



Incident Management

Policies & Procedures

Shop 5, 38 Princess Street
Bundaberg East Qld 4670

07 4361 6848

www.123supports.com

www.facebook.com/123supports

ABN: 14 930 943 229

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INCIDENT MANAGEMENT

Scope

This Policy applies to all 123 Support Services Participants and staff members.

Commitment

123 Support Services recognises that in the event of a hazard, an incident or injury appropriate infrastructure must be in place to ensure the provision of all necessary support services for clients and employees.

Types of Events

These events are considered hazards, incidents or injuries requiring immediate attention:

- IT malfunction
- Serious injury, illness, or death
- Suicide
- A missing person
- Severe verbal or psychological aggression
- Severe aberrant behaviour which may cause significant alarm
- Physical assault
- Natural disaster, for example, earthquake, flood, windstorm, hailstorm or extremes of temperature
- Conflict of Interest – whether actual, perceived or potential
- Fire, bomb (actual or threat), explosion, gas or chemical hazard
- Serious damage to property or environment
- Adverse media exposure
- Child Protection
- Inappropriate relationships
- Property malfunction

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 123 Support Services, 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.
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: <ul style="list-style-type: none"> • 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

	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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.
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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 123 Support Services 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 the person's safety and wellbeing.
- 2. Outcome 123 Support Services:** 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

How to Report Incidents

The employee is to fill in all the details on the 'Incident Form' which can be located:

- At our office: Shop 5, 38 Princess Street, Bundaberg East Qld 4670
- On our website: www.123supports.com
- Under Form_Registers on 'C' drive

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.

Recording reportable incidents

All reportable incidents will be recorded in the 123 Support Services Incident 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

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

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.

Recording

123 Support Services will record all incidents on an Incident Register, using the information for the 'Incident Form' this will include but not limited to:

- The person involved in the incident;
- The names and contact details of any witnesses;
- Remedial action needs to be undertaken to prevent/minimise further incidents from occurring;
- Other persons or bodies that need to be notified of the incident
- Detail of the incidents;
- Action taken in response to the incident, including actions taken to support or assist persons involved;
- Consultations undertaken with persons involved;
- When persons involved were supplied with a report, finding report and final report;
- If an investigation is undertaken by the provider in relation to the incident;
- Details and outcome of the investigation;
- Name of person making the record of the incident.

Further Advice or to Report an Incident

Further advice and information can be obtained from the:

» 123 Support Services' Director:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

If the issue relates to a 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.

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.