#### **PSYCHOSOCIAL DISABILITY SERVICE PROVIDERS**



# INCIDENT MANAGEMENT

#### **Under the NDIS Quality and Safeguards Commission**

The NDIS Quality and Safeguarding Commission considers an Incident to be any act or event that causes, or has the potential to cause, harm to or by an NDIS Participant in connection with the provision of NDIS supports or services. For Participants with psychosocial disability, an Incident has the potential to threaten their health, safety and Recovery. It may also have a significant impact on staff, families, carers and community members.

An effective <u>Incident Management</u> system is essential for NDIS registered Providers to meet their obligations to provide safe and quality services and supports.

### **Effective Incident Management Systems:**

- · Are Participant focused
- · Are accessible to Participants, families, carers and all staff
- Include a **safeguarding system** (policies and procedures) relevant and proportionate to the size, scale and scope of supports
- · Maintain a register of all actual, alleged and near miss Incidents
- · Identify roles and responsibilities for those who must notify the NDIS Commission of a Reportable Incident
- Outline the process to be followed if an unauthorised restrictive practice is used
- · Are embedded in the service culture and practice
- Are committed to compliance and continuous quality improvement

NDIS Providers are required to identify, assess, record, manage and resolve every incident according to their internal Incident Management system and have an obligation to notify the NDIS Commission of any **Reportable Incident within 24 hours**.

A **Reportable Incident** (including allegations) involves any of the following events:

- · Death of a Participant
- Serious injury of a Participant
- Abuse or neglect (by staff or other NDIS Participants under the care of the Provider)
- · Unlawful sexual or physical contact or assault
- Sexual misconduct committed against, or in the presence of, a Participant. This includes the grooming of Participants for sexual activity
- The unauthorised use of a Restrictive Practice\*
- \*A **Restrictive Practice** means any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability. **Regulated Restrictive Practices** include chemical, physical, mechanical, environmental restraint and seclusion and are implemented for the primary purpose of protecting the person or others from harm. If a restrictive practice is not included in a Behaviour Support Plan developed by a Behaviour Support Practitioner, it is UNAUTHORISED and must be reported to the NDIS Commission **within 5 days**.

Supported by







## **INCIDENT MANAGEMENT**

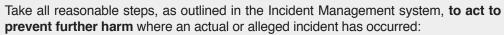
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#### **Pathway to Effective Incident Management**



Take every reasonable step to **prevent all forms of harm** to Participants with psychosocial disability:

- · Identify potential risks to Participants, staff and community
- Implement an accessible Incident Management system
- Identify challenges or changes to wellbeing (with Participant and support networks)
- Consider each Participant's diversity needs (e.g. disability, cultural, religious/spiritual, age, gender and sexual identity) and integrate a strengths-based, person-centred practice to reduce the risk of harm
- Ensure consent has been obtained for the use of any regulated restrictive practices
- Comply with the NDIS Commission's worker screening requirements and ensure staff understand and adhere to the Incident Management system
- Ensure staff are trained in psychosocial service delivery best practice e.g. Trauma-Informed and Recovery-Orientated practices, de-escalation skills and working with complex or co-occurring needs



- Support staff to identify, report internally and respond to all Incidents
- Document all Incidents and outcomes in your Incident Management system
- · Support the impacted person or persons involved in the Incident
- Report any allegation of criminal offence to the Police and/or other relevant authority
- Make a notification through the NDIS Commission Portal within 24 hours for all Reportable Incidents using an <u>Immediate Notification Form</u> or for use of unauthorised restrictive practice using a <u>5 Day Form</u>



Take **ongoing measures** to identify key themes and issues by analysing Incident related data. Implement changes to improve quality and safety and prevent future incidents occurring:

- Regularly review the Incident Management system and consider corrective action to improve quality and safety (e.g. training of workers, enhancement of policy or procedure or changes to the environment/manner in which a service or support is provided)
- Encourage feedback from staff, Participants, families and carers
- Ensure the <u>Complaints Management</u> system is accessible to Participants, families and carers
- Seek to reduce and eliminate the use of restrictive practices wherever possible
- · Keep all incident records for 7 years

**Further Resources** available on <a href="https://waamh.org.au/sector-development-and-training/ndis-quality-and-safeguards-commission-sector-readiness-project/ndis-qsc-sector-readiness-project-resources-and-events">https://waamh.org.au/sector-development-and-training/ndis-quality-and-safeguards-commission-sector-readiness-project/ndis-qsc-sector-readiness-project-resources-and-events</a>

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