



Rainbow Speech Pathology

Incident Management Policy

An incident is an undesirable event that could adversely impact the well-being and safety of our clients and employees. Rainbow Speech Pathology (RSP) aims to provide effective management of incidents in accordance with our obligations under the NDIS Act 2013, its associated rules and practice standards.

These procedures provide employees with an effective, standardised system of reporting and managing incidents. It also informs management about problems so that work practices can be reviewed to reduce the likelihood of the incident happening again.

Responsibilities

All employees are responsible for implementing and understanding this procedure. The Principal of RSP is responsible for monitoring and responding to incidents and is responsible for ensuring that incident reports are completed and logged on the incident register.

Procedure

When an accident occurs employees must:

- Ensure the immediate safety of clients and other employees and render First Aid if required
- Call 000 – if required (Police, Fire, Ambulance)
- If the incident is a Category 1, 2 or 3, notify the Principal of RSP by phone as soon as is practicably possible
- Immediately notify families, carers, and guardians of a Category 1 or 2 incident and if a client is injured
- Complete an incident report within 24 hours of the incident occurring and submitting it to the Principal via email.
- If required, notify the NDIS Commission (refer below).

Incident categories

Category 3 incidents

- Minor injury to a client and/or their carer – First Aid not required
- Minor injury to an employee – First Aid not required
- Verbal abuse
- Minor property damage

Category 2 incidents

- Injuries to employees requiring First Aid
- Injuries to clients and/or carers requiring First Aid
- Significant property damage

Category 1 incidents

- Serious injury to employees requiring medical treatment/hospitalisation



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- Serious injury to clients and/or carers requiring medical treatment/hospitalisation
- any incident involving the police, fire or ambulance services
- events with health and safety implications, e.g. fire hazards such as the storage of chemicals or an attempted break and enter
- events that may be of significant interest to the media.

Investigation

Following the incident, the Principal of RSP will determine the level of investigation required, and will complete an assessment with regard to the following issues:

- 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 bodies need to be notified of the incident.

All incidents that occur will be investigated, and clients & employees will be provided with an opportunity to respond to any allegations. The formality of that investigation will depend on the seriousness of the incident. Impacted clients and/or employees will be notified of the outcome of the investigation.

Support

RSP will provide support to clients including informing their right to access to an independent support person or advocate to ensure their health and wellbeing following an incident. A client/or their representative who has been impacted by an incident will have an opportunity to provide further input into any investigation and will be informed of the outcome.

Notifying the NDIS Quality and Safeguard Commission

Serious incidents (including allegations) must be reported to the NDIS Commission 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, including grooming of the NDIS participant for sexual activity
- the unauthorised use of a restrictive practice in relation to an NDIS participant.

The Principal of RSP is responsible for reporting any notifiable incident to the commission.

Timeframes and reports

Most reportable incidents must be notified to the NDIS Commission within 24 hours of a provider's key 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.



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The unauthorised use of restrictive practice must be notified to the NDIS Commission within 5 business days of a provider's 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 Commission must be notified using the following forms:

- Reportable incident – immediate notification: Reportable Incident – Immediate Notification
- Reportable incident – 5-day notification: Reportable Incident – 5-day notification form

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

Record Keeping Requirements

Under the NDIS Incident Management requirements, for each incident, registered NDIS providers 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
- any consultations undertaken with the persons with disability affected by the incident
- whether persons with disability affected by the incident have been provided with any reports or findings regarding the 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 the record of the incident.
- All records must be kept for seven years from the day that the record is made.

Rainbow Speech Pathology will maintain an Incident Register for the purpose of tracking all incidents.

By law, certain incidents are notifiable to Workplace Health and Safety Queensland (WHSQ)

Notifiable incidents include:

- an injury or illness requiring the person to have
 - immediate treatment as an in-patient in a hospital



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- immediate treatment for the amputation of any part of his or her body
- a serious head injury
- a serious eye injury
- a serious burn
- the separation of his or her skin from an underlying tissue (such as degloving or scalping)
- a spinal injury
- the loss of a bodily function
- serious lacerations

or

- medical treatment (treatment by a doctor) within 48 hours of exposure to a substance
- any infection to which the carrying out of work is a significant contributing factor, including any infection that is reliably attributable to carrying out work
 - with micro-organisms
 - or
 - that involves providing treatment or care to a person
 - or
 - that involves contact with human blood or body substances
 - or
 - that involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products

Availability of records

Rainbow Speech Pathology commits to making our records available to auditors as part of our quality assurance process will and contribute to NDIS Commission and/or Workplace Health and Safety Queensland investigations relating to incidents.

Further information

For further information please contact Calla Dolton, Principal & Director of Rainbow Speech Pathology calla@rainbowspeech.com.au