22. Reportable Incident, Accident and Emergency Policy and Procedure

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Purpose

Australian Quality Care will comply with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.

It is our objective to maintain an incident management system that covers incidents that consist of acts, omissions, events or circumstances that:

- Occur in connection with the provision of supports or services to a person with a disability

- Has, or could have caused harm to a person with a disability.

Scope

All Staff are responsible for ensuring the safety of all participants who access our services. All incidents must be reported as per this policy. Management is responsible for ensuring that Staff are trained and undertake the Worker Orientation training module.

Policy

Australian Quality Care recognises that many of the participants using Australian Quality Care services are at risk of incidents and accidents. Australian Quality Care's 'Reportable Incident, Accident and Emergency Policy and Procedure' seeks to:

- Minimise risk and prevent future incidents through the development of appropriate participant-centred plans, Staff training, assessment and review

- Ensure that there's immediate management of an incident, accident or emergency and that each of these events are prioritised, managed and investigated appropriately

- Identify opportunities to improve the quality of participant supports by ensuring that the incident system is planned and coordinated and is linked to the quality and risk management systems.

Participants will be provided information in Easy Read format, as required.

Procedure

Incident management procedure
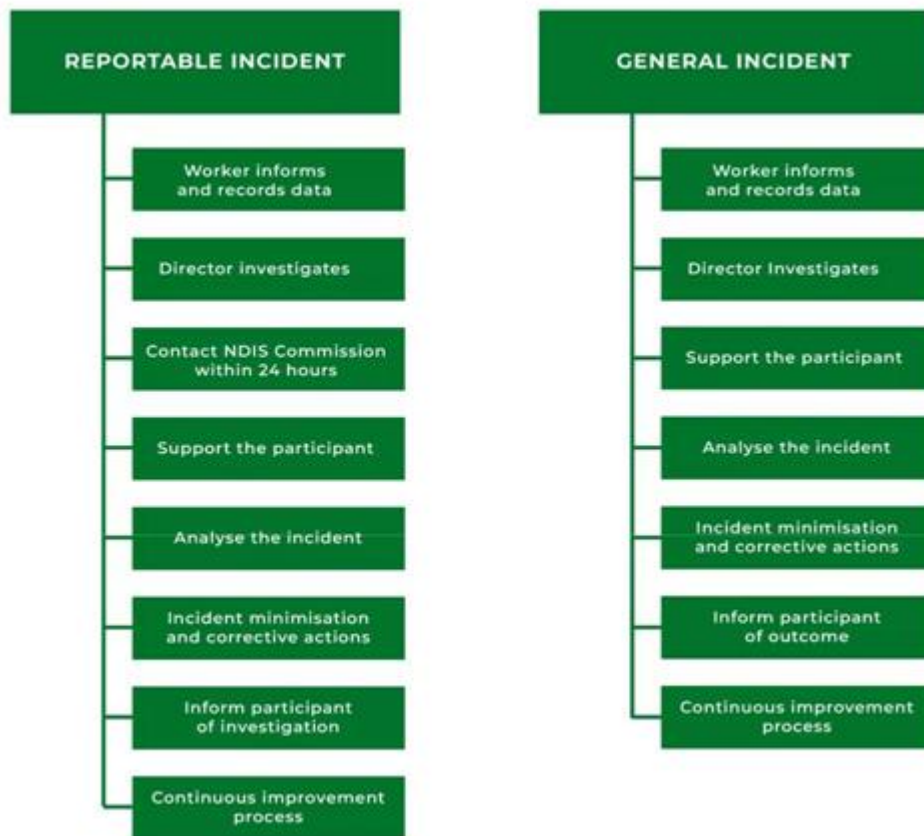
Australian Quality Care will establish a procedure that identifies, manages and resolves incidents, as follows:

Step 1. Inform of incident

1. Support worker to report the incident to the General Manager.

2. Support worker completes an Incident Report that identifies and records details relating to the incident, i.e. people, place, time and date.

Step 2. Investigation

1. The General Manager will determine, from the information provided, if the incident is classified as a reportable incident by the NDIS Quality and Safeguards Commissioner or otherwise.

   Type of incident:

   a. A reportable incident must comply with the reportable incident reporting process.

   b. Australian Quality Care will comply with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018.

c. A general incident is an accident with non-reportable injuries.

2. The General Manager will review details of the incident, including

    a. People involved

    b. Location

    c. Circumstances

    d. Outcome, e.g. injury.

3. The General Manager will investigate the incident/accident in accordance with the process outlined in the Incident Report Form to determine the:

    a. Immediate reasons for the event

    b. Underlying reasons for the event

    c. Immediate actions required to fix the cause of the event

    d. Preventative actions required for the future.

4. Any information learned from incidents/accidents will be incorporated into our continuous improvement cycle to enable prevention of the incident/accident in the future.

The analysis and investigation of each incident will vary based on the seriousness of the incident.

