

LIFE INDEPENDENCE DISABILITY SERVICES

www.lifeindependence.com.au

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INCIDENT MANAGEMENT REPORTING POLICY

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Drafted by	Merryn Farnsworth	Approved by	20/11/2020 manager
Responsible person	Merryn Farnsworth	Scheduled review date	20/11/2021

INTRODUCTION

This policy is designed to describe the services and supports available to participants and service users to which this policy applies. The also outlines the ethical, legislative legal and incident reporting standards to which Life Independence operates. This policy defines what classifies as an incident and how the service will manage any incidents.

PURPOSE

This policy is in place for NDIS participants, supporters and all other relevant stakeholders to be able to read and reference if needed. The services management strategies and good practices relating to incident management are outlined in a manner that allows for people reading this policy to be able to form a clear understanding of what constitutes an incident and the steps the service has in place to prevent, respond to and manage incidents. This policy also outlines procedures the service has in place for identifying, assessing, recording, managing and resolving reports of incidents. This policy provides information relating to practices and procedures designed to help the service learn and improve from the experience of an incident and its management.

Guiding Legislation, Rules, Regulations, Guidelines & Associated Documents

- National Disability Insurance Scheme Act, 2013
- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules, 2018
- NDIS (Provider Registration and Practice Standards) Rules, 2018
- NDIS (Practice Standards – Worker Screening) Rules, 2018
- Life Independence Professional Conduct & Abuse Policy
- Life Independence Child Safe Policy
- Life Independence Child Safe Code of Conduct
- Life Independence Guidelines Manual

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SCOPE OF POLICY

All procedures and processes outlined and described in this policy apply to all Life Independence staff or any person acting in any capacity whereby they are taken to be representing Life Independence and its interests.

POLICY COMPLIANCE

It is a condition of employment with Life Independence that all staff read and provide written receipt of this document acknowledging their understanding and commitment to adhere to the principles of this policy.

CONSEQUENCES OF NON COMPLIANCE

Should any Life Independence staff member be found to be non compliant with this policy they will be liable to disciplinary action. This may include but is not limited to immediate termination, counselling or other actions in keeping with the service mandate and the law.

PROCEDURES

This policy is not designed to be used as a manual on procedural requirements for performing duties on behalf of Life Independence. Should procedural advice be required by staff members, companion documents are available through the service website or on request. Staff are expected to check with available sources for full information relating to policies, legislation and other applicable standards relating to service delivery.

APPLICABLE SYSTEMS

The service maintains an incident reporting system based on in keeping with our internal record keeping systems and how that relates to other external systems. Any client information recorded by the service will be stored in a secure password protected location. It will also be recorded in the services incident management register with any relevant supporting documentation used by the service to manage incidents. This system is also secure and password protected. The NDIS My Reportable Incidents page is also used to assist with meeting the services reporting requirements and obligations relating to incidents mandated by the provisions of the overseeing legislation, rules and guidelines.

DECLARATION OF INTENT

The services response to incident management is based on the understanding that the provider has a responsibility to deliver safe service of a high standard to people with a disability. This is achieved by delivering 1:1 support services to NDIS funded participants and their supporters. All services delivered are done in keeping with the guiding principles and practices of the NDIS Act, 2013. This extends to the service in its capacity as a registered provider of disability services. The service upholds that people with a disability have the right to the following:

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- Realise their potential for physical, social, emotional and intellectual development
- Be supported to participate in and contribute to social and economic life to the extent of their ability
- Be supported to exercise choice including in relation to taking reasonable risks in pursuit of their goals and the planning of their delivery of supports
- Be respected for their worth and dignity and to live free from abuse, neglect and exploitation
- Be able to determine their own best interests including the right to exercise choice and control and to engage as equal partners in decisions that will affect their lives to the full extent of their capacity
- Have their privacy and dignity respected
- Have the role of families, carers and other significant persons in their lives acknowledged and respected
- Have access to advocates and supports which promote innovation, quality, continuous improvement, contemporary practice and effectiveness

DEFINITIONS

The following information outlines and defines what constitutes a reportable incident. Reportable incidents, serious incidents or alleged incidents which result in harm to an NDIS participant and occur in connect to an NDIS support or service. Specific types of reportable incidents include:

- The death of a person with a disability
- Serious injury of a person with a disability
- Abuse or neglect of a person with a disability
- Unlawful sexual or physical contact with, or assault of, a person with a disability (excluding, in the case of unlawful physical assault, contact with and impact on, the person that is negligible)
- Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.
- The use of a restrictive practice in relation to a person with a disability, other than where the use is in accordance with an authorisation (however described) of a State of Territory in relation to the person or behaviour support plan for the person.

