

Client Incident Management

Client Incident Management Policy

POLICY STATEMENT

The NDIS Specific Incident Management Policy has been developed to:

- Establish the commitment of planHELP in meeting the requirements of National Disability Insurance Scheme Act 2013 and the National Disability Insurance Scheme Incident Management and Reportable Incidents Rules 2018.
- Detail an Incident Management System.
- Describe the training that team members will undertake.
- Detail the way in which clients / families / advocates will engage with the system.

Allegations and incidents of violence, abuse, neglect, exploitation or discrimination are acted upon. Each Participant affected is supported and assisted, records are made of any details including the outcomes of reviews and investigations (where applicable). Action is taken to prevent similar incidents occurring again.

The planHELP website contains information about independent advocates, what they do, and how they can be accessed. Access to an advocate is facilitated where allegations of violence, abuse, neglect, exploitation or discrimination have been made

MANAGEMENT RESPONSIBILITIES

This policy applies to all team members planHELP including Directors and Managers and all clients, their families and advocates.

planHELP is committed to maintaining safe and high quality supports to all of our clients.

Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from.

MANAGERS / DIRECTORS / NOMINATED PERSON

Are responsible for maintaining up to date knowledge of Incident Management NDIS Incident Management Policy.

Are responsible for understanding which incidents are reportable.

Are responsible for reporting appropriate incidents to the NDIS Commission.

Are responsible for complying with any and all follow up or investigation.

Are responsible for implementing modifications to ensure prevention of a similar incident occurring.

Are responsible for ensuring any and all staff receive appropriate training as to the NDIS Incident Management Policy and applicable procedures.

Will cooperate in full of the NDIS Commission and any other regulatory agency who may investigate following a reportable incident.

Client Incident Management Procedure

PURPOSE

The NDIS Incident management procedure is in place to comply with the requirements under the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018* in a relevant and proportionate manner based on the scope and complexity of support we deliver and the size and scale of our organisation.

Any changes in our provisions of support or the size and scale of our organisation is to be reflected in our Incident Management and Reporting policy and procedure

DEFINITION

Reportable incidents associated with **NDIS** Participants are defined as a certain act or event that has happened (or be alleged to have happened) **in connection with the provision of supports or services.**

Reportable incident	Required timeframe
death of a person with disability	24 hours
serious injury of a person with disability	24 hours
abuse or neglect of a person with disability	24 hours
unlawful sexual or physical contact with, or assault of, a person with disability	24 hours
sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity	24 hours
the use of a restrictive practice in relation to a person with disability the use is not in accordance with a required state or territory authorisation and/or not in accordance with a behaviour support plan.	Five business days

Registered NDIS providers should use the [NDIS Commission Portal](#) ' <My Reportable Incidents>' page to notify and manage all reportable incidents.

However, all incidents should be notified and dealt with through this procedure. _____

RESPONSIBILITIES

Clients and their support team

Are provided with information in incident management on planHELP's website

Should alert staff and / or management of an incident, or near miss, as soon as possible following the incident.

Where possible will contribute to the completion of the incident report form.

Are to be supported to engage with the NDIS Commission or any other regulatory or (police) body where necessary.

Are to be supported to find an Independent Advocate where

Are to be supported to engage and alternative provider if requested.

Staff

Are responsible for implementing the NDIS Incident Management Policy and Procedure when necessary

Will receive training at the point of induction to the business

Will alert management of any and all incidents that are brought to their attention or are identified or observed by them

Will support our clients to report an incident when necessary

Are responsible for implementing any changes designed by management to prevent incidents

Are engaged in any reflection and review processes of the NDIS Incident Management Policy and Procedure and contribute to ongoing quality assurance of this service.

MANAGEMENT / NOMINEE RESPONSIBILITIES

Will ensure that a robust Incident Management System has been developed

Will ensure that all obligations are met regarding reportable incidents

Will track all reportable and non-reportable incident investigations through to resolution

Will design and implement changes to the business to ensure that incidents are prevented from recurring to the best of their ability

Will document all incidents and the implemented modifications to business practice.

PROCEDURE

- The health and well-being of all persons involved in the incident to be assessed immediately.
- Provide appropriate emergency aid, including calling emergency services if necessary.
- Once the situation is stable, an incident report form would be completed within 24 hours of the incident or the notification of the incident.
- Alert Management immediately.
- In the case of a Reportable Incident, the Manager / Director must contact the NDIS Quality and Safeguards Commission within 24 hours.
- Relevant documentation must be submitted to the NDIS Quality and Safeguards Commission in accordance with time frames (5 days) and in keeping with Privacy legislation.
- Support is provided to the client to engage with the NDIS Quality and Safeguards Commission when appropriate.
- Support is provided to the client to find an independent advocate
- All possible cooperation is to be provided to the NDIS Quality and Safeguards Commission and any other investigating body.
- Any relevant prevention strategies are implemented immediately.
- An internal investigation of the incident are completed.
- Support to engage an alternative provider is given if requested by the client.
- A review of the process takes place following resolution.

LINKS

- National Disability Insurance Scheme Act 2013 (Commonwealth)
- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018
- National Disability Insurance Scheme (Practice Standards-Worker Screening) Rules 2018.

DOCUMENTATION

- planHELP Client Incident Form