



Incident Management and Reporting Policy

Introduction

You Psychology Adelaide is passionate about delivering services to people with disability in a safe and effective manner. You Psychology Adelaide has zero tolerance for abuse and/or restrictive practices that are not properly implemented.

All employees are required to report such incidences to the Director or Practice Manager within 24 hours of becoming aware of an incident that constitutes abuse and/or restrictive practices.

Purpose

The Incident Management and Reporting Policy has been established to ensure You Psychology Adelaide follows the National Disability Insurance Scheme Act 2013 (the Act), and the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 (the Rules).

Policy Statement

You Psychology Adelaide is committed to providing high quality programs and services to our community with zero tolerance for abuse.

You Psychology Adelaide will ensure it has a Reportable Incident Register in place to record all incidents.

You Psychology Adelaide will take all reasonable steps to ensure that all employees are aware of what constitutes a reportable incident; how it is to be recorded and who it needs to be reported to.

You Psychology Adelaide Services will ensure that all employees have access to the tools required to manage the incident reporting and recording process.

What Constitutes a Reportable Incident

Reportable incidents are particular types of serious incidents that have, or are alleged to have, occurred in connection with the provision of supports and services by registered National Disability Insurance Scheme (NDIS) providers. Registered NDIS providers must document and report the following incidents to the NDIS Commission:

- 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 such a person for sexual activity; and



- the use of a restrictive practice in relation to a person with disability that is unauthorised or not in accordance with a behaviour support plan.

Reporting a serious incident or allegation to the NDIS Commission does not replace your existing obligation to report suspected crimes to the police and other relevant authorities.

The NDIS Commission's Role

The NDIS Commission provides guidance to build the capacity of NDIS providers to prevent and respond to incidents. However, if a reportable incident raises a serious compliance issue, the NDIS Commission has powers to take action. Action might include:

- requiring the provider to undertake specified remedial action;
- carry out an internal investigation of the incident; or
- engage an independent expert to investigate and report on the incident.

The NDIS Commission can also conduct its own investigation and take appropriate enforcement action such as issuing a compliance notice or asking a court to impose a civil penalty.

Incident Management and Reporting Procedures

Responsibilities

It is the responsibility of the Director/ Practice Manager to implement this policy and to monitor its performance. It is the responsibility of the Director/ Practice Manager to ensure that:

- employees have clear guidelines around Reportable Incidents;
- the Reportable Incident Register is maintained;
- all Reportable Incidents are reported to the appropriate authorities and followed up if required;
- employees are advised of the next steps when reporting a Reportable Incident; and
- employees are provided with the relevant documentation for completion.

How to Notify All About You – Disability Services of a Reportable Incident

Employees will be responsible for reporting incidents to the Director/ Practice Manager

Employees are required to:

1. Make contact with the Managing Director or Support Lead and verbally report the Reportable Incident. Contact must occur within 24 hours of suspecting or witnessing a Reportable Incident.



2. Complete an Incident Report Form and a Participant File Note, documenting the Reportable Incident.

3. Complete a Reportable Incident – Immediate Notification Form. This is an NDIS Commission document and will be provided to you by the Director/ Practice Manager.

4. Scan and email all documentation to the Director/ Practice Manager. Photographs of the documentation will not be accepted.

How to Notify the NDIS Commission of a Reportable Incident

STEP 1 – Notify the NDIS Commission

The NDIS Commission requires a registered provider to notify the Commission of most reportable incidents within 24 hours of becoming aware of it occurring. The Director/ Practice Manager and reporting employee will be responsible for this.

The exception is notifying the NDIS Commission of the use of a restrictive practice that is unauthorised or not in accordance with a behaviour support plan. In these instances, the provider must notify the NDIS Commission within 5 business days of being made aware of the incident. However, if the incident has resulted in harm to a participant it must be reported within 24 hours.

To notify the NDIS Commission of a Reportable Incident, the Reportable Incident – Immediate Notification Form must be downloaded, completed and returned to the NDIS Commission directly.

The form asks for information about:

- the organisation (provider details);
- the person (who is making the notification);
- the reportable incident;
- the people involved in the incident; and
- any actions taken in response to the incident.

