

Incident Management

Information for family members

What is an incident?

An incident is an event or near-miss that could or did lead to:

- injury/ illness/ death of a person
- physical, emotional or psychological harm to a person
- failure to comply with IRT's legislative obligations
- damage to IRT facilities or assets
- loss of, or disruption to, IRT's operations.

What is an Incident Management Framework (IMF)?

An IMF outlines a consistent way to identify, assess, respond to, record and manage an incident. At IRT, this process is as follows:

1. Identify the incident
2. Ensure safety of people and the environment
3. Record and assess
4. Escalate and report
5. Review, investigate and analyse
6. Implement learnings
7. Provide feedback
8. Act and analyse on trends

What does it mean for residents?

An IMF supports the ongoing delivery of safe and quality care to our residents by enabling a better understanding of where there is risk and how it can be avoided, leading to a safer living environment.

What types of incidents are reported?

All incidents and near-misses must be reported under the IMF. This includes incidents under the Serious Incident Response Scheme (SIRS), as well as any form of consumer abuse.

What are some examples of incidents?

- Forms of abuse, such as physical, sexual, financial, neglect or emotional abuse
- Compliance or data breaches (cyber attack)
- Injury as a result of faulty equipment
- Lost or stolen items
- Suspicion that something is not right, or there is an unknown cause of harm

How can I report an incident?



Speak with the Care Manager



Email us at feedback@irt.org.au



Write to us at IRT Group, PO Box 2106, Wollongong DC NSW 2500



Call us on 134 478



Fill out a feedback form at your loved one's care centre or on our website.

We will respond to all incidents in a timely matter and ensure that you're supported. We'll also put measures in place to reduce the risk of the incident happening again