

# Incident Management and Reporting Policy



Contents

Preamble..... 3

2.6.1 Incident Management System..... 3

    Assault..... 3

    Sexual Abuse ..... 3

    Violence..... 3

    Neglect ..... 4

    Death..... 4

2.6.2 Incident Management Information ..... 4

2.6.3 Continuous Improvement of Incident Management ..... 5

2.6.4 Informing Workers of Incident Management Systems ..... 5

    Disciplinary Action ..... 6

    Positive Behavior Support..... 6

Definitions..... 6

Procedures ..... 7

    Support Staff ..... 7

    Management..... 8

    Director ..... 8

    NDIS Commission..... 9

Summary..... 9

Supporting Documents ..... 9

    Policies ..... 9

    Forms ..... 10

## Preamble

Beloved Care Services Pty Ltd has ensures that each participant is protected through and incident management system which ensures that incidents are acknowledged, responded to, well-managed and learned from.

Beloved Care Services Pty Ltd provides service responses that meet the needs of individuals whose lives are impacted upon by disability. From time-to-time critical incidents occur involving participates within a service structure. It is important that Beloved Care Services Pty Ltd employees are conversant with their responsibilities when and if a participant critical incident should arise.

Beloved Care Services Pty Ltd is committed to be an employer of choice, and to providing a safe and healthy workplace free from abuse, harassment or bullying. It is crucial that all critical incidents are reported in order to undertake the appropriate assessments and to ensure a safe work environment.

As these situations are all unique and the dynamics surrounding them are often vastly different. Beloved Care employees must be extremely mindful of their responsibilities in a range of areas prior to proceeding.

### 2.6.1 Incident Management System

Beloved Care Services Pty Ltd maintains an incident management system which complies the requirements under the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.

#### Assault

Physical or Verbal assault as defined by law if actively witnessed.  
Determination as to the reasons behind an assault should be concluded where the assault perpetrator is a Participant with a view to ensure appropriate behavioral support is made available.

#### Sexual Abuse

In all areas where suspected sexual abuse has occurred, the police will be advised.

#### Violence

When violence cannot be contained by Beloved Care Services Pty Ltd staff, police intervention is to be called immediately.

Authorised By CEO	Effective Date	05/04/2022
Version 1	Review Date	05/04/2024

## Neglect

Physical and Emotional neglect when detected or suspected.

The Participant's need must be responded to immediately by the staff person or the enlisting of assistance by an appropriate authority to assist the Participant. Eg. Immediately calling for medical assistance if health related or assistance to the Participant, to remove them from the neglectful situation by Disability Services. The Guardian an Administration Tribunal may need to be contacted if the person has impaired capacity and no formal Guardianship is in place.

## Death

1. Beloved Care Services Pty Ltd Directors are to be notified as soon as possible. It is the responsibility of the Directors or medical officer to pass this information on to next of kin, guardian and appropriate authorities. The Directors are to instigate an investigation for the determination of cause of death and to assist any outside regulatory body that may become involved in the determination of death. All appropriate authorities are to be notified immediately or within one business day.
2. Appropriate debriefing and counseling is to be offered to any employee affected by the death at the earliest opportunity.
3. All Statutory reporting obligations must be adhered to by the Directors.
4. The police will be called to a death in a supported environment and they are responsible for informing family members of the death.
  - They will inform the coroner's office and prepare a report for the Coroner.
  - The Coroner's office requires that a deceased person must be formal identified in the presence of a police officer before the deceased can be released. This task is usually performed by immediate family members.

If the Directors unable to conduct the identification, police will need to seek alternative methods of identifying the deceased person, which may include personal identification by other family members, friends or work colleagues. If this is not possible, the police will use other options such as fingerprint, dental or DNA identification.

### 2.6.2 Incident Management Information

Beloved Care ensures each participant is provided with information on incident management, including how incidents involving the participant have been managed.

All information is to be secured and presented to the Directors as soon as possible. It is to be kept in the strictest confidence and secured separately to the Participant's main file.

