

Incident Management policy

Reportable Incident, Accident and Emergency Policy and Procedure

1.Scope

All TassieCare Service’s team members hold a fundamental responsibility to ensure the safety, well-being, and dignity of participants accessing our services. It is mandatory that all incidents, regardless of severity, are reported in strict accordance with this policy, adhering to both internal guidelines and regulatory requirements under the NDIS Practice Standards and Safeguarding framework.

The TassieCare Management Team is accountable for facilitating training programs to support team members in their roles, including mandatory completion of the NDIS Worker Orientation Module, Online NDS Incident management and reporting additionally through DECYP website all staff complete Reporting obligations These trainings are designed to ensure all team members possess a strong understanding of their responsibilities, safeguarding standards, and the ethical obligations associated with participant care.

2.Purpose

TassieCare Services is committed to full compliance with the National Disability Insurance Scheme (NDIS) (Incident Management and Reportable Incidents) Rules 2018 and Safeguarding framework

Our objective is to establish and uphold a comprehensive incident management system that identifies, manages, and mitigates incidents involving acts, omissions, events, or circumstances that:

- Occur in relation to the provision of supports or services to individuals with disabilities; and
- Have resulted in or have the potential to cause harm to individuals with disabilities.

This system is designed to ensure timely, effective responses to incidents, safeguarding participant welfare and promoting accountability across all service operations.

3.Definitions

Term	Definition
Incident	Acts, omissions, events, or circumstances that occur in connection with providing supports or services to a person with a disability, child or young person and have, or could have, caused harm to the participant.
Reportable incident	<p>A reportable incident is any of the below:</p> <ul style="list-style-type: none"> • The death of a person with a disability, child or young person • Serious injury of a person with a disability, child or young person • Abuse or neglect of a person with a disability, child or young person • Unlawful sexual or physical contact with, or assault of, a person with a disability, child or young person • Sexual misconduct, committed against, or in the presence of, a person with a disability, child or young person, including grooming the person with a disability, child or young person for sexual activity • Use of restrictive practice to a person with a disability, child or young person where the restrictive practice use is not following an authorisation (however described) of a state or territory concerning the person, or it is used according to that authorisation but not following a behaviour support plan for the person with a disability

Incident management system	<p>Incorporates all items listed below:</p> <ul style="list-style-type: none"> • Acts, omissions, events, or circumstances that • occur in connection with providing supports or services to a person with a disability; and have or could have caused harm to the person with a disability, child or young person • Incidents consist of acts by a person with a disability, child or young person that occur in connection with providing support or services to the person with a disability and have caused serious harm or a risk of serious harm to another person. • Reportable incidents allegedly occurred in connection with providing support or services to a person with a disability, child or young person
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4. Policy

TassieCare Services acknowledges the inherent risks faced by many of our participants and is committed to fostering a safe and responsive environment. Team members are required to actively encourage participants to report any incidents, thereby enabling the organisation to enhance service practices and notify relevant authorities in accordance with this policy.

The purpose of TassieCare Services' Reportable Incident, Accident, and Emergency Policy and Procedure is to:

- Minimise risks and prevent recurrence of incidents by implementing participant-centred plans, comprehensive staff training, regular assessments, and systematic reviews.
- Ensure that all incidents, accidents, and emergencies are managed immediately, with each event prioritised, handled, and investigated thoroughly.
- Identify and capitalise on opportunities to enhance the quality of participant support by aligning incident management processes with our quality and risk management frameworks.
- the relevant Leadership structure, and defines their functions, roles and responsibilities for providing oversight, management, and implementation of Incident Management.
- an approach for dealing with different types / categories of incidents.
- A process to analyse incidents to identify causes and systemic failures which informs continuous improvement in policies that safeguard children and young people
- an escalation process depending on the severity of the incident.
- Outlines our organisations process for investigation of allegations of abuse (reportable conduct)

Where necessary, participants will be provided information in an Easy Read format to support comprehension and accessibility.

The Compliance team in consultation with Service Delivery & HR Operations as outlined in this policy, are responsible for managing, investigating, and reporting all incidents in compliance with procedural fairness requirements. TassieCare Services is committed to upholding procedural fairness in alignment with the standards established by the NDIS Commissioner and Safeguarding framework.

