



Reporting and Recording of Incidents

Policy

Individualised Community Access Services (ICAS) recognises that incidents can occur at any time that have the potential to impact seriously on the safety of staff (including contractors) and participants. ICAS further recognises that effective planning, management and coordination is required to ensure incidents do not become reportable through inaction.

ICAS is committed to:

- Ensuring the rights of our participants and staff are upheld and supported.
- Providing a high standard of duty of care promoting the safety and wellbeing of all participants receiving supports and services, our staff and others who ICAS interacts with in the community.
- Recording and reporting all incidents and conducting investigations where required.
- Responding promptly and appropriately to an incident in an equitable, objective and fair manner.
- Reporting all serious, reportable and critical incidents to the relevant regulatory bodies including the NDIS (National Disability Insurance Scheme) Quality and Safeguards Commission, Work Health and Safety Regulators, specific funding bodies and the Police.
- Fostering a culture of continuous improvement to ensure a proactive approach to preventing and reporting incidents is adopted by all of the ICAS' staff.
- Ensuring all policies and procedures relating to incident management are accessible and available to all staff members.