



REPORTABLE INCIDENT, ACCIDENT AND EMERGENCY POLICY AND PROCEDURE

Wide Bay Respite Services



Reportable Incident, Accident and Emergency Policy and Procedure

PURPOSE

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 the provision of supports or services to a person with a disability; and

Have, or could have, caused harm to the person with a disability.

SCOPE

All support staff are responsible for ensuring the safety of all people 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 Module.

POLICY

Wide Bay Respite recognises that many of the participants of Wide Bay Respite services are at risk of incidents and accidents. Wide Bay Respite's accident, incident and emergency policy seek to:

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

Ensure that there is immediate management of an incident, accident or emergency and that each of these events is appropriately prioritised, managed and investigated.

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

PROCEDURE

Incident Management Procedure

Wide Bay Respite will establish procedures that identify, manage and resolve incidents, including the following:

Step 1 Inform of Incident

Support staff to report the incident to the Manager or delegate.

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Support Staff completes an Incident Report that identifies and records details relating to the incident – people, place, time and date.

Step 2 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.

A Reportable Incident must comply Reportable Incident Process of reporting. Wide Bay Respite will comply with 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 3 Support Participant

The Manager ensures that the affected participant is supported and assisted through;

Informing them that they have access to an advocate, if the participant does not have an advocate, then Manager 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.

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Manager or their delegate will review the incident with the participant.

Wide Bay Respite will collaborate with the person to manage and resolve the incident.

Step 4 Analyse Incident

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

When an investigation 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.

The Manager or their delegate 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.

Incident / Accident Minimisation and Corrective Action

Wide Bay Respite will risk-assess all participants in conjunction with the Wide Bay Respite's Risk Management policy.

Incident/Accident/Emergency minimisation and procedures are taught during Orientation and in regular training sessions.

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Risks will be identified, and control mechanisms agreed upon with the participant.

Wide Bay Respite 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 6 Informing Participants

Wide Bay Respite 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.

Staff Training

Wide Bay Respite recognises the importance of prevention to ensure the safety of both Support Staff and the participant. Our Induction Process includes training in Work Health and Safety, comprising of manual handling, infection control, safe environments, risk and hazard reduction.

Upon commencement, Support Staff are trained in organisational processes, including how to report an incident and to whom this is to be reported (Manager). Staff always have access to policies and procedures.

Reportable Incidents

Reportable incidents are serious incidents or allegations, which result in harm to an NDIS participant.

Wide Bay Respite as a registered provider must report serious incidents (including allegations) to the NDIS Commission, arising from the organisation's service provision;

- The death of an NDIS participant.

- Serious injury of an NDIS participant.

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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, including grooming of the NDIS participant for sexual activity.

The unauthorised use of the restrictive practice in relation to an NDIS participant.

Reportable Incident Procedure

Support Staff must immediately notify the Manager.

Follow the procedure as per Incident Management policy (as above).

The Manager or their delegate will notify the NDIS Commission within 24 hours of being made aware of the reportable incident via reportableincidents@ndiscommission.gov.au

Assessment of the incident by the Manager and/or their delegate will incorporate:

Assess the impact on the incident on the NDIS participant.

Analyse and identify if the incident could have been prevented.

Review of the management of the incident.

Determine what, if any, changes are required to prevent further similar events occurring.

All incidents are to be recorded, and actions are taken to respond and prevent them from happening again.

Documentation

All Reportable Incident Reports and Registers must be maintained for seven (7) years.

This policy will be reviewed on an annual basis or when changes occur.

Staff will be trained in this process, and this is recorded in their personnel file.

Ratified by the Board of Management:

Date/...../.....

Circulated to staff:

Date/...../.....

To be reviewed:

Date/...../.....

Signed

Manager

Signed

President