5. Incident management procedure

TassieCare services will establish a procedure that identifies, manages, and resolves incidents, as follows:

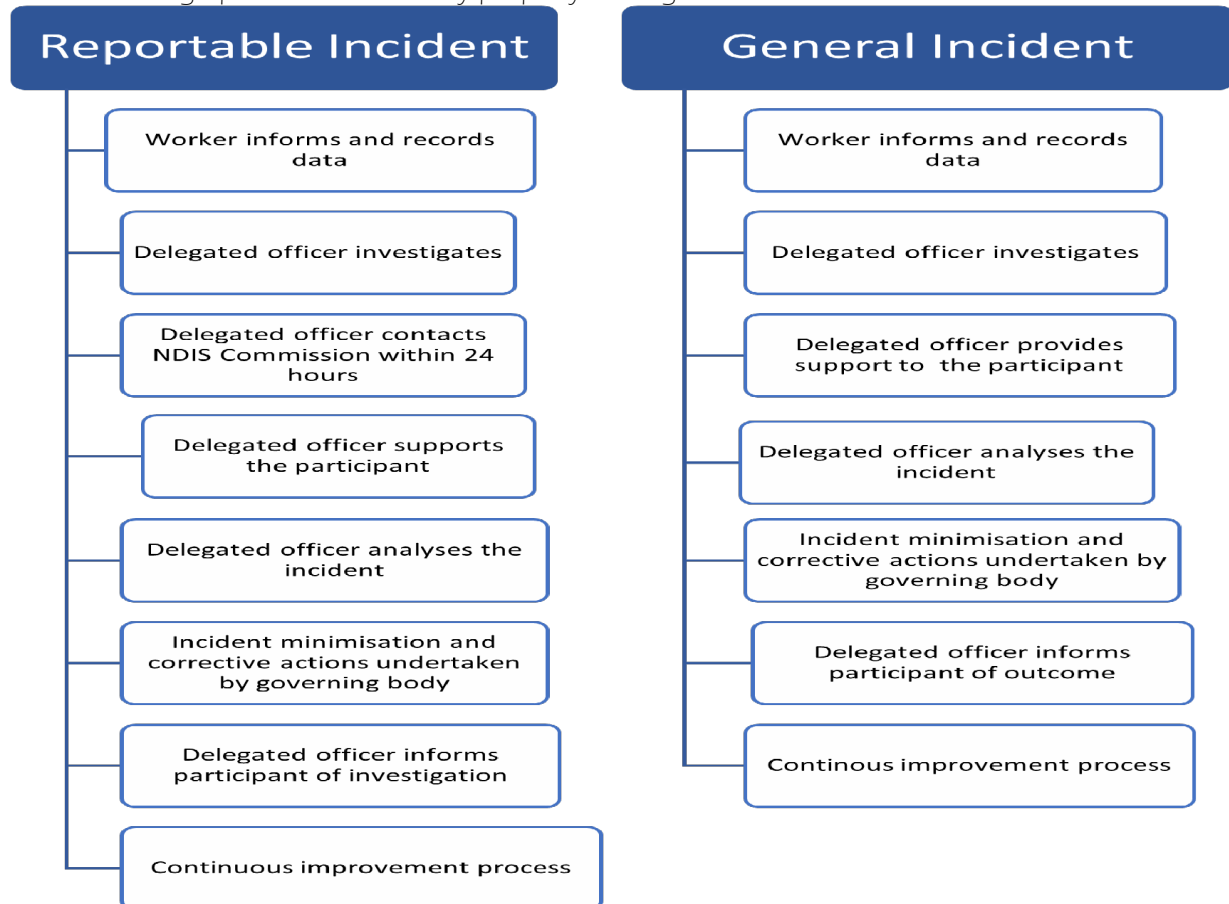
Step 1. Inform of incident

- The Team Member to report the incident to their Service Delivery Manager/Compliance team.
- The Team Member completes an Incident Report that identifies and records details relating to the incident, i.e., people, place, time, and date.

Supporting Evidence Requirements:

Where applicable, the following documentation must be completed and submitted as attachments to the Incident Report Form:

- A completed Hazard Report Form;
- A completed Body Map (where injuries are present);
- A Medication Returned to Pharmacy Form (if relevant);
- Photographic evidence of any property damage.



Step 2. Investigation

The Compliance team will assess the information provided to determine whether the incident qualifies as a reportable incident under the NDIS Quality and Safeguards Commission, reportable to the OIR or if it should be classified as a different type of incident:

- **Reportable Incidents:** Must adhere to the reportable incident reporting process as mandated.
- **Compliance:** TassieCare Services is committed to full compliance with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 and Safeguarding framework.
- **General Incidents:** Defined as accidents that result in non-reportable injuries.

