



CASS - Disability Services

NDIS INCIDENT MANAGEMENT POLICY

Policy Code: 1128	NDIS INCIDENT MANAGEMENT POLICY
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Policy Statement

CASS Disability Services recognises that the health and safety of participants is a priority and that if accidents or incidents do occur, they should be reported. Incidents should be investigated to ensure that the possibility of recurrence or further risk is minimised. This policy applies to all employees, volunteers, participants, contractors and visitors under the control of CASS Disability Services in relation to services to participants.

CASS Disability Services understands the importance of incident reporting and investigation to minimise accidents or dangerous occurrences. This policy has been developed to ensure that all employees and volunteers understand the processes to be taken in the event of a dangerous occurrence or accident to participants.

Definitions

Incidents are acts, omissions, events or circumstances that occur or could occur during or in relation to the provision of services that cause harm, either physically or emotionally, to a participant. Incidents also include acts, omissions, events or circumstances that have caused or could cause damage to property, the environment, material or cause public alarm.

Reportable Incidents refer to incidents, or alleged incidents, of severity that must be reported to an external agency. This includes but is not limited to:

- The death of a participant
- Serious injury
- Abuse or neglect
- Sexual misconduct
- Unauthorised restrictive practices

Procedures

All accidents or incidents that result in an injury or illness must be reported to CASS Disability Services within 24 hours of the incident occurring. CASS Incident Report must be completed for all incidents and injuries involving a participant. A copy of the completed incident report form must be retained and filed by CASS Disability Services.



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In the event of a death, advise Emergency Services on 000. If an incident results in a death, the site of the incident must not be disturbed until an inspector arrives at the site of the accident or and inspector directs otherwise at the time of notification.

CASS Disability Services as an NDIS registered Provider, reportable incidents are serious incidents which result in harm to an NDIS participant and occur in connection with supports and services. CASS Disability Services must report to the NDIS Commission serious incidents arising in the context of NDIS supports or services, including:

- the death of an NDIS participant
- serious injury of an NDIS participant
- abuse or neglect of an NDIS participant
- unlawful sexual or physical contact with, or assault of, an NDIS participant
- sexual misconduct committed against, or in the presence of, an NDIS participant
- the unauthorised use of a restrictive practice in relation to an NDIS participant.

This does not replace existing obligations to report suspected crimes to the police and other relevant authorities.

CASS Disability Services is responsible for preventing, responding to, and managing incidents. CASS Disability Services must ensure all incidents (not just reportable incidents) are recorded, and that actions are taken to respond to them and prevent such incidents from happening again.

Timeframes and Reports

Most reportable incidents must be notified to the NDIS Commission within 24 hours of a CASS Disability Services personnel being made aware of it, with a more detailed report about the incident and actions taken in response to it to be provided within 5 business days.

The unauthorised use of restrictive practice must be notified to the NDIS Commission within 5 business days of a CASS Disability Services key personnel being made aware of it. If there is harm to a participant, it must be reported within 24 hours. A final report may also be required within 60 business days of submitting the five-day report. The NDIS Commission will advise providers whether a final report is required.

In all cases, providers must assess:

- the impact on the NDIS participant
- whether the incident could have been prevented
- how the incident was managed
- what, if any, changes are required to prevent further similar events occurring.



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Forms for notifying the NDIS Commission of a reportable incident are provided below:

- Reportable incident – Immediate notification form
- Reportable incident – 5 day notification form

Once a form is completed, you can email it directly to the NDIS Commission at reportableincidents@ndiscommission.gov.au.

Documents related to this policy	
Related Policies	CASS Group Incident Management Policy Eliminating Restrictive Practices Policy
Forms, record keeping or other organisational documents	CASS Incident Report NDIS Reportable Incident - Immediate Notification NDIS Reportable Incident - 5 Day Notification

Reviewing and approving this policy		
Frequency	Person responsible	Approval
3 years	Unit Head	HAS & DS Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review due
Version 1	17 May 2019	HAS & DS Committee	17 May 2022
Version 2	16 May 2022	HAS & DS Committee	18 February 2023