

# Incidents, Accidents and Emergencies Policy and Procedures

## POLICY PURPOSE AND SCOPE

The purpose of this policy is to ensure that the organisation has procedures in place to protect client's health, safety and wellbeing in the event of an incident.

These procedures ensure that incidents are acknowledged, responded to, well-managed and learned from.

*This Policy applies to all staff, participants, contractors and others who come into contact with us for the purpose of carry out service delivery.*

## DEFINITIONS

WORD	DEFINITION
<b>Incident</b>	an act, omission, event or circumstance which causes harm, or could cause harm to the client.
<b>Reportable Incident</b>	an incident, of a type (see below list) which must be reported to the NDIS Commission

## POLICY

Incident Management is one of the elements in our Integrated Governance Model. This Policy is a guide to the systems that the organisation has in place to effectively respond to incidents that occur in connection with providing supports.

To comply with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018. To maintain an incident management system that covers incidents that consist of acts, omissions, events or circumstances that:

- Occur in connection with providing supports or services to a person with disability; and
- Have, or could have, caused harm to the person with disability.

### Reportable incidents in the NDIS

All NDIS providers – registered or unregistered – are responsible for the delivery of quality and safe NDIS supports and services.

Registered NDIS providers are required to record and manage all incidents that happen in the delivery of NDIS supports and services in their internal incident management systems and notify the NDIS Commission of reportable incidents.

Registered NDIS providers must notify the NDIS Commission of all reportable incidents (including allegations), even where the provider has recorded and responded within their own incident management system.

**For an incident to be reportable** a certain act or event needs to have happened (or alleged to have happened) in connection with the provision of supports or services by the registered NDIS provider. This includes:

- 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
- Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
- Unauthorised use of restrictive practices in relation to a person with disability.

Who to report to?

Position	Name	Phone	Email
Manager	Karen Francis	0450 953 380	karenfrancis@caddenscare.com.au
Director	Mustafa Al-Zuhairi	0449 826 721	mustafaalzuhairi@caddenscare.com.au

### Timeframes for reporting of a reportable incident

	Reportable incident	Timeframe
1	death of a person with disability	<b>24 hours</b>
2	serious injury of a person with disability	<b>24 hours</b>
3	abuse or neglect of a person with disability	<b>24 hours</b>
4	unlawful sexual or physical contact with, or assault of, a person with disability	<b>24 hours</b>
5	sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity	<b>24 hours</b>
6	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.  Where an emergency has occurred and required the use of regulated/unregulated/unauthorised restrictive practice, if a staff member is unsure about the physical or mental wellbeing of the participant involved, they must follow up with a doctors appointment.	<b>Five business days</b>  Immediately or within 24 hours

### Other Obligations when there's incidents involving:

#### Information for clients and stakeholders

Caddens Care will provide information about the incident management system as part of the Welcome Pack on admission.

The orientation and Welcome Package material will contain information on the following:

- What is an incident
- What is a reportable incident

- How management will manage an incident once it occurs
- Accessing an advocate after an incident

### **Staff Obligations**

There may be a participant incident that also involves a staff member because of any kind of harm to the staff member. When this happens, it may be required to be reported to the Workers Compensation, refer to the [Work health and safety Policy](#) for more information.

### **Children (people under 18) Obligations**

Their records must be kept for 7 years after their 18<sup>th</sup> birthday. Refer to the [Records policy](#) for more information

For further information including hints and tips, please refer to the [Reportable Incident Guidance on the NDIS Commission website](#).

### **For further guidance, NDIS Commission Videos are available:**

Videos:

- [Video 1: Reportable Incidents: Overview](#)
- [Video 2: Reportable Incidents: Notifying the NDIS Commission](#)
- [Video 3: Reportable Incidents: What to expect from the NDIS Commission](#)
- [Video 4: Benefits of effective incident management](#)

Staff resources about Incident Management

- [Poster: 'Identifying and responding to incidents: 6 step guides for workers'](#)
- [Ready reference resource for workers: 'Incident response: Is everyone safe?'](#)
- [Incident Management System Guidance](#)

Resources for participants:

- [Reportable Incidents: Participant fact sheet](#)

NDIS Commission Portal reportable incident resources:

- [Reportable Incident Quick Reference Guides](#)

### **Unable to report via the NDIS Commission portal**

Outside of business hours and if all reasonable steps have been taken, a provider should advise the NDIS Commission of these issues as soon as possible via email to [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au) with an email that includes:

- The steps taken to complete the authorised notification form and the presenting issue
- The name of the impacted person
- Describe the immediate response and step taken to ensure the impacted person was safe
- Brief description of the reportable incident

- Whether other authorities, such as the police, were notified.

You will receive an automated response from the NDIS Commission acknowledging receipt. As soon as practical, you will need to progress completion of the 24-hour form. If you continue having difficulties, please refer to the website for detailed guidance or contact the Commission on 1800 035 544.

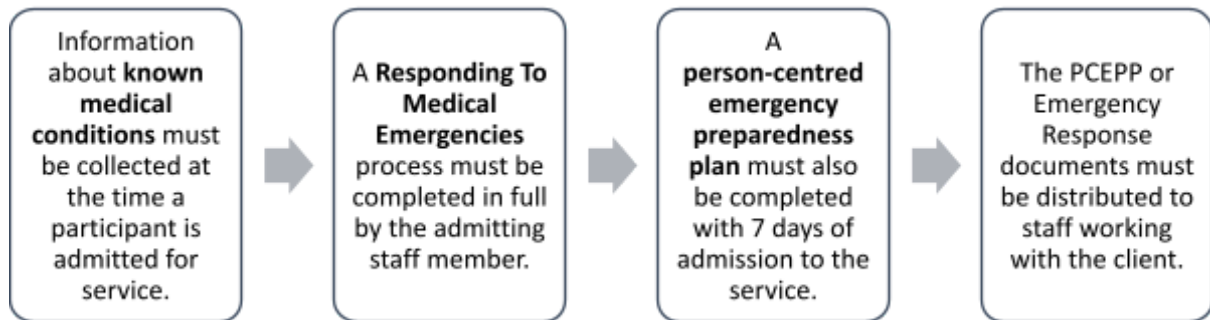
If the NDIS Commission portal or “My Reportable Incidents” page is unavailable for a period, the NDIS Commission Reportable Incidents team may:

- Provide an authorised form and request the information is submitted via the [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au) address; or
- Take the 24-hour notification or further information over the phone.