Authorised By CEO	Effective Date	05/04/2022
Version 1	Review Date	05/04/2024

All involved parties will be requested to complete written reports of the critical incident. Reports should contain the fact as observed firsthand by the individual who is doing the reporting. The reporting should only contain straight forward description of the event or incident in chronological order. Emotive or subjective language should be avoided and instead the report should accurately describe what was observed.

All actions by Beloved Care Services Pty Ltd are to be recorded and all employees will avail themselves to any external investigation honestly and openly. Employees should not enter into speculative or un-collaborated information but should simply record and pass on to the Directors.

Note: It is important not to contaminate information by adding to it with personal opinion or innuendo. Leave the investigation up to those in positions to do this appropriately.

For participants who use augmented or alternative communication methods, they will be assisted to give a report utilizing their communication methods. External advocacy or support will be supplied if required.

The company solicitor and insurance broker are to be contacted by the Directors or the Operations Manager in all instances that may result in legal proceedings and/or insurance claims.

### 2.6.3 Continuous Improvement of Incident Management

Beloved Care Services Pty Ltd demonstrate a continuous improvement in incident management by regular reviews of incident management polices and procedures, review of the causes, handling and outcomes of incidents, seeking of participant and worker views, and incorporation of feedback.

This is a separate policy for Continuous Improvement

### 2.6.4 Informing Workers of Incident Management Systems

Beloved Care ensures all workers are aware of, trained in, and comply with the required procedures in relation to incident management.

Authorised By CEO	Effective Date	05/04/2022
Version 1	Review Date	05/04/2024

## Disciplinary Action

Beloved Care Services Pty Ltd recognizes that the most serious incidents, occur as a result of an accumulating of several factors and events all conspiring together. Employees should be encouraged to report incidents without fear of disciplinary action in a culture of learning, not of blame.

Fear of disciplinary action may deter employees from reporting a critical incident. The view of Beloved Care Services Pty Ltd is that disciplinary action should not form part of the response to an incident except in cases where one or both of the following apply:

- Where the actions causing the incident/arising from the incident were far removed from acceptable practice.
- Where there is failure to report an incident in which the employee was either involved or about which they were aware.

Failure to report an incident or event is seen as a very serious matter and will result in performance management.

## Positive Behavior Support

Positive behavior support is an approach that is responsive to a participant's needs. It requires a thorough understanding of a person and their behaviour in order to determine the best ways to support them.

Using positive behaviour support ensures the focus is always on the individual and is responsive to their needs.

If a restrictive practice is being used to support an adult with an intellectual disability who exhibits challenging behaviour, a positive behaviour support plan is required.

## Definitions

Reportable Incidents are serious incidents or allegations, which may result in harm to an NDIS participant, which happened in connection with the provision of supports or service by registered NDIS providers.

These incidents will include:

- Violence toward employees, volunteers, work experience students, contractor or individuals by a participant
- Violence toward a participant by employees, volunteers, work experience students, contractors or individuals
- Serious injury, incident or accident to a participant, employee, volunteer, work experience student, contractor or visitor
- Serious bodily injury

Authorised By CEO	Effective Date	05/04/2022
Version 1	Review Date	05/04/2024

- Death of a participant, employee, volunteer, work experience student, contractor or visitor
- Abuse of a participant, employee, volunteer, work experience student, contractor or visitor or allegation or suspicion of abuse
- Neglect of a Participant or allegation or suspicion of neglect
- Sexual abuse or harassment (actual or alleged) toward participants, employees, volunteers, work experience students, contractors or visitors
- Dangerous events
- Damage to property
- The use of a restrictive practice in relation to a participant, other than where the practice is authorized and used in accordance with the participants approved behaviour support plan.

The above list is not exclusive and may be added to determined by the level of an incident.

The NDIS Quality and Safeguard Commission (NDIS Commission) is an independent government body that works to improve the quality and safety of NDIS services and supports, investigates and resolves problems, and strengthen the skills and knowledge of providers and participants.

