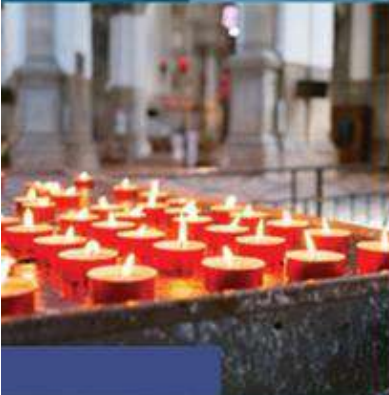


CARE



COMMUNITY



EDUCATION



FAITH



HERITAGE

Incident Management and Reporting

QUESTION 1

- **Why does Ansvar encourage our customers to have a well established Incident Management approach?**

Incident Management

Incident Management and Reporting is a key component of any safety or harm prevention program and underpins the continuous improvement of control systems that prevent harm from occurring.



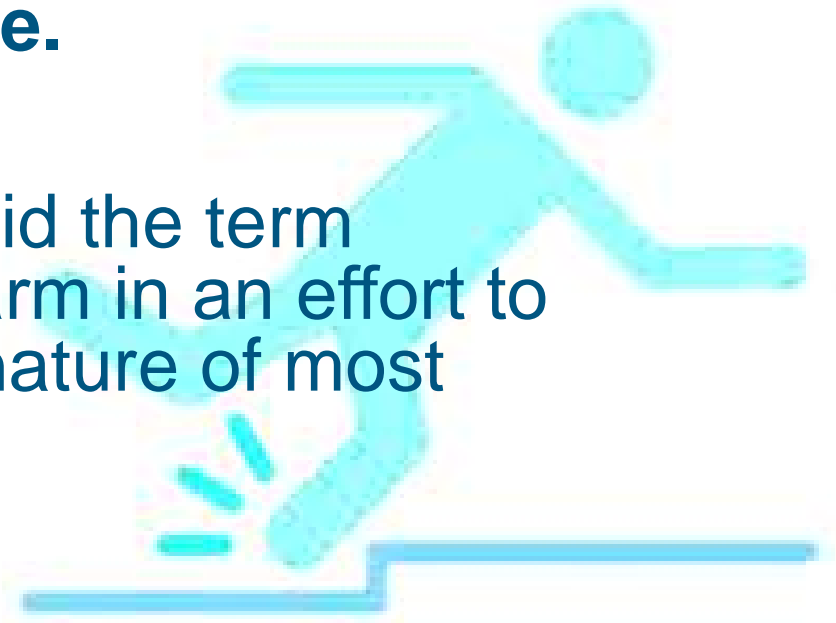
QUESTION 2

- **Incident Vs Accident?**

Incident vs Accident

By definition; an accident generally implies an outcome of an unintended nature.

Experts in the field of harm prevention avoid the term 'accident' to describe events that cause harm in an effort to highlight the predictable and preventable nature of most events that result in harm.



As such, incidents are viewed from the perspective of usually being predictable and preventable.

QUESTION 3

- **What type of events does Ansvar consider important for organisations to report in their Incident Reporting system?**

Our definition of a Incident

Any unplanned event that occurs as a result of work or activity undertaken at a work place or public or community space that results in or has the potential to cause injury, ill health or other loss.

This includes:

- Personal harm
- Property damage
- Environmental damage
- Potential damage (near miss)
- Customer/Client complaint
- Reputational damage
- Regulatory non-compliance

QUESTION 4

- **Why is Incident Management and Reporting particularly important for organisations who provide services to children and vulnerable adults?**

Key abuse preventative controls

- Recruitment and Induction includes discussion of abuse prevention approach
- Ongoing training on abuse prevention and protection policies and strategies

Recruitment and Training



- Frequent, open and supportive supervision
- Understands and acknowledges cognitive bias toward colleagues
- Access to an advisory service where direct supervision is not available

Supportive Supervision



- Mistakes will happen and the goal is to spot them quickly
- Codifying behaviours of concern
- Simple streamlined accessible reporting system for all event **types**

Incident Reporting and Response



- Zero tolerance of abuse
- Mindful of covert messaging
- Promotes culture of learning from mistakes
- Vigilant reinforcement of policies to avoid slipping into failure

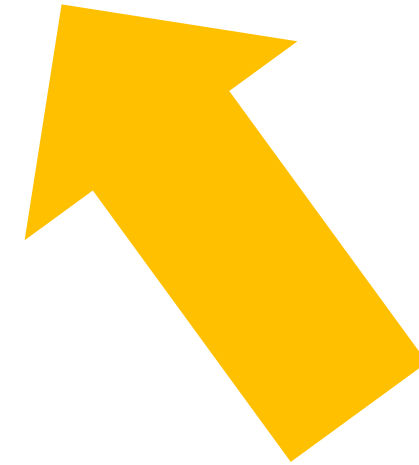
Leadership Governance and Culture



Royal Commission into Institutional Responses to Child Sexual Abuse

- Formal policies about what people should do both to prevent and react to suspected abuse
- Clear process on recognising and responding to indications of abuse

Effective Policies and Procedures



QUESTION 5

- **What role does an organisations culture play in encouraging reporting of incidents and effective management and learning from incidents?**

A Just Culture

A 'Just Culture' promotes a questioning attitude, strives for continuous learning and improvement. It is both attitudinal and structural; it requires not only identification and reporting of issues, but timely response.

Myth Busting

- ***The perfection myth.*** That is if we try hard enough we will not make any errors. Or that it is possible for humans to be 100% accurate, 100% of the time.



- ***The punishment myth.*** That is we punish people when they make errors they will make fewer of them. This myth fails to take into account that other people are likely to make same error if there is no learning.

QUESTION 6

- **How does Ansvar Risk Solutions help our clients and partners with Incident Management?**

Incident Management Risk Solutions Support

TECHNOLOGY SOLUTIONS

Providing a technology solution to enable effective reporting, recording and management of incidents

ADVICE ON CONTROL SYSTEMS

Through education and training resources, assist our customers to design and embed a comprehensive control environment relative to their risk exposures

Building our customers incident management capability

CULTURE AND LEADERSHIP SUPPORT

Strategic workshops, information and resources to assist leaders to create a Just and Safety focused culture

PROMOTING LEARNING AND CONTINUOUS IMPROVEMENT

Provide our customers with sector specific 'Big Data' analytics and benchmarking reports

QUESTION 7

- **What is the software solution Ansvar offers to its clients?**



REPORT
NEW
INCIDENT



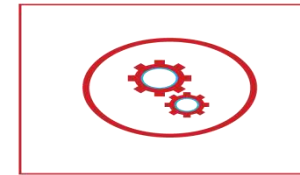
ASSIGN
INVESTIGATOR



INVESTIGATE



INVESTIGATION
APPROVED



COMPLETE
CORRECTIVE
ACTIONS



CLOSE
INCIDENT