DESCRIBING & IDENTIFYING INCIDENTS COVERED BY THIS SYSTEM:

- 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 disability
- Acts by a person with disability that occur 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

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- Reportable incidents that have or are alleged to have occurred in connection with providing NDIS supports or services to a person with disability

This policy and associated incident management systems deal with acts, omissions or events that occur including circumstances that may arise in connection with provision of an NDIS support or service to a person with a disability if they have, or could have caused harm to the person with the disability. The subject of an allegation of an incident can relate to anyone including but not limited to workers and members of the public providing the incident occurred in connection to an NDIS support or service and impacting a person with a disability.

Harm is defined as the result of an act, omission, event or circumstance that has occurred. This can include physical injury or harm, emotional or psychological impacts or anything that can impact on a persons learning or development.

STEPS TO MANAGING AN INCIDENT

This policy is to be used in collaboration with management guidelines used by staff to assist with identifying and responding to incidents using the following points:

- How the service documents and displays the incident management system so those who should know what the system is and how it works can access that information
- How incidents are identified, recorded and reported
- Who incidents must be reported to and in what timeframe
- The person who is responsible for notification of reportable incidents
- How support and assistance to the impacted person of an incident (including information about access to advocates and supports) to ensure their health, safety and wellbeing is made available
- How the impacted person will be involved in the management and resolution of the incident
- How the incident management system records details of any investigations conducted to establish the causes of a particular incident occurring and the nature of that investigation
- When corrective action is required and the nature of that action

The guidelines above form a framework that assists in the creation of key principles and practices outlining how the service deals with incidents.

- Accessibility of the incident management system
- Identifying incidents
- Immediately supporting the impacted person
- Keeping records
- Recording and storing information
- Privacy and confidentiality
- What information is collected
- Recording management of correspondence

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- Reporting incidents
- Investigations
- Learning from incidents

This policy along with all other organisational policies are available for public view via the service website or upon request. Further information for specific situations relating to incidents can be further found in the services Professional Conduct & Abuse Policy and Child Safe Policy. The service website also provides further information relating to types of abuse and incidents and access to services such as advocacy groups should they be required.

Any staff or person representing Life Independence has full access for guidelines relating to incident management and associated forms if required. Guidelines provide processes for supporting the needs of an individual impacted by a reportable incident and how to keep people safe from harm as well as the appropriate authorities to contact if required. It will also be necessary for incidents to be recorded in the services incident register including the type of incident, how correspondence is managed, any investigations carried out and who has been advised of the incident. Staff are trained in the use and management of this register.

Any person impacted by an incident can request for assistance to understand how the information recorded is used. Any person representing the service receives a report of an incident, reasonably believes an incident has occurred or is responsible for reporting the incident. The manager of the service is responsible for investigating the incident including keeping records in the register and notifying applicable agencies.

Feedback collected will be used as learning opportunities and incorporated into the services continuous improvement plan to ensure the services incident management system is continually improved upon.

A summary of the services incident management process is outlined in the below points.

- Accessibility – people affected by incidents know where to get information and understand how to use those systems.
- Recognition and identification – people know what an incident is
- Supporting the person impacted – people know where and how to get help
- Record keeping – Information is stored in a central location, is retained and is secured
- Reporting an incident - Staff must report all known incidents. The service manager is responsible for recording it in the register and investigation and finalising the matter
- The manager of the service is responsible for notifying the NDIS commission required

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- Investigations – The manager of the service is responsible for investigating all incidents
- The manager of the service is responsible for addressing any ways of improving practice that can be learned from an incident