

Accident/ Injury/ Incident Procedure

Expected Outcome

All team members will be aware of the importance and process for reporting accidents, injuries and incidents.

Definition:

Accident: undesirable or unfortunate happening that occurs unintentionally and usually results in harm, injury, damage, loss; casualty; mishap e.g. vehicle accident.

Injury: harm or damage that is done or sustained. e.g. injure one's shoulder

Incident: an individual occurrence or event.

Procedure

The most important thing if you are involved in an accident, injury or incident is to stay calm. By following this procedure, you will be managing a difficult situation in the most responsive and effective manner.

In event of an accident, injury or incident:

In a moving vehicle:

1. Safely pull over to the side of the road
2. Turn off your vehicle and turn on your hazard lights.
3. Check to see if anyone is hurt.
4. If there is an injured person, **do not move them** until you take standard first aid measures.
5. Try to help injured persons if you are trained in administering first aid.
6. Call the police if someone is injured or if there is substantial damage to property.
7. Call the STGCT office to advise Transport Coordinator/ Manager/CEO of the accident, injury or incident.

If Police are called:

1. Stay at the scene of the accident until the police tell you to leave.
2. If you are not sure about the damage caused and in case of any doubt still call the police. Leaving the scene of an accident can be illegal so consider your actions before you act.

3. When informing the police about the accident you should tell them about injured people and if possible, how many people are injured. This will allow them to mobilize enough emergency personnel to provide all aid necessary.
4. Photograph the scene and damage to all vehicles.

Information that you should collect includes:

1. The names, phones and addresses of all drivers, passengers and witnesses involved in the accident
2. License plate numbers, driver's licence numbers, Insurance companies of all drivers involved
3. Registered owners of all vehicles
4. Year, model, make and other relevant information of all vehicles involved
5. Names and badge numbers of police officers and other emergency personnel
6. Take notes of what you think happened and caused the accident.

(In your description you should include the location where the accident occurred and if possible the road conditions, speed limits, traffic control devices, the weather, the lighting).

Try to avoid discussing what happened with anyone else except the police. Limit yourself in only describing facts.

Do not make accusations and do not say that it was your fault.

Even if you think that you are at fault do not admit liability. It is possible that there are unknown factors that played a role. This could make the situation different than what you initially perceive. Comments that you may make could be counterproductive or even used against you later.

Immediately **after** calling the police as above, notify the office of the accident and await further instruction.

If you have or suspect that you have an injury, visit a hospital or a doctor immediately. This will allow you to get proper medical care.

Upon return to the office

Fill out an Accident/Injury Incident report (doc_163) and/or vehicle claim form (doc_308).

Documents related to this procedure:

- doc_389 First Aid, Accident Injury & Incident Reporting Procedure
- doc_427 Reporting Notifiable Incidents Policy & Procedure
- doc_152 Health and Safety Policy
- doc_153 Vehicle Use, Management and Safety Policy
- doc_353 Safety Review Checklist
- doc_159 Workplace Health and Safety Policy sign off
- doc_400 Safety Policy
- doc_163 Accident Injury Incident report
- doc_156 Vehicle Breakdowns, Emergencies and Evacuations Procedure
- doc_308 Motor Vehicle Claim Form

Relevant Standards

Aged Care Quality Standards

- 5. Organisations Service Environment
- 8. Organisational Governance

NDIS Practice Standards

- 1. Provider Governance and Operational Management