

Incident Management Policy

1. Purpose

AT Resolutions is committed to ensuring the safety, wellbeing, and dignity of all people supported through our services. This policy outlines how we respond to, manage, and report incidents in accordance with the *NDIS (Incident Management and Reportable Incidents) Rules 2018*.

As a provider of assistive technology servicing and maintenance, we acknowledge the serious risks that can arise if equipment fails, if incorrect advice is provided, or if workers observe signs of participant harm. This policy provides a structured and compliant process for handling such events.

2. Scope

This policy applies to all employees, subcontractors, and representatives of AT Resolutions involved in:

- Servicing, maintaining, or assessing mobility and assistive technology
- On-site visits or client equipment handover
- Participant support interactions under NDIS or aged care contexts

3. What Is an Incident?

An **incident** is any event (whether accidental, foreseeable or due to neglect) connected with our services that:

- Has caused harm or potential harm to a person with disability
- Puts someone's health, safety, wellbeing, or dignity at risk

Examples include:

- A serviced hoist fails during use, causing a near miss or fall
- A technician installs or returns equipment in an unsafe condition
- A subcontractor observes signs of neglect or physical abuse while on a visit
- A participant suffers injury while using serviced mobility equipment

4. NDIS Reportable Incidents

Some incidents must be reported to the NDIS Commission within strict timeframes.

5. Reportable Incident Types:

- Death of a participant
- Serious injury (e.g. fall, laceration, broken bone)

- Abuse or neglect
- Unlawful physical or sexual contact
- Sexual misconduct
- Use of an unauthorised restrictive practice

6. Timeframes for Notification:


- **Within 24 hours:** All incidents except restrictive practice
- **Within 5 business days:** Use of unauthorised restrictive practice (if no injury or harm occurred)

7. What to Do When an Incident Occurs

Step 1: Ensure Safety

Immediately stop work if unsafe. Provide first aid or emergency support where needed.

Step 2: Notify AT Resolutions

 Call: 0435 261 745

 Email: admin@atresolutions.com.au

Step 3: Record the Incident

Complete an internal *Incident Report Form* and submit it to management within 24 hours.

Step 4: Review and Respond

Management will assess the event, investigate where needed, and determine if NDIS reporting is required.

Step 5: Implement Controls

Any risk identified will be addressed through corrective actions, and reviewed with the team to prevent recurrence.

8. Recordkeeping

- All incidents are logged in our **Incident Register**
- Reportable incidents are documented separately for regulatory reporting
- Records are stored securely and retained for at least 7 years
- Participant information is protected under the Australian Privacy Principles

9. Staff Responsibilities

All personnel must:

- Know what constitutes an incident

- Report any incident or near miss immediately
- Cooperate with investigations
- Maintain participant confidentiality
- Uphold participant dignity and safety throughout the process

10. Review and Continuous Improvement

Incident trends are reviewed at least quarterly. Learnings are applied to improve:

- Servicing procedures
- Equipment handling protocols
- Worker training and supervision