

## INCIDENT MANAGEMENT POLICY AND PROCEDURE

### 1.0 PURPOSE AND SCOPE

This policy and procedure provides guidelines for reporting, investigating, and applying appropriate control measures when an accident, incident (including critical and reportable incidents), or near miss affecting staff or participants occurs.

This policy and procedure does not include information on child-related Mandatory Reporting (see the Preventing and Responding to Abuse, Neglect, and Exploitation Policy and Procedure).

This policy and procedure applies to the Director, and any additional staff, students, contractors, and volunteers.

### 2.0 DEFINITIONS

**Accident** – an unforeseen event that causes damage to property, injury, or death.

**Participant Incident** – Acts, omissions, events or circumstances that occur in connection with providing supports or services to a person with disability who receives funding under the NDIS or the Commonwealth Continuity of Support Programme relating to Specialist Disability Services for Older People.

**Near Miss** – any incident that occurred during services with ReadyTechGo, which, although not resulting in any injury, illness, or damage, had the potential to do so.

**Hazard** – a situation that has the potential to harm a person (cause death, illness, or injury) or environment or damage property.

**Hazard identification** – A process that involves identifying all foreseeable hazards in the workplace and understanding the possible harm that each hazard may cause.

**Hazard management** – A structured process of hazard identification, risk assessment, and control, aimed at providing safe and healthy conditions for staff members, contractors, and visitors while on the premises.

**Harm** – Includes death, or injury, illness (physical or psychological), or disease that may be suffered by a person as a consequence of exposure to a hazard.

**NDIS Quality and Safeguards Commission (the Commission)** – The regulatory body established to oversee the registration of NDIS providers and monitor compliance, respond to complaints and reportable incidents, monitor behaviour support and restrictive practices, and undertake investigation and enforcement.

Incident Management Policy and Procedure		
Owner: Management	Policy Number:	Version: 1
Effective:	Review Date: January, 2020	

**Notifiable Incident** – Any extremely serious incident arising out of the conduct of a business or undertaking at a workplace, relating to any person – whether an employee, contractor, or member of the public.

**Reportable incidents** – incidents, or alleged incidents, that:

- arise from acts, omissions, events, or circumstances occurring in connection with providing supports or services to a person with disability AND resulted in, or could have resulted in, harm to the person with disability; OR which
- arise from acts by a person with disability that cause, or risk causing, serious harm to another person. Section 73Z(4) of the Act defines a reportable incident as:
  - the death of a person with disability; • serious injury of a person with disability including fractures, burns, deep cuts, extensive bruising, concussion, and any other injury requiring hospitalisation;
  - abuse of a person with disability behaviour management including verbal, Incident
  - neglect of a person with disability behaviour management that is seriously inappropriate or improper;
  - unlawful sexual or physical contact with, or assault of, a person with disability by a worker or another NDIS participant;
  - sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity;
  - unauthorised use of a restrictive practice in relation to a person with disability.

For further examples, consult the NDIS Quality and Safeguards Commission Reportable Incidents Guidance.

### 3.0 POLICY

Staff are required to be vigilant in reporting incidents when they occur so that appropriate support can be provided to those affected and the circumstances can be analysed to reduce the likelihood of a similar event occurring again.

All staff, contractors, volunteers, and students have a responsibility to ensure that details of any incident are recorded and reported to their immediate supervisor (or Company Director, as appropriate).

#### Principles of the NDIS Reportable Incidents Scheme

**1. Centred on people with disability:** Management of an incident is respectful of, and responsive to, a person with disability’s preferences, needs, and values while supporting

Incident Management Policy and Procedure		
Owner: Management	Policy Number:	Version: 1
Effective:	Review Date: January, 2020	

the person's safety and wellbeing.

**2. Outcome focused:** Management of an incident should reveal the factors which contributed to the incident occurring, and seek to prevent incidents from reoccurring, where appropriate.

**3. Clear, Simple, and Consistent:** The process for dealing with reportable incidents is easy to understand, accessible, and consistently applied.

**4. Accountable:** Providers are responsible for appropriately managing the response to reportable incidents. Everyone involved in the management of a reportable incident understands their role and responsibilities and will be accountable for decisions or actions taken in regard to an incident.

**5. Continual improvement:** The incident management process facilitates the ongoing identification of issues and implementation of changes to improve the quality and safety of NDIS supports and services.

**6. Proportionate:** The nature of any investigation or actions following an incident will be proportionate to the harm caused and any risk of future harm to people with disability

#### 4.0 HOW TO REPORT INCIDENTS

From 1 July 2019 providers will be able to report through the NDIS Commission's website: <https://www.ndiscommission.gov.au/providers/provider-responsibilities/incident-management-andreportable-incidents>

##### When to report

Most reportable incidents must be notified to the NDIS Commission within 24 hours of a provider's key personnel being made aware of the incident. A more detailed report about the incident and actions taken in response to it is required within five working days.

The NDIS Commission must be notified of the use of unauthorised restrictive practices within five business days of a provider's key personnel being made aware of the incident.

If there is harm to a participant, it must be reported within 24 hours as the relevant reportable incident category, such as serious injury or abuse.

A final report may also be required within 60 business days of submitting the five-day report.

The NDIS Commission will advise providers if a final report is required.

Incident Management Policy and Procedure		
Owner: Management	Policy Number:	Version: 1
Effective:	Review Date: January, 2020	

### Recording reportable incidents

All reportable incidents will be recorded in the ReadyTechGo issue register.

The Complaint Officer is responsible for reporting incidents that are reportable to the Commissioner.

#### Step 1: Submit an Immediate Notification Form

To notify the NDIS Commission of a reportable incident, download and complete the Reportable incident – Immediate notification form

<https://www.ndiscommission.gov.au/sites/default/files/documents/2018-07/NDIS%20Reportable%20Incident%20Form%20-%20Immediate.pdf>

which should be completed within 24 hours of the incident and emailed to:

[reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au)

#### Step 2: Submit a detailed report -

A more detailed report about the incident and actions taken in response to it should be completed within five business days using the Reportable incident: 5 day notification form

<https://www.ndiscommission.gov.au/sites/default/files/documents/2018-07/NDIS%20Reportable%20Incident%20Form%20-%205%20Day%20notification.pdf>

#### Step 3: Submit a final report,

if required A final report within 60 business days of submitting the five-day report may be required as advised by the NDIS Commission.

### 5.0 CONTACT DETAILS

To report an incident, please contact the Complaint Officer: Lisa Du

P: 9434 2020

E: [lisa@readytechgo.com.au](mailto:lisa@readytechgo.com.au)

Mail: Level 1, 41-43 Stewart Street, Richmond VIC 3121

If the issue relates to an NDIS service provided and is unable to be resolved, the person making the complaint will be directed to the official NDIS Quality and Safeguards Commission on 1800 035 544 or access the complaint contact form located on the NDIS Quality and Safeguards Commission website.

Further escalation processes are outlined by this commission.

Incident Management Policy and Procedure		
Owner: Management	Policy Number:	Version: 1
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