

INCIDENT POLICY

Healthy Habits Exercise Physiology & Personal Training prioritizes the health and safety of all staff and clients through the management of incidents (or potential incidents). All reportable incidents shall be investigated to minimise the risk of reoccurrence.

Who is covered by the policy?

All staff, voluntary staff, contractors, clients and visitors under the control of Healthy Habits Exercise Physiology & Personal Training are covered by the Incident Policy. This is to ensure that the above persons are able to form an understanding of the required and necessary procedures that are to be taken in the event of an incident or near incident.

What is an Incident?

An *Incident* refers to any event, or near miss, which causes or could have caused injury, illness, or damage to equipment. This can come in many forms such as but not limited to:

- the death of a person
- serious injury of a person
- abuse or neglect of a person
- unlawful sexual or physical contact with, or assault of, a person
- sexual misconduct committed against, or in the presence of, a person including grooming of the person for sexual activity; or
- the use of a restrictive practice in relation to a person, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person.

The above examples are all reportable incidents.

The Policy

Healthy Habits Exercise Physiology & Personal Training is committed to prevent incidents within the workplace to minimise risk to staff and clients.

Healthy Habits Exercise Physiology & Personal Training will:

- Provide this policy to all relevant parties about how the system will operate, and who is responsible for particular actions and processes;
- Provide accessibility to the required documents to report accidents, incidents, and dangerous occurrences;
- Investigate into all incidents or near incidents to determine the cause with the objective of preventing a recurrence;
- Store all obtained information about incidents;
- Meet legislative requirements for reporting incidents.

All incidents or near incidents that result in an injury during the course of any service provided by Healthy Habits Exercise Physiology & Personal Training, must immediately be documented and reported to the treating Exercise Physiologist and business owner. This course of action is the same for any dangerous occurrence which has the potential to result in injury or damage to property. In the event of any incident or dangerous occurrence Healthy Habits Exercise Physiology will ensure that the

relevant state authority (e.g NDIS commission) is notified and that the cause is investigated immediately. Following the investigation, the most appropriate corrective actions will be taken to minimise the likelihood (with the aim to cease likelihood) of incident from recurring.

Responsibilities of business owner, staff and clients

It is the responsibility of the business owner to ensure that:

- All staff and clients are aware of and understand the principles of incident reporting and investigation;
- All incidents that result in or have the potential to result in injury or damage are investigated and, where necessary, corrective or preventative action is taken;
- All matters relating to staff and or clients welfare are dealt with in the most appropriate and timely manner.
- They help with the identification of the cause of incidents, near incidents and dangerous occurrences.
- They develop the most appropriate corrective action.
- State Authorities are appropriately notified of all reportable occurrences or events.

It is the responsibility of the staff and or clients to ensure that:

- Incidents and hazards are reported to the treating Exercise Physiologist or Personal Training and business owner at the earliest opportunity;
- All requirements and obligations under the relevant legislation are complied with.

The Procedures

The business owner must report all incidents or near incidents that result in an injury or illness at the workplace within 24 hours of the incident occurring.

A follow up report about the incident or accident and the actions taken in response will be completed within 5 business days. If the NDIS commission requests the final report, then this will be submitted with within 60 business days of submitting the 5-day report. This will be advised by the NDIS commission if this action will be necessary. The Healthy Habits Exercise Physiology & Personal Training Incident Report Form must be completed for all incidents and injuries involving staff and clients (including visitors). A copy of the completed incident report form must be retained and filed by the business owner.

Approved by Josaphine Lock

Date: