



Incident Management Policy

Overview

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 in unintended and/or unnecessary harm to a person, or loss or damage to property.



INCIDENT MANAGEMENT POLICY

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Reporting Incidents

Incidents involving the following must be reported to the NDIS Quality and Safeguards Commission:

- 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 an employee 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.

As a registered NDIS provider, we must notify the NDIS Commission of all reportable incidents (including alleged reportable incidents) that occur, even if we have recorded and responded within our own incident management system. It is a condition of our registration that we comply with the NDIS Quality and Safeguards Rules about notifying them of reportable incidents.

Reporting Timelines

When a reportable incident occurs, or is alleged to have occurred, we must notify the NDIS Commission Portal within the following required timeframes:

NDIS 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 if 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

Failure to Report within the statutory timeframes is a contravention of the NDIS Act and could lead to infringement notices or compliance actions taken by the NDIS Commission, including banning orders, compliance notices, and suspensions of registration.



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Our Commitment

We are committed to ensuring the safety and well-being of participants, employees, and the community. Our commitments include:

- Upholding and supporting the rights of people with disabilities
- Fostering a proactive approach to preventing incidents
- Responding promptly and appropriately to incidents
- Ensuring procedural fairness for all affected parties
- Maintaining an incident management system to document and track incidents
- Providing the Incident Management Policy to participants and stakeholders upon request

When an incident occurs, we will:

- Ensure immediate safety and wellbeing of affected individuals
- Notify authorities, including the NDIS Commission and police if required
- Engage relevant support services, such as sexual assault support services
- Document key actions in an internal Incident Report
- Notify relevant next of kin, family, or guardian, as appropriate
- Provide ongoing support to those affected
- Maintain an internal Incident Register

Staff Responsibilities

All Staff must:

- Record and report incidents immediately to management
- Ensure confidentiality of all reports
- Report complaints or concerns from participants or their families

Management must:

- Review incidents and initiate improvements. Ensure employees are trained and competent in incident management
- Regularly review and update policies and procedures
- Conduct objective and fair investigations proportional to the severity of the incident
- Maintain confidentiality and accurate records
- Initiate continuous improvement based on incident analysis

Compliance & Continuous Improvement

We will demonstrate compliance with the NDIS (Incident Management and Reportable Incidents) Rules 2018 by:

- Maintaining a proportionate incident management system to the scope and scale of supports delivered
- Providing each participant with information on incident management
- Conducting regular policy reviews to identify and address areas for improvement
- Seeking participant and worker feedback to refine procedures
- Ensuring all workers are trained in incident management and reporting procedures



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Relevant Items

Regulations relevant to this policy include:

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

Internal Documents relevant to this policy include:

- Incident Report Form
- Incident Response Form