## Procedures

### Support Staff

What to do in an emergency:

1. If safe do so the participant must be protected immediately by removal from the situation
2. Dial 000 and ask for Ambulance, Fire or Police and describe the nature of the incident and the assistance required.
  - a. If overhead power lines have fallen notify the relevant electricity entity or Police.
3. Administer first aid if required.
  - a. Do not touch anyone who is receiving an electric shock. Turn off power or free the person with a non-metallic item.
  - b. Nothing should be touched or moved unless it is to administer first aid, or there is further risk of property damage.
  - c. Nothing further should be touched upon the determination that the Participant is deceased.
4. Beloved Care Administration or “On Call” must be called and notified fully of the incident verbally in the first instance
5. Follow all reasonable instructions from the coordinator
6. Any witnesses to the incident should be noted for later reference

Authorised By CEO	Effective Date	05/04/2022
Version 1	Review Date	05/04/2024

7. The staff member must then write up an Incident Report including as much relevant information as possible.
8. The Incident Report is to be referred to the relevant coordinator

### Management

Administration, On Call and Coordinators will:

1. Document all information and take appropriate steps to secure the safety all persons involved in the interim
  2. Immediately contact the Directors and advised of the incident and seek further instructions
  3. Advice Support Staff of instructions
  4. The Directors will undertake the notification to the NDIS Commission or give appropriate direction to the coordinator
  5. The Directors will notify other appropriate people depending upon circumstance. Incident notification should occur as soon as possible after the above mandatory responsibilities are attended to
  6. Notifications are brief until official investigations and reports are complete
  7. No information should be given to an external authority until legal representation is gained.
- It is important that the on-call coordinator record all pertinent information. Sequence the information and the time of all notifications with phone numbers, the person contacted and the time of the contacts as well as the corresponding instructions from the Directors.

### Director

The Director will:

1. Report the incident immediately through the NDIS Commission website within 24 hours.
2. Instigate an investigation through the appropriate means determined by the type of incident and the complexity of the situation.
3. Investigations are to remain as pure in processes as possible with the emphasis upon ensuring Natural Justice to all parties.
4. Advice the appropriate NDIS Commission officer of any internal investigation's findings and act upon any reasonable request of that officer in relation to future risk prevention.
5. Debrief employees and professional counselling offered if required or requested by the affected staff member(s).
6. Assist any individual to gain access where appropriate to external advocacy, legal representation or counselling.

Authorised By CEO	Effective Date	05/04/2022
Version 1	Review Date	05/04/2024



7. Assist the alleged perpetrator if a participant to gain access where appropriate to external advocacy, legal representation or counselling.
8. Review the incident at a management meeting with a view to secure future situation preventing possible reoccurrence.

In addition to incident reporting requirements under the NDIS Commission, in Perth a death in care under the Coroner’s Act 2003 (WA) must be reported immediately to the Coroner or Police.

#### NDIS Commission

The NDIS Commission may take action in response to a reportable incident, where required. This may include requiring Beloved Care to undertake specified remedial action, carry out an internal investigation about the incident, refer the incident to another body, or engage an independent expert to investigate and report on the incident.

Upon review of specified actions undertaken by Beloved Care Services Pty Ltd a determination may be made to refer a matter on to another function within the NDIS Commission.

### Summary

As outlined in the NDIS (Incident Management and Reportable Incidents) Rules 2018, incidents that must be recorded and managed include incidents where harm, or potential harm, is caused to or by a person with disability while they are receiving NDIS supports or services.

The incident management system must include procedures for identifying, assessing. Recording, managing, resolving and reporting incidents.

NDIS providers must keep records about incidents and must document their incident management system and make it available to workers and participants.

### Supporting Documents

#### Policies

- 1.0 Provider Governance and Operations Management
- Continuous Improvement
- Decision Making and Choice

Authorised By CEO	Effective Date	05/04/2022
Version 1	Review Date	05/04/2024

## Forms

- Incident Report
- Incident Report Register
- Participant ABC Form
- Participant Risk Assessment

Authorised By CEO	Effective Date	05/04/2022
Version 1	Review Date	05/04/2024