

## 2.1 Incident Management Policy

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

An incident is defined as an act, omission, event or circumstance. It may mean any of the following:

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

Reportable incidents are serious incidents or alleged incidents which result in harm to an NDIS participant and occur in connection with NDIS supports and services. Specific types of reportable incidents include:

- The death of a person with disability.
- Serious injury of a person with disability.
- Abuse or neglect of a person with disability.
- Unlawful sexual or physical contact with, or assault of, a person with 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 disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person or a behaviour support plan for the person.

When an incident is communicated to A to B Development, we will determine the severity and establish the need for further enquiries or investigations. A to B is committed to the NDIS principles of natural justice and procedural fairness. Dependant on these enquiries after an incident A to B Development will undertake remedial action. A to B Development will ensure that all stakeholders involved are informed regarding progress and resolutions.

All reportable incidents will be reported to the NDIS commission in line with the NDIS Act 2012 and the Incident Management and Reportable Incidents Rules 2018. For participants receiving a service under a NDIS plan. The business owner at A to B development is responsible for reporting incidents to the NDIS commission. The business owner when becoming aware of a reportable incident will:

- Submit an immediate notification form within 24 hours
- Submit a 5-day form via the reportable incident's portal. This will happen within 5 business days.
- A final report if required will be provided if requested by the NDIS commission.



A to B Development  
Occupational Therapy  
Dubbo NSW 2830

It is the responsibility of the A to B development business owner to communicate reportable incidents to the NDIS commission.

A to B Development keeps an accurate incident a register for all incidents. This process records a description of the incident, including impact or harm caused to any person with a disability. This register is used to document and for professional development purposes. All records are kept for seven years.

A to B Development has an Incident Management System which complies with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018. The system is maintained and proportionate to the scope and complexity of the supports delivered. The incident report form captures a description of the incident, including the impact or harm caused to any person with a disability.

To ensure that participants are supported in the event of an incident, are involved in the review, and informed of the outcomes A to B Development follows the approach of the Victorian Disability Services Commissioner (Victorian Disability Services, 2022). This equates to:

- Acknowledgment: A to B commit to ensuring that any participants or other stakeholders will have their issues heard and that there is an acknowledgement that they have been impacted. A to B specifically commits to ensuring that we will listen, empathise, acknowledge, and communicate with the person regarding resolutions.
- Answers: A to B commit to communicating with people regarding incidents. A to B will communicate with the participant around what happened and why it happened. A to B will also provide information to all stakeholders.
- Action: When dealing with an incident A to B Development will take action to fix the issue that has been raised and to prevent it happening to someone else. Actions coming after an incident will be timely, specific, and communicated back to relevant stakeholders. A to B Development commit to maintaining contact with the person who made the complaint and other stakeholders to ensure they are satisfied with the action taken.
- Apology: A to B Development acknowledge that in some cases an apology will be required. Where necessary A to B will provide a genuine apology.

A to B development is committed to supporting participants with any incidents that occur.

The participant can access a copy of the Incident Management Policy if interested - this is made known to them via the NDIS Service Agreement.

Linked Policies and Procedures:

- Service Agreement
- 2.2 Incident report form
- 2.3 Incident register