2.1 Investigation Process:

Preliminary Review: The Compliance team in coordination with the Service Delivery Manager will conduct an initial review of the incident details, considering:

- Individuals involved,
- Location of the incident,
- Circumstances surrounding the incident, and
- Outcomes, including any injuries sustained.

Detailed Investigation: The Compliance team, alongside the State Manager – Participant Care and Service Delivery and may include the Executive Director - People, will undertake a comprehensive investigation in line with the Incident Investigation Form. This includes gathering the following insights:

- **Primary Causes:** Identifying the immediate reasons behind the incident.
- **Underlying Causes:** Examining contributing factors.
- **Corrective Actions:** Determining immediate actions to address the incident cause.
- **Preventive Measures:** Establishing long-term actions to prevent recurrence.

Continuous Improvement: Insights gained from each incident will be integrated into TassieCare's continuous improvement processes, with the goal of preventing similar incidents in the future. The depth of analysis and investigation will be proportionate to the severity of the incident.

Step 3: Participant Support

Immediate Support for the Participant: The Service Delivery Manager is responsible for ensuring that the affected participant receives the necessary support and assistance, including:

- Informing them of their right to access an advocate. If the participant does not currently have an advocate, the Service Delivery Manager will facilitate access to an independent advocate.
- Reviewing the participant's health status to provide appropriate assistance and support.
- Assessing the participant's environment to confirm safety measures are in place and prevent recurrence.
- Supporting the participant's overall well-being and fostering the development of their confidence and competence to ensure there is no loss of function or capability.

Incident Review with Participant: The Service Delivery Manager, in collaboration with the State Manager – Participant Care & Service Delivery or an appointed delegate, will conduct a review of the incident with the participant. Together, they will work with all parties involved to manage, resolve, and provide closure on the incident.

Step 4: Incident Analysis

Continuous Improvement Integration: As part of TassieCare's commitment to continuous improvement, insights gained from each incident are utilised to update or introduce new practices, as follows:

- If an investigation by a registered NDIS provider is required to determine the causes, effects, and any operational issues related to the incident, the investigation will be conducted comprehensively to inform future improvements.
- For incidents that necessitate corrective action, an action plan will be developed to modify practices in alignment with the specific corrective measures identified.

Analytical Process by Leadership: The Executive Director – People or an appointed delegate will undertake a structured analysis to:

- Identify the root cause of the incident.
- Determine if the incident resulted from an operational issue.
- Consider the participant's perspective, including:
 - Assessing if the incident was preventable,
 - Evaluating how the incident was managed and reviewed, and
 - Identifying any necessary remedial actions to reduce future impacts and prevent recurrence.
- Investigate factors contributing to the incident, such as environmental conditions or the participant's health status.
- Review and enhance current strategies or processes, if needed.
- Develop and implement new strategies or procedures where appropriate.
- Plan and deliver staff training on any new strategies implemented.

- Evaluate the effectiveness of new strategies to ensure they achieve the desired outcomes.

All Incident Investigation Forms, including the Final Report, must be formally closed by the Director or an authorised delegate, along with a second team member from TassieCare Services.

Step 5: Incident/Accident Minimisation and Corrective Action

1. **Participant Risk Assessment:** TassieCare Services will conduct comprehensive risk assessments for all participants in alignment with our Risk Management Policy and Procedure.
2. **Staff Training and Education:** Procedures for minimising incidents, accidents, and emergencies are covered extensively in staff orientation and reinforced through regular training sessions.
3. **Risk Identification and Control:** Identified risks will be addressed through collaboratively agreed-upon control measures developed with participant input.
4. **Collaborative Design of Risk Controls:** TassieCare Services will engage with participants and relevant stakeholders to develop tailored risk control strategies aimed at enhancing participant safety and minimising environmental risks.
5. **Evaluation of Control Effectiveness:** The effectiveness of implemented risk controls will be assessed through:
 - Participant review processes, including regular support plan reviews,
 - Participant feedback mechanisms, and
 - Case conferencing sessions.
6. **Risk Audits:** Internal and external risk audits will be conducted to ensure comprehensive risk management.
7. **Policy and Procedure Reviews:** Regular reviews of policies and procedures will be undertaken to ensure continued relevance and effectiveness in managing risks and promoting participant safety.

