

Purpose and Scope

The purpose of this policy is to ensure that participants who receive support from Boon Consulting are safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, respond to, well-managed and learned from.

Compliance Arrangements

To ensure this, Boon Consulting will maintain an incident management system that is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation. The system complies with the requirements under the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018*. This will be done by ensuring that:

Client access to incident reporting information

Each participant is provided with information on incident management, including how incidents involving the participant have been managed.

- Boon Consulting maintains a digitised *Complaints and Incident Register* and the responsibilities of Boon Consulting is detailed in the *Service Agreement Terms & Conditions* and on the company website.
- Clients are able to make reports via the *Incident Report* and *Feedback Survey* on the website, by contacting a staff member directly, or contacting the NDIS Quality and Safeguards Commission. Contact details and information are available on the website, in the service agreement and in the *Code of Conduct - Provider Statement* which is provided to all participants during onboarding.

Commitment to continuous improvement and management arrangements

Demonstrated continuous improvement in incident management by regular review of incident management policies and procedures, review of the causes, handling, and outcomes of incidents, seeking of participant and worker views, and incorporation of feedback throughout the provider's organisation.

- Boon Consulting undertakes regular reviews of its policies and procedures, documents, and onboarding forms.
- Boon Consulting management subscribes to the NDIS Quality and Safeguards provider email newsletter, undertake NDIS provider webinars where they relate to the services provided, and seeks out networking opportunities with other providers to cultivate learning opportunities and support and advice networks.
- Boon Consulting publishes the outcomes of internal improvement programs on their website, including links to the Feedback Survey for clients to submit ideas on future improvement programs.

Employee and internal arrangements

All workers are aware of, trained in, and comply with the required procedures in relation to incident management.

- All employees are provided with a copy of this policy at commencement of their employment and required to review the policy whenever it is updated.

Documents that relate to this policy

- [Incident Report Form](#)
- Incident Register
- [Participant Registration Form](#) and [Terms & Conditions](#)
- [Client Feedback Survey](#)
- [Code of Conduct – Provider Statement](#)
- Incident reporting, management and prevention Fact Sheet ([NDIS Q&SC](#))
- Boon Consulting Website – [Feedback & Complaints](#), and [Client Forms \(PM\)](#)

Review and Revision

Endorsement Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:
30/05/2023	21/04/2024	19/05/2025	27/05/2026	
Reviewed by:	Lindsay Hayes	Lindsay Hayes	Lindsay Hayes	
<i>This policy and procedure will be reviewed at least annually, and changes endorsed by the Management Team.</i>				