



INCIDENT MANAGEMENT

Introduction

This policy provides guidelines on incident management at Empowering You Disability Services (EYDS).

Incident reporting is a compulsory and critical aspect of a service providers operation. Incident reports must be followed through in accordance with any compulsory standards that the service must adhere to until they can be closed with an acceptable conclusion.

This policy defines incidents including serious incidents and incidents which are reportable to the NDIS Quality and Safeguards 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 employees, part time employees, casual employees, contractors, and volunteers.

Our commitment

- EYDS is committed to ensure the rights of people with disability are upheld and supported.
- EYDS aims to provide a high standard of duty of care and to ensure the safety and wellbeing of each participant using our services, our employees, and members of our community.
- EYDS will foster a culture of continuous improvement with a proactive approach to preventing incidents.
- If an incident occurs, EYDS will promptly and appropriately respond to the incident in an equitable, objective, and fair manner.
- EYDS will record all incidents, report (if required) and investigate (if required).
- EYDS will ensure 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.
- EYDS will maintain an incident management system to aid in recording, managing, and resolving incidents.
- The incident management policy and process is accessible to employees at any time in the boardroom of the EYDS office.
- The incident management policy and process is available 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 EYDS' responsibility to:

- Immediately respond to an incident to ensure the safety and wellbeing of participants, employees, and others at risk.
- Report to police (if appropriate).
- Contact relevant support services.
- 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.

Lodging incidents

Incident reports must be written and lodged within 24 hours of the incident, unless standards we have to meet signify otherwise. If in doubt about the veracity or seriousness of an incident, report it anyway.

Incident reports must be written and lodged when:

- Abuse has been observed .
- Restrictive Interventions have been observed or are required for behaviours of concern.
- An accident has occurred or a near miss has been experienced or observed.
- A vehicle accident has occurred or a near miss has been experienced or observed.
- The health, safety or security of participants, staff or the public has been compromised.
- The health, safety or security of participants, staff or the public is observed as being at risk.

All incident reports are to be reported using the vWorker app available to all employees, or alternatively, a paper form is available at our EYDS office. These reports are received by the participants Case Manager who will investigate the incident further.

Incidents, observed or actual, involving health, safety or security will be dealt with in the following way:

- The service should report the incident to any applicable authorities such as the police, NDIS, or emergency services.
- Maintain confidentiality in accordance with EYDS policies and legal obligations.
- EYDS will ensure that support and counselling are available to all involved to counteract stress and anxiety.

- Support any victim/s to explain what is happening and help them make statements including engaging advocates.
- The Operations Manager and Case Manager will determine the course of action for the investigation in consultation with the Leadership Team.
- Cooperate with any agencies that have to be notified and become involved.

Reporting incidents to the NDIS

As an NDIS provider, the following requirements are compulsory. The Case Manager, who receives all incident reports, will manage the reports according to the directions and guidelines set down by the NDIS.

Incident reports must be tabled for the following:

- Acts, omissions, events, or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with a disability.
- Acts by a person with a disability that occurs in connection with providing NDIS supports or services to the person with disability and which have caused serious harm, or a risk of serious harm, to another person.
- Reportable incidents that have or are alleged to have occurred in connection to providing NDIS supports or services to a person with a disability.

Incidents that must be reported to the NDIS Quality and Safeguards Commission including 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:

- Injury or death of an employee while on duty (local, state, or territory WHS authority)

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

The Case Manager, in following compulsory NDIS directions, will:

- Notify the NDIS via the NDIS Commission Portal within 24 Hours.
- Submit a 5 Day Form within five business days, providing additional information and actions taken.
- Submit a final report if required on the impact, prevention, management, resolution, changes and further notification to other people or parties.

Responsibilities of key management personnel

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

Responsibilities of employees

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