Corrective Actions

Upon completion of the incident analysis, all identified corrective actions will be implemented. Each corrective action will undergo evaluation to assess its effectiveness, in accordance with our Continuous Improvement Policy and Procedure, utilising the Plan-Do-Check-Act (PDCA) methodology.

Step 6: Participant Communication

TassieCare Services will communicate the outcomes of the incident to participants, or their advocate, either in writing or verbally, depending on individual preferences and the context of the situation. Our commitment to collaborative practice ensures that both the participant and their advocate are actively involved in the management and resolution of the incident.

6. Team Member training

TassieCare Services acknowledges the critical importance of proactive prevention measures to safeguard the well-being of both our team members and participants. Our comprehensive orientation program includes rigorous training in safety protocols, covering key areas such as manual handling, infection control, maintaining safe environments, and strategies for risk and hazard reduction.

Upon joining TassieCare Services, all team members receive thorough training in our organisational incident management processes. This training includes clear guidance on the procedures for incident reporting and the designated managerial contacts for such reports. In addition, team members are granted full access to our organisational policies and procedures, ensuring they have the resources necessary to uphold our safety and compliance standards.

7. Reportable Incidents

Team Members must report any reportable incident immediately that it becomes evident. Compliance team is responsible for reporting all reportable incidents to the NDIS Quality and

Safeguards Commission **and or, other external reporting bodies**. Reportable incidents are serious incidents or allegations, which result in harm to any NDIS participant, child or young person

As a registered provider, TassieCare Services is required to report serious incidents (including allegations) arising from the organisation's service provision to the NDIS Quality and Safeguards Commission, any external notifications in accordance with governing legislation and regulatory requirements.

Reportable incidents involving NDIS participants and or children and young people include:

- the death of a person with a disability child or young person serious injury of a person with a disability, child or young person abuse or neglect of a person with a disability, child or young person unlawful sexual or physical contact with, or assault of, a person with a disability, child or young person (excluding, in the case of unlawful physical assault, contact with, and impact on, the negligible person)
- sexual misconduct committed against, or in the presence of, a person with a disability, child or young person, including grooming the person for sexual activity
- the use of a restrictive practice to a participant, other than where the restrictive practice use follows an authorisation (however described) of a state or territory concerning the person or a behaviour support plan.

7.1 Reporting roles

The organisation will establish the following roles and ensure that allocated staff are aware of their responsibilities:

Approved Reportable Incident Approver responsibilities:

- Authority to review reports before submission to the NDIS Commission.
- Authority to review any external notifications in accordance with governing legislation and regulatory requirements.
- Views previous reportable incidents submitted by their organisation.
- Authorised Reportable Incident Notifier responsibilities:

7.2 Reportable incident procedure

The Nominated Manager will review the information and contact the police immediately to inform them of any suspected abuse. Important note: Information on how TassieCare services reports abuse against children can be found in our Children & Young People Reporting Policy.

The Approver submits reportable incidents via the NDIS Commission Portal's My Reportable Incidents page. <https://www.ndiscommission.gov.au/providers/ndis-commission-portal> and or, **other external reporting bodies which include:**

- Office of the Independent register (OIR) - <https://www.oir.tas.gov.au/>
- Strong Families Safe Kids - <https://strongfamiliesafekids.tas.gov.au/>
- Tasmanian Department of Justice - Registration to work with vulnerable people - <https://www.justice.tas.gov.au/rwvp>
- TasPol

1. **Complete an Immediate Notification Form and submit it within 24 hours:**

- Approved Reportable Incident Notifier will create for approval.
- Approved Reportable Incident Approver will approve the report and submit it.

Note: Approved Reportable Incident Notifier may create and submit, as required by the incident's circumstance.

2. **5-day form to be completed within five days of key stakeholders being informed:**

- Supports the Authorised Reportable Incident Approver to collate and report the required information.

- Creates new reportable incident notifications to be saved as a draft for review and submission by the authorised Approver.
- Approved Reportable Incident Notifier will create a form for approval.
- Approved Reportable Incident Approver will approve and submit the form.

Note: Approved Reportable Incident Notifier may create and submit, as required by the incident's circumstance.

3. **Final Report will be submitted on the due date if requested by the NDIS Commission; and or other external notifications in accordance with governing legislation and regulatory requirements. bodies**
 - Approved Reportable Incident Notifier will create a report for approval.
 - Approved Reportable Incident Approver will approve the report and submit it.

