

# Incident Management Policy

## Purpose

To provide a clear framework for identifying, reporting, managing, and learning from incidents involving individuals receiving disability support services, ensuring compliance with the NDIS Practice Standards and Tasmanian legislation. This policy aims to safeguard the wellbeing of participants, promote continuous improvement, and uphold legal and ethical responsibilities.

## 1. Scope

This policy applies to all staff, contractors, volunteers, and any personnel involved in the delivery of disability support services.

## 2. Legislative and Regulatory Framework

- **NDIS Practice Standards – Incident Management and Reportable Incidents:** Requires providers to have effective systems for incident management and reporting to the NDIS Quality and Safeguards Commission.
- **NDIS (Incident Management and Reportable Incidents) Rules 2018:** Governs mandatory reporting of serious incidents.
- **Tasmanian Disability Services Act 2011:** Provides the legislative basis for disability services in Tasmania, including obligations for managing incidents and safeguarding participants.
- **Work Health and Safety Act 2012 (Tasmania):** Requires workplace incident reporting and management.

## 3. Definitions

- **Incident:** Any event or circumstance that could have, or did, result in harm to a participant, staff member, or others.
- **Reportable Incident:** As defined by NDIS rules, includes serious injury, abuse, neglect, or death related to a participant.
- **Near Miss:** An event that could have caused harm but did not.

## 4. Principles

- **Person-Centred:** Prioritize the safety, rights, and dignity of participants.
  - **Transparency and Accountability:** Encourage open reporting without fear of reprisal.
  - **Timeliness:** Prompt identification, reporting, and response to incidents.
  - **Continuous Improvement:** Use incident data to improve practices and prevent recurrence.
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## 5. Roles and Responsibilities

- **Management:** Ensure systems are in place, provide training, and oversee incident responses.
  - **Staff:** Report incidents promptly, cooperate with investigations, and implement corrective actions.
  - **Participants and Families:** Encourage reporting and feedback regarding incidents.
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## 6. Incident Reporting Procedure

**1. Immediate Action:** The first priority is always the safety and wellbeing of the participant and others. Provide any required medical assistance or support without delay.

**2. Notification:** The staff member who witnesses or becomes aware of an incident must notify their supervisor or manager immediately.

### 3. Completion of Incident Report Form:

- An Incident Report Form must be completed as soon as possible after the incident occurs.
- Forms are located within the Microsoft Teams app under the SilaCa Tas Team.

To access:

1. Open the Microsoft Teams application.
2. Select the SilaCa Tas Team.
3. Click on the Reporting Forms channel.
4. Go to the Files tab at the top of the channel window.
5. Locate and open the Incident Report Form.

- All sections of the form must be completed accurately and in full, providing clear, factual information. Incomplete reports will not meet compliance requirements.
- Once finalised, the completed form must be submitted to [admin@silacatas.com](mailto:admin@silacatas.com) for processing and secure record keeping.

**4. External Reporting Requirements:** Any incident that meets the definition of a Reportable Incident under the NDIS (Incident Management and Reportable Incidents) Rules 2018 must be reported to the NDIS Quality and Safeguards Commission within the required timeframes.

**5. Communication with Participants and Families:** Where appropriate, participants, their families, and/or guardians will be informed of the incident and the actions taken.

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## 7. Incident Investigation and Follow-Up

- Investigate incidents promptly to determine causes.
- Identify and implement corrective and preventive actions.
- Review policies and procedures if systemic issues are identified.
- Provide support to affected individuals, including staff.

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## 8. Training and Awareness

- All staff receive training on incident management policies and procedures during induction and regular refreshers.
- Promote a culture of safety and openness.

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## 9. Record Keeping

- Maintain confidential, accurate, and accessible records of all incidents and investigations.
- Retain records in line with legal requirements.

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## 10. Policy Review

- This policy will be reviewed annually or following a significant incident or legislative change.

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## References:

- NDIS Practice Standards – Incident Management
- NDIS Incident Management and Reportable Incidents Rules 2018
- Tasmanian Disability Services Act 2011
- Work Health and Safety Act 2012 (Tasmania)