone to know what we do if something goes wrong, including how we respond, and how we learn from it.

What it Means for You

Awareness:

Our team members are responsible for noticing and reporting all incidents or near misses. These may be identified through observation, discussions, audits, or complaints.

Safety First:

We take immediate action to protect people and the environment. We provide care, call emergency services if needed, remove hazards, and preserve the scene if required.

Record Keeping:

All incidents, near misses, hazards, and feedback are logged in system at the same day.

Learning & Improvement:

Every incident is reviewed to understand what happened, why it happened, and how to prevent it in the future. Focus is on improving systems, not blaming individuals.

Respect & Fairness:

Everyone affected is treated with dignity, privacy, and cultural sensitivity. Investigations follow principles of fairness and objectivity.

Confidentiality:

Information is only shared with those involved in resolving the incident.

Continuous Learning:

Feedback and lessons from incidents help Videri improve care, services, and safety for everyone.

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How Incidents Are Managed (8 Steps)



After an Incident Is Reported

- Incidents are reviewed to find causes and prevent it from happening again.
- Support is provided to residents, families, and our team members as needed.
- Lessons are used to improve care, safety, systems, and services.
- Serious incidents are reported to regulators when required.

Reportable Incidents: SIRS & NDIS

Some incidents are considered serious and must be reported to the government. These are called reportable incidents.

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SIRS – Aged Care

In aged care, serious incidents under the Serious Incident Response Scheme (SIRS) include:

- abuse, or neglect
- unreasonable use of force,
- inappropriate sexual contact,
- psychological abuse,
- unexpected death,
- stealing from a resident,
- inappropriate use of restraint
- unexplained absence.

These incidents must be **reported to the Aged Care Quality & Safety Commission** promptly by our internal team.

NDIS – National Disability Insurance Scheme

For NDIS participants, reportable incidents include:

- death of a person with disability,
- serious injury,
- abuse or neglect,
- unlawful sexual or physical assault, sexual misconduct,
- or the unauthorised use of a restrictive practice.

These incidents must be **reported to the NDIS Quality & Safeguards Commission** within the required timeframes.

What it means for you

This will not affect your funding or support you receive; this is our obligation as a provider to ensure our residents are safe and serious incidents are reported to the regulatory body.

This way we are supporting our Residents, participants, families, and we will learn & improve our services.