Note: Approved Reportable Incident Notifier may create and submit, as required by the incident's circumstance.

4. **Assessment of the incident by the Director, or their delegate, will involve:**
 - assessing the incident's impact on the NDIS participant, child or young person
 - analysing and identifying if the incident could have been prevented
 - reviewing the management of the incident
 - determining what, if any, changes are required to prevent further similar events from occurring
 - recording all incidents and responsive actions taken.

8. Documentation

- All reportable incident reports and registers must be maintained for the minimum time state or federal legislation dictates.
- This policy is to be reviewed on an annual basis or when legislation changes occur.
- All participants, families and advocates are informed of this policy.
- All Team Members are trained in the procedures outlined in this policy.
- Training details are recorded in each employee's personnel file.

9. Related documents

- Continuous Improvement Policy and Procedure
- Incident Report
- Incident Investigation Form
- Incident Investigation Form Final Report
- Incident Register
- Participant Handbook
- Participant Orientation Checklist
- Reportable Incident, Accident and Emergency Policy and Procedure
- Risk Assessment Form
- Risk Management Plan
- Risk Register
- Risk Management Policy and Procedure
- Support Plan Review Report
- Staff Training Record
- Staff Training Plan
- Training Attendance Register – In-house
- Training Register

10. References

- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS Practice Standards and Quality Indicators 2021
- Privacy Act 1988 (Commonwealth)
- Disability Services Act 1986 (Commonwealth)
- Work Health and Safety Act 2011 (Commonwealth)
- Work Health and Safety Act 2011 (TAS)
- Disability Rights, Inclusion and Safeguarding Act 2024 (TAS)
- The Coroners Act 1995 (Tas)
- United Nations Convention on the Rights of the Child 1989
- National Framework for Protecting Australia's Children 2009-2020
- Child and Youth Safe Organisations Framework
- Australian Human Rights Commission National Principles for Child Safe Organisations
- Children, Young Persons and their Family Act 1997 (TAS)
- Work with Vulnerable People Act 2013 (TAS)
- Child and Youth Safe Organisations Act 2023 (TAS)

11. Definitions

Reportable deaths (coroner) - Tasmania

The Coroners Act 1995 (Tas) contains an exhaustive definition of 'reportable death'. The most relevant sections of the definition are that a death:

- that appears to have been unexpected, unnatural, or violent or to have resulted directly or indirectly from an accident or injury
- that occurs during a medical procedure, or after a medical procedure where the death may be causally related to that procedure, and a medical practitioner would not, immediately before the procedure was undertaken, have reasonably expected the death
- the cause of which is unknown
- of a person who immediately before death was a person held in care or a person held in custody
- that occurs at, or as a result of an accident or injury, that occurs at, the deceased person's place of work and does not appear to be due to natural causes.

Procedure

- If the Service Delivery Manager has any doubt about whether a death is reportable, they will seek advice from a senior medical practitioner.
- Coroners' associates are available at the coroner's court during business hours. The deceased person should be left in place pending advice.
- Police or medical practitioners will report any incident to the Magistrates Court of Tasmania, Coronial Division.
- Our organisation will always cooperate with all government bodies.
- All details of the incident will be recorded in an Incident Investigation Form.
- The Service Delivery Manager will ensure that staff complete any documentation required by the coroner and ensure the completeness and accuracy of the information provided.
- The Service Delivery Manager will be the point of contact for all discussions with the family and relevant stakeholders. All conversations will be documented for future use.

Coroner's contact details Southern Tasmania

27 Liverpool Street, Hobart 7000

Business hours only:

(03) 616 57132 (administrative)

(03) 616 57127 (coroners' associates)

Northern Tasmania

73 Charles Street, Launceston 7250
(03) 677 72920

After hours – the whole of Tasmania

- Contact the police on 131 444
- Coroner's court: http://www.magistratescourt.tas.gov.au/about_us/coroners

Coroner email – the whole of Tasmania

- Hbt@justice.tas.gov.au

Magistrates Court

- <http://www.magistratescourt.tas.gov.au/>

References

- Coroners Act 1995 (TAS)
- [When to report a death to the coroner](#) downloaded 17 November 2020 at 10:22
- Magistrates Court of Tasmania – [Coronial Division](#) (downloaded 17 November 2020 at 10:22 am)

For clarification regarding this policy, please contact:

Q&S Compliance Team

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V4 Approved by: Directors & TassieCare Executive team

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Date: 30/11/2022

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Date: 19/02/2026