

# Incident management

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## 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 (easy read)
-  Incident report
-  Incidents register
-  [Poster - identifying and responding to incidents 6-step guide](#) 

## Regulations relevant to this policy

-  NDIS (Incident Management and Reportable Incidents) Rules 2018 (Cth)
-  National Disability Insurance Scheme Act 2013 (Cth)

## Processes relevant to this policy

-  Investigate incident
-  Report incident
-  Manage incident

## 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.