

INCIDENT MANAGEMENT FLOW CHART

INCIDENT OCCURS



INCIDENT IS REPORTED INTERNALLY

Any incident must be reported to the Service Manager as promptly as reasonably possible. By mobile phone is likely the most appropriate method to do this. Documented incident reports are to be completed as close as possible to the time of the incident and submitted within 24hrs. The service manager initiates the appropriate Incident Management Procedure OR reporting process immediately following receipt to a verbal incident report.



SERVICE UNIT PROCEDURE

The incident can be managed and resolved effectively within the scope of the service unit and service manager's authority.



IMMEDIATE MANAGEMENT STRATEGIES ARE IDENTIFIED AND IMPLEMENTED IF REQUIRED

Where incidents require an immediate intervention/response



DOCUMENTARY EVIDENCE IS REVIEWED

The incident is reviewed with reference to the completed report and clarifying communications from witnesses present.



A DETERMINATION IS MADE

A course of action is identified which may include:

- A new assessment of risk
- Remedial Action
- No action



NECESSARY ACTION IS UNDERTAKEN



THE INCIDENT IS REPORTED

The Service Manager reports the incident to central management as part of the standing reporting schedule.



THE INCIDENT FILE IS CLOSED
AND RETAINED ON THE
SERVICE REGISTER



INTERNALLY REPORTABLE

The incident exceeds the capacity or scope of authority of the service manager and is referred to The CEO or Director of Compliance and Service Support within 24hrss.



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THE DETERMINATION IS REFERRED TO THE SERVICE MANAGER FOR IMPLEMENTATION

Remedial action will only be undertaken by central management, or the incident file remain with central management in the case of very serious or sensitive incidents.



EXTERNALLY REPORTABLE

The incident is identified as being externally reportable. The CEO is informed within 12hrs and the required external reporting framework initiated within the required timeframe of the incident occurring.



THE INCIDENT REPORTING PROCESS IS GOVERNED BY EXTERNAL REQUIREMENTS

External reporting obligations are undertaken by the service manager in conjunction with the CEO or other appointed central management representative.

It is noted that incidents which have an external reporting requirement will most often also have an internal management process to effectively work through the incident and manage impacted stakeholders in real time. The organisation will note and implement reasonable requests for action made by associated governing bodies, stakeholder representatives provided that such requests do not adversely impact the position of the organisation, exceed our capacity or have the potential to result in increased risk to any party.

THE INCIDENT IS REFEFFED TO THE BOARD

Prior to issuing a
determination, the CEO
or Director of
Compliance and Service
Support may elect to
escalate the issue and
proposed management
strategy to The Board
for consideration.