

Incident management

STEP 1



- You observe or are told of an incident, such as
 - An injury or harm occurring
 - Sexual misconduct
 - Abuse or neglect
 - A restrictive practice

STEP 2



- Complete an incident report form on Skedulo

The relevant At Home Care Manager will investigate the incident and will communicate and provide support to the impacted person/s.

Corrective actions will be taken by At Home Care and (if required) the governing body.

The impacted person/s will be kept informed throughout the process.