



Incident Management Policy

This Incident Management Policy includes information about what an incident is and what to do in the event of an incident.

What is an incident?

Incidents are:

- 1. Acts, omissions, events or circumstances that occur in connection with providing NDIS supports or services to a person with disability which have, or could have, caused harm to the person with disability.**

It is important to note that the subject of the incident (or alleged incident) can be anyone – support worker, participant, family member, another service provider, a member of the general public etc.

Remember also that harm can be physical, emotional &/or psychological.

- 2. Acts by a person with a disability that occur in connection with providing NDIS supports or services to the person with disability which have caused serious harm, or a risk of serious harm, to another person.**

Serious harm refers to substantial physical, emotional or psychological impact. The incident (or alleged incident) must occur in connection with the provision of NDIS supports or services.

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

Reportable Incidents include:

- **Death** of a person with disability

- **Serious injury** of a person with disability – fractures, burns, deep cuts, extensive bruising, head or brain injuries, injury requiring hospitalisation
- **Abuse or neglect** of a person with disability – including physical, psychological, emotional, financial, systemic abuse, pattern of abuse. **Neglect** – grossly inadequate care, failure to access medical care, supervisory neglect, a reckless act, failure to act or failure to protect from abuse
- **Unlawful sexual or physical contact** with, or **assault** of, a person with disability – physical, sexual, indecent assault
- **Sexual misconduct** committed against or in the presence of a person with disability – grooming, sexually explicit comments, overtly sexual behaviour, crossing professional boundaries
- **Unauthorised restrictive practice**, that is not authorised as per state or territory requirements or not used according to a behaviour support plan registered with the Commission.

Examples

Incidents can include (but are not limited to):

- Behaviours of concern such as verbal abuse, physical assault, property damage, self-harming or absconding.
- Serious injury to a NDIS Participant.
- Sexual misconduct, sexual assault or grooming of a NDIS participant.
- Unauthorised restrictive practices of a NDIS participant.
- Observing neglect or any type of abuse of a NDIS participant.
- Fire
- A car accident on the way to or returning from an appointment.
- A traumatic event, such as responding to a client who is highly distressed or informing staff of their intention to commit suicide.
- Any psychosocial hazards. For example, listening to very traumatic events or circumstances described by a client or feeling emotionally affected by supporting clients experiencing ongoing crises.
- If a client dies either when in direct contact with staff or for any client supported by staff member and organisation.
- Any injury sustained from work, including psychosocial.

A **near miss** can include (but is not limited to):

- When a hazard is observed but actively avoided.
- Any obvious hazard in an environment
- If someone has been smoking in an environment
- Evidence of drug use in a house
- Unhygienic environments
- Animal/ human faeces
- Unrestrained animals

How to record an incident

If an incident occurs during a shift this must be reported using the Incident Report Form, which can be downloaded from the My Care Match website in the Resources page.

Fill in the Incident Report Form.

Email it to contact@mycarematch.com.au as soon as possible.

Follow the table below which details the Incident Management Process in full:

INCIDENT MANAGEMENT PROCESS

Required steps and timeframes	
1. Support worker identifies incident or near miss or receives allegation of incident.	Start of process
In an emergency or if there is an immediate safety risk contact emergency services on '000' immediately.	
2. Support worker emails My Care Match to notify of incident, mark the subject of the email Incident Notification & email to: contact@mycarematch.com.au For urgent situations call 0481 112 928 or 0466 814 770. 3. Support worker notifies impacted person's support person or family.	Earliest opportunity / as soon as practicable. Reportable incidents must be notified within 24 hours (note – unauthorised use of restrictive practice within 5 days unless harm has occurred then 24-hour rule applies)

4. If the incident is a reportable incident Autism Abilities leadership notifies the NDIS Commission.	
5. Immediate safety of those involved is managed with assistance and support of Autism Abilities staff.	Earliest opportunity / as soon as practicable.
6. Support worker writes up the Incident/Near Miss report and emails to My Care Match.	As soon as possible and within 1 business day.
7. Autism Abilities leadership conduct investigation (if applicable)	5 business days.
8. Autism Abilities leadership completes management section of Incident/Near Miss Report.	10 business days
9. Implementation of recommendations and continuous improvement actions taken where applicable.	30 days

External Reporting

At certain times incidents may need to be reported externally, for example to:

- NDIS Commission
- Police
- Child Protection
- Public Guardian/Advocate
- Families and Private Guardians
- Other regulatory bodies
- The Coroner

NDIS Commission notifications



- The CEO of Autism Abilities is the authorised reportable incidents person for Autism Abilities (and therefore My Care Match), and is responsible for making reports to the NDIS Commission. Other members of the leadership team may be authorised 'Notifier' who can provide and assist with the collation of reporting of required information.
- Autism Abilities is only required to notify the NDIS Commission of reportable incidents **that occur in connection with Autism Abilities services, including My Care Match services.**
- If you witness an incident or conduct by another NDIS registered service that is reportable it is the responsibility of that service provider to notify the NDIS Commission. If you do not think that the service provider has notified (and/or will notify) the NDIS Commission, you may contact the NDIS Commission who will follow up with the relevant registered provider.

DISCLOSURES

Disclosures are when a client tells you about something bad that has happened to them. It is important to know that:

Any disclosures by clients relating to alleged abuse, neglect, violence, exploitation or any other serious issues in relation to their experience should result in external reporting and an investigation.

This should occur even if the disclosure does not relate to an incident that has been reported or observed by the support worker.

If a client makes a disclosure to you, the following table outlines what you must do:

DISCLOSURE MANAGEMENT POLICY

Disclosure Management

If a client makes a disclosure to you, your first step should be to reassure them that they are safe and will be protected.

If you receive a disclosure from a client, it is important to stay calm and take time to listen to what they tell you.

You should also tell the person what you are going to do next but don't make any promises you can't keep.

If the disclosure is clear, you should document what the client has told you but not ask any further questions.

If you need to ask questions in order to clarify basic information, the questions should be **open-ended and limited**. For example, “can you tell me more” or “what happened next” rather than questions that can be answered with a yes or a no.

Your role is to listen and provide support, not to investigate.

It is important to reassure the person that they are not going to get into trouble for telling and that it is not their fault, but that you may need to let other people know about what is happening to keep the person safe. Arrange further supports for the person as appropriate.

Any disclosures that relate to assault or abuse should be reported to the police, even if the person has asked you not to tell anyone.

The Police will determine whether they will investigate the matter or give clearance to commence our own investigation.

Follow the steps outlined in the Incident Management Policy table above.

Contact Autism Abilities leadership at the earliest opportunity for assistance if required.

If you have any questions, please contact:

contact@mycarematch.com.au 0481 112 928.