STEP 2 – Submit a detailed report

A more detailed report about the incident, and actions taken in response, must be submitted within five business days. The Director/ Practice Manager is responsible for completing the Reportable Incident – 5-day Notification Form and returning it to the NDIS Commission directly.

Should the reporting employee be required to provide any details on the form, the Managing Director will advise.

STEP 3 – Submit a final report, if required

The NDIS Commission will advise if there is the requirement for a final report. If required, this will be due for completion within 60 business days of submitting the Reportable Incident – 5-day Notification Form.



NEXT STEPS

In all cases, providers must assess:

- the impact the incident has had on the participant;
- whether the incident could have been prevented;
- how the incident was managed; and
- what, if any, changes will prevent future events of a similar nature from occurring.

Minimum Record Keeping Requirements

For each incident, You Psychology Adelaide must record, at a minimum, the following details:

- a description of the incident, including the impact on, or harm caused to, any person with disability;
- whether the incident is a Reportable Incident;
- if known, the time, date and place at which the incident occurred or if not known, the time, date and place at which the incident was first identified;
- the names and contact details of the persons involved in the incident and any witnesses to it;
- the actions taken in response to the incident, including action taken to support or assist a person with disability impacted by an incident;
- if an investigation is undertaken by the provider in relation to the incident —the details and outcomes of the investigation, and
- the name, position and contact details of the person making record of the incident.

You Psychology Adelaide can also record any other relevant details about an incident, which may include, for example, gender and/or Aboriginal/Torres Strait Islander status of individuals involved in an incident.

In deciding if further details should be recorded about an incident, You Psychology Adelaide should consider, but is not limited to, the following factors:

- the nature of the supports or services being provided;
- the seriousness of the incident (including where it is not a Reportable Incident, but is beyond a simple or minor incident); and
- whether it is part of a pattern of incidents.

All records must be kept for seven years from the day that the record is made.



Incident Report Form

The Director/ Practice Manager must complete their section on the Incident Report Form in regards to the following issues, whilst considering the views of the person with disability impacted by the incident:

- whether the incident could have been prevented;
- how well the incident was managed and resolved;
- what, if any, remedial action needs to be undertaken to prevent further similar incidents from occurring, or to minimise their impact; and
- whether other persons or parties need to be notified of the incident. You Psychology Adelaide is expected to consider the outcome of such assessments to determine what further action should be taken, which may include:
 - providing ongoing support to impacted people with disability and/or ensuring the ongoing wellbeing and safety of impacted people with disability;
 - identifying and implementing best practice improvement measures;
 - notifying the NDIS Commissioner and/or other bodies or agencies, if appropriate;
 - undertaking further investigations;
 - identifying and taking corrective action to prevent a reoccurrence of incidents; or
 - deciding that no further action is necessary.

The incident management system must also provide for periodic review of the system, and the identification and resolution of systemic issues in relation to incidents.

Collection of information by the NDIS Commission

The NDIS Commission may request that You Psychology Adelaide supply information regarding Reportable Incidents. To ensure You Psychology Adelaide can accommodate these requests when and if they occur, the incident management system will need to support the collection of statistical and other information about all incidents.

Such information may include, but is not limited to:

- the number and frequency of incidents;
- when and where incidents occur;
- the type of incidents that occur, and
- who is involved in incidents (for example, whether particular workers and/or people with disability are involved in multiple incidents).



What Employees Need to Know

All employees must comply with You Psychology Adelaide incident management system and be aware of their roles and responsibilities in identifying, managing and resolving incidents and in preventing incidents from reoccurring.

All employees are able to make a complaint on behalf of a person with disability to You Psychology Adelaide or to the NDIS Commission and should recognise that they are supported by the Director/ Practice Manager to report all incidents; and in doing so, that there will be no negative consequences on their continued employment with You Psychology Adelaide.

Employee Declaration

I acknowledge and understand my responsibilities in relation the Incident Management and Reporting Policy as they pertain to my employment with You Psychology Adelaide.

Employee name _____

Employee signature _____

You Psychology Adelaide

Date _____