



Incident management

Introduction

This policy defines incidents including serious incidents and incidents which are reportable to the NDIS Quality and Safeguards Commission (NDIS Commission). An incident is broadly defined as:

- Any event or circumstance that resulted, or could have resulted, in unintended and/or unnecessary harm to a person, or loss or damage to property
- A near miss which did not cause harm, but had the potential to do so
- A medication error involving a preventable event that may cause or lead to inappropriate medication use or harm to a participant while being supported
- Any event which deviates from standard policy or procedure
- Anything illegal (e.g. assault, sexual misconduct, fraud).

Applicability

When

- Applies to supports and services provided to all participants.

Who

- Applies to all representatives including key management personnel, directors, full time workers, part time workers, casual workers, contractors and volunteers.

Documents relevant to this policy

- Incident management policy (easy read)
- Incident report
- Incidents register

Regulations relevant to this policy

- NDIS (Incident Management and Reportable Incidents) Rules 2018 (Cth)

Our commitment

As part of incident management responsibilities:

- We are committed to ensure the rights of people with disability are upheld and supported
- We aim to provide a high standard of duty of care and to ensure the safety and well-being of each participant using our services, our employees and members of our community
- We will foster a culture of continuous improvement with a proactive approach to preventing incidents
- If an incident occurs, we will promptly and appropriately respond to the incident in an equitable, objective and fair manner
- We will record all incidents, report (if required) and investigate (if required)
- We will ensure the principles of procedural fairness are maintained by providing those affected an opportunity to give their side of the story and to comment on any adverse views



- We will maintain an incident management system to aid in recording, managing and resolving incidents
- The incident management policy and process is accessible to workers via the Centro ASSIST web app
- The incident management policy and process is provided to participants and stakeholders via email or hard copy during on-boarding and at any time by request.

Organisational responsibilities when responding to incidents

When responding to an incident, it is the organisation's responsibility to:

- Immediately respond to an incident to ensure the safety and wellbeing of participants and others at risk
- Report to police (if appropriate)
- Notifying the NDIS Commission of reportable incidents within 24 hours of becoming aware of the incident
- Contact relevant support services e.g. sexual assault support services (if appropriate)
- Preserve evidence of the incident
- Notify relevant next of kin, family or guardian (as appropriate)
- Plan and undertake actions to provide ongoing support to those affected by the incident
- Document key actions undertaken in an internal incident report
- Record incidents in an internal incident register.

Reporting incidents

Incidents that must be reported to the NDIS Quality and Safeguards Commission include any incident that involves:

- The death of a participant
- The serious injury of a participant
- Abuse or neglect of a participant
- Unlawful sexual or physical contact with, or assault of, a participant
- Sexual misconduct committed against, or in the presence of, a participant, including grooming for sexual activity
- Unauthorised use of a restrictive practice in relation to a participant.

Other incidents may require reporting to other agencies, for example:

- Data breach or breach of personal information (OAIC)
- Injury or death of a worker while on duty (local state or territory WHS authority).

Any incident involving crimes such as assault, theft and fraud must be reported to police.

Record keeping

Records of incidents must be kept for a minimum of 7 years from the date of the incident.

Responsibilities of key management personnel

Key management personnel are to:



- Ensure employees have the necessary skills to manage incidents
- Record serious incidents
- Manage escalated incidents and serious incidents
- Report serious incidents to the NDIS Commission
- Respond to any media enquiries
- Investigate incidents or arranging an external investigator to investigate
- Review incidents and initiate improvements.

Responsibilities of workers

Worker responsibilities include:

- Resolving incidents
- Recording incidents
- Escalating incidents they can't resolve to key management personnel
- Escalating serious incidents to key management personnel.