



# Incident Management Plan

## Introduction

This incident management plan is in place to **prepare, detect** and **respond** to any incidents that have, or could have, caused harm to a person with a disability receiving services from Brisbane Paralympic Football Program (BPFPP).

The purpose of this incident management plan is to identify, assess, manage and resolve any incidents occurring. Each participant is safeguarded by BPFPP's incident management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from. Periodic review of these systems ensures the effectiveness of incident management within BPFPP.

Incidents that must be recorded and managed include:

- a) incidents that have, or could have, caused harm to a person with disability receiving supports or services; and
- b) acts by a person with disability that happen in connection with the provision of supports or services and that have caused serious harm, or a risk of serious harm, to another person; and
- c) reportable incidents that are alleged to have occurred in connection with the provision of supports or services.

Procedures to follow in identifying, managing and resolving incidents. These procedures varying depending on the seriousness of the incident

<b>How incidents are identified, recorded and reported</b>	All incidents are identified, recorded and reported by following BPFPP procedures
<b>To whom incidents must be reported</b>	All incidents reported to The BPFPP Director or Operations Manager.
<b>How BPFPP will provide support and assistance to persons with disability affected by an incident – to ensure their health, safety and wellbeing</b>	By providing persons with information about access to advocates including independent advocates.
<b>How persons with disability affected by an incident will be involved in the management and resolution of the incident</b>	Through management plans in place to effectively support persons with disability after the incident.
<b>When an investigation by BPFPP is required to establish the causes of a particular incident, its effect and any operational issues that may have contributed to the incident occurring, and the nature of that investigation</b>	Records kept ensuring a proper investigation into the incident.
<b>When corrective action is required and the nature of that action</b>	Corrective action will be taken to prevent further incidents.



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## Purpose:

The purpose of this Incident Management Plan is to provide a detailed plan of how BFPF will prepare and respond to emergency situations.

## Scope:

This Incident Management Plan applies to all members, players, coaches and volunteers that go through the BFPF. This program is based in Brisbane and follows current protocols for the area.

## Maintenance:

Maintenance and revision of this document is upheld routinely to ensure up to date action plans. The incident management system in place is relevant and proportionate to the scope and complexity of the organisation.

## Distribution:

A copy of this plan is accessible to all members upon request. All volunteers are trained in and must comply with the required procedures within the incident management system.

## Emergency Response

### In cases of emergency:

**FIRST RESPONSE:** Call Police, Ambulance or Fire services on 000.

**FOLLOWING PROCEDURES:** Convene the incident management team and follow outlined protocols.

### Emergency Contacts

**PARENT/FAMILY CONTACT INFORMATION:** A list of players and members names and emergency contact details are held in a secure location.

**LOCAL/OTHER ORGANISATIONS CONTACTS:** A list of essential contacts is held on file for direct use in specific incident situations.

## Incident Management Team

The incident management team is trained in first aid and has direct access to the companies updated incident management plan.

### Incident Management Team Responsibilities

#### Pre-Incident:

- Maintain up to date contact information on members/volunteers/players.
- Ensure children/volunteers with special needs list and volunteers trained in first aid are up to date.
- Conduct regular drills and exercises to prepare for incidents.



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- Health guidelines are followed and up to date procedures in place.

## During Incident:

- Ascertain the nature and scope of the emergency.
- Ensure appropriate responses have been actioned.
- Notify emergency services if necessary.

## Post-Incident:

- Continuous improvement of incident management policies by reviewing the causes, handling and outcomes of incidents.

## Emergency Response Procedures

- On-site evacuation/relocation procedures.
- Off-site evacuation procedures.
- Lock down procedures.
- Lock out procedures.

## Risk assessment examples:

Severe weather	Monitor weather events, ensure regular maintenance of grounds.
Fire	Ensure fire safety protocols are followed.
Intruder	Lockdown/lockout procedures, procedures for responding to intruders available in case of emergency.

## Incident Management System Requirements

Details that must be recorded in relation to each incident that occurs:

<b>Description of the incident</b>	Impact on, or harm caused to any person with a disability affected by the incident.
<b>Time, date and place in which the incident occurred</b>	The time, date and place the incident was first identified.
<b>The names and contact details of persons involved in the incident</b>	The names and contact details of all witnesses to the incident.
<b>Details of the assessment undertaken in accordance to requirements of incident management system procedures</b>	<p>Assessment considering the views of persons with disability affected by the incident.</p> <ol style="list-style-type: none"> <li>whether the incident could have been prevented.</li> <li>how well the incident was managed and resolved.</li> <li>what, if any, remedial action needs to be undertaken to prevent further similar incidents from occurring, or to minimise their impact;</li> </ol>



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	d) whether other persons or bodies need to be notified of the incident.
<b>Actions taken in response to the incident</b>	Actions taken to support or assist persons with disability affected by the incident.
<b>Any consultations undertaken with the persons with disability affected by the incident</b>	Details of any consultations with any persons with disability affected by the incident.
<b>Whether persons with disability affected by the incident have been provided with any reports or findings regarding the incident</b>	Details of any reports or findings regarding the incident provided to persons with disability affected by the incident
<b>If an investigation is undertaken by the provider in relation to the incident</b>	Details and outcomes of the investigation.
<b>The name and contact details of the person making the record of the incident</b>	These records must be kept for a minimum 7 years from the day the record was made.

All incidents must be assessed in relation to the following:

<b>Whether the incident could have been prevented</b>	Following the latest health guidelines when necessary.
<b>How well the incident was managed and resolved</b>	Up to date response systems and first aid training when appropriate.
<b>What, if any, remedial action needs to be undertaken to prevent further similar incidents from occurring, or to minimise their impact</b>	Emergency plans in place for future incidents of similar nature.
<b>Whether other persons or bodies need to be notified of the incident</b>	Ensure emergency contacts are up to date.

### Documents

Documentation of the BFPF incident management system must be accessible to persons with disability receiving supports or services from the BFPF, as well as each person employed or otherwise engaged by the BFPF. The family members, carers, independent advocates and significant others of persons with disability receiving supports or services from the BFPF must also have access to the documented system and assistance must be provided for persons referred to above to understand how the documented system operates.



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## Information

The collection of statistical and other information relating to the incident will enable BFPF to review issues raised by the occurrence of incidents, identify and address systematic issues and report information relating to complaints to the Commissioner when requested.

## Compliance

The roles and responsibilities of all persons employed or engaged by BFPF are set out effectively to help the identification, management and resolution of incidents, helping to prevent incidents from occurring.

All persons employed or engaged by BFPF must comply with the incident management system, and the provision of training is provided to said persons in the use of and compliance with incident management systems.

The duty of all persons employed or engaged by BFPF must be acknowledged and recognised to ensure the wellbeing of persons with disability. All reasonable steps must be taken to comply with incident management provisions.

## How people with disability affected by an incident will be supported

- Involvement in resolving incidents.
- Being provided with information on incident management, including how incidents involving the participant have been managed.
- Support before, during and after incidents to ensure wellbeing.
- Regular review of incident management policies.