Step 3. Support participant

1. The General Manager ensures that the affected participant is supported and assisted by:

    a. Informing them that they have access to an advocate; if the participant does not have an advocate the General Manager can assist in accessing an independent advocate

    b. Reviewing their health status to assist and support

    c. Assessing the environment to ensure their safety and to prevent any recurrence

    d. Ensuring their wellbeing and assisting in developing the participant's confidence and competence, so they don't lose any function/s.

2. The General Manager will review the incident with the participant.

    a. Australian Quality Care will collaborate with the person/s involved to manage and resolve the incident.

Step 4. Analyse incident

1. As part of our continuous improvement process, the information gained from an incident is used to amend or implement new practices, this includes:

    a. When an investigation by a registered NDIS provider is necessary to establish the cause/s of an incident, its effect, any operational issues that may have contributed to the incident occurring and the nature of the investigation

    b. If an incident requires the implementation of corrective action, an appropriate plan will be developed to adjust practices according to the nature of the action required.

2. The General Manager or their delegate will undertake the analytical process to:
   a. determine the cause of the incident
   b. ascertain if the incident was an operational issue
   c. consider the participant's perspective, including:
      i. Whether the incident was preventable
      ii. How the incident was managed and reviewed
      iii. Determining any remedial action required to minimise future impacts and prevent recurrence
   d. identify why the incident occurred, e.g. environmental factors, participant's health
   e. ascertain if current strategies or processes require review and improvement
   f. devise new strategies or procedures, if required
   g. plan Staff training of any new strategies
   h. implement new strategies
   i. evaluate the success of new strategies.

All Incident Investigation Forms must be closed out by the General Manager or their delegate.

Step 5 - Incident/accident minimisation and corrective action

1. Australian Quality Care will risk-assess all participants in conjunction with our 'Risk Management Policy and Procedure'.
2. Incident, accident, emergency minimisation and procedures are taught during Staff orientation and in regular ongoing training sessions.
3. Risks will be identified, and control mechanisms agreed upon with participants.
4. Australian Quality Care will consult with participants, and relevant stakeholders, to design specific risk control mechanisms to reduce risk to participants and their environment.
5. Effectiveness of mechanisms will be evaluated via:
   a. Participant review processes; including support plan review
   b. Participant feedback
6. Internal and external risk audits
7. Reviews of policies and procedures.

Corrective actions

On completion of the incident analysis procedure, any corrective action will be implemented. Each corrective action identified will be evaluated to ascertain the effectiveness of the action, as per our 'Continuous Improvement Policy and Procedure', i.e. plan, do, check, act.

Step 6. Informing participants

Australian Quality Care will inform participants, or their advocate, of the outcome/s of the incident, either in writing or verbally dependent on the participant and the situation. Collaborative

practice will be undertaken to ensure the participant and their advocate are involved in the management and resolution of the incident.

Staff training

Australian Quality Care recognises the importance of prevention to ensure the safety of both Staff and the participant. Our orientation process includes training in work health and safety practices, including manual handling, infection control, safe environments, risk and hazard reduction.

Upon commencing employment with Australian Quality Care, all Staff are trained in organisational incident management processes, including how to report an incident and who to report an incident to.. To provide further guidance, access to all of our policies and procedures is provided to Staff at this time.

Reportable incidents

The General Manager is responsible for reporting all reportable incidents to the NDIS Quality and Safeguards Commission. Reportable incidents are serious incidents, or allegations, which result in harm to any NDIS participant.

Australian Quality Care, as a registered provider, is required to report serious incidents (including allegations) arising from the organisation's service provision to the NDIS Quality and Safeguards Commission. Reportable incidents, involving NDIS participants, include:

- Death

- Serious injury

- Abuse or neglect

- Unlawful sexual or physical contact or assault

- Sexual misconduct committed against, or in the presence of, an NDIS participant including grooming for sexual activity

- Unauthorised use of a restrictive practice.

Reportable incident procedure

1. Staff must immediately notify management.

2. Management will follow the process outlined in this policy.

3. The General Manager or their delegate will notify the NDIS Quality and Safeguards Commission within 24 hours of becoming aware of a reportable incident, via the NDIS Commission Portal: https://www.NDIScommission.gov.au/providers/NDIS-commission-portal

Assessment of the incident by the General Manager, or their delegate, will involve:

- Assessing the incident's impact on the NDIS participant

- Analysing and identifying if the incident could have been prevented

- Reviewing management of the incident

- Determining what, if any, changes are required to prevent further similar events occurring

- Recording all incidents and responsive actions taken, to prevent recurrence.

Documentation

- All reportable incident reports and registers must be maintained for seven (7) years.

- 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 Staff will be trained in the procedures outlined in this policy.

Related Documents

- Continuous Improvement Policy and Procedure

- Incident Report Form

- Participant Handbook

- Reportable Incident, Accident and Emergency Policy and Procedure

- Risk Assessment Form

- Risk Management Policy and Procedure

References

- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018

- NDIS Practice Standards and Quality Indicators 2020 - Version 3

- Privacy Act (1988)

- Work Health and Safety Act 2011 (QLD)