## Medical Emergencies

From time to time there may be a need to respond to a medical emergency. All staff must have their First Aid (inclusive of CPR) or at minimum a current CPR. Staff cannot be rostered if they do not have current versions of the above stated requirement.

### Responding To Medical Emergencies Protocol



### First Aider Actions

This flow chart follows the DRSABCD action plan, which is the standard first aid approach in Australia

Here's a brief explanation of each step:

1. Danger: Assess the scene for any potential hazards.
2. Response: Check if the casualty is responsive.
3. Send for help: Call 000 for emergency services.
4. Airway: Ensure the airway is clear.
5. Breathing: Check for normal breathing.
6. CPR: Begin cardiopulmonary resuscitation if necessary.
7. Defibrillation: Use an Automated External Defibrillator (AED) if available.

Remember, this is a general guide, and specific situations may require additional or modified steps. Regular first aid training is crucial for maintaining up-to-date skills and knowledge

### INCIDENT PROCEDURE

#### Please refer to:

Steps A, B, C, D, E & F

#### Step A – Information Collection

- Support Worker to report the incident to the Manager
- Support Worker completes an Incident Report that identifies and records details relating to the incident - people, place, time and date.

## **Step B – The Investigation**

The Manager will determine from the information provided if this incident is classified as a Reportable Incident by the NDIS Commissioner or a different type of incident.

Reportable Incident must comply Reportable Incident Process of reporting as per the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018.

### ***General Incident – accident, non-reportable injury***

Review details of the incident, including:

- People
- Location
- Circumstances
- Outcome – such as injury
- Investigate incident and accidents in accordance with the process listed within the Incident Investigation Form to determine:
  - The immediate reasons for the event.
  - The underlying reasons for the event.
  - Immediate actions require to fix the reasons for the event.
  - Preventive actions required for the future.
- The information gained from incidents will be incorporated into our Continuous Improvement cycle to enable prevention of the incident or accident in the future.
- Each incident's investigation and analysis will vary due to the seriousness of the incident.

## **Step C – Ensure Participant and Staff are Safe**

Manager ensures that the affected participant is supported and assisted by:

- Informing them that they have access to an advocate, if the participant does not have an advocate, then Director can help them to access an independent advocate.
- Reviewing their health status to assist and support.
- Reviewing the environment to ensure their safety and to prevent any recurrence.
- Make sure that their well-being is supported and help with the development of their confidence and competence so that they do not lose any functions.
- Director or their delegate will review the incident with the participant.
- Caddens Care will collaborate with the person to manage and resolve the incident.

## **Step D – Root Cause Analysis (See register in compliance management system)**

The information gained from an incident is used to amend or implement practices as part of our continuous improvement, including:

- When an investigation by the registered NDIS provider is required to establish the causes of an incident, its effect and any operational issues that may have contributed to the incident occurring, and the nature of that investigation.
- If an incident requires corrective action to be undertaken, then a plan will be developed to adjust practices according to the nature of that action required.

Manager undertakes the analytical process, that includes:

- Determining the cause of the incident.
- Ascertaining if the incident was an operational issue.
- Considering the participant's perspective, including:
  - Whether the incident could be prevented.
  - How the incident was managed and reviewed.
- Remedial action to prevent future reoccurrence or minimise the impact.
- Reasoning: why this occurred – environmental factors, participant's health.

- Ascertaining if strategies or processes need review and improvement.
- Devising new strategies or procedures.
- Planning for staff training in these new strategies.
- Implementing new strategies.
- Reviewing of new strategies.

All Incident Investigation Forms must be closed out by the Manager and/or their delegate, plus one other person.

### **Step E – Determine Corrective Actions**

- Caddens Care will risk-assess all participants in conjunction with the Caddens Care Risk Management policy.
- Incident/Accident/Emergency minimisation and procedures are taught during Orientation and in regular training sessions.
- Risks will be identified, and control mechanisms agreed upon with the participant.
- Caddens Care consult with the participant and relevant stakeholders to design specific risk control mechanisms to reduce any risks to the participant and their environment.
- Effectiveness of mechanisms will be reviewed via:
  - Participant review processes including Support Plan review.
  - Participant's feedback.
  - Case Conferencing.
  - Internal and External Audits.
  - Review of policies and procedures.

### ***Corrective Actions***

After the Incident Analysis Procedure has occurred, and corrective action is implemented. Every corrective action must be evaluated to ascertain the effectiveness of the action as per Continuous Improvement Policy – Plan, Do, Check, Act

### **Step F Informing Participants**

- Caddens Care will inform participants or their advocate about the outcome of the incident in writing or verbally; dependent on the participant and the situation.
- Collaborative practice will be undertaken to ensure that the participant and their advocate are involved in the management and resolution of the incident.

### **RELATED DOCUMENTS**

- Incident report form
- Incident register
- Incident investigation report

### **REFERENCES**

- NDIS Quality and Safety Standards (2018)
- The NDIS Act 2013