

Incident Management Policy

Purpose

To ensure, SAHV meets its regulatory and duty of care obligations to tenants, staff and contractors through systematic critical incident handling, reporting, analysis and implementation of change.

Scope

This policy applies to all employees of SAHV in the provision of tenancy management services in respect of all properties managed by SAHV.

While the specific definition of a critical incident (sometimes referred to as serious incidents) may vary in relation to specific reporting obligations, it is generally considered to be an event where a person is adversely affected as a result of an incident occurring within a SAHV managed property.

Resulting property damage on its own, does not constitute a critical incident for these purposes.

Critical incidents having an impact on employees, volunteers, contractors will also require management under the TSA Work & Health and Safety Policy.

All staff are required to adhere to this policy.

Policy Statement

1. SAHV will comply with its various internal (TSA/SAHV) and external obligations associated with the management of critical incidents. Procedures will be implemented to manage these obligations.
2. In managing critical incidents, SAHV must ensure client safety and wellbeing is the highest priority when an incident occurs.
3. SAHV must also ensure critical incidents are:
 - correctly identified
 - managed in a timely, effective and consistent manner
 - reported as required
 - analysed to identify deficits connected with individual incidents and trends in service and support and use the information generated to identify and address risk and continuously improve the provision of services.

Duty of care:

4. SAHV is committed to exercising its duty of care through the provision of high quality services that support the safety and well-being of all people in connection with the provision of those services.
5. Obligations in connection with the exercise of our duty of care are set out in the Duty of Care Statement (Probity Manual).

Internal reporting:

6. All regulatory and funder specific reporting as well as mandatory reporting obligations must be complied with.
7. Specific reporting requirements are as set out in procedures relevant to each State and include reporting to Victorian Housing Regulator, DHHS and other State based

authorities.

Related Documents

Procedure:	Complaints Resolution Procedure
Policy:	Incident Management Policy (TSA)

Document Control

Authorisation:	CEO
Effective Date:	29 th Jul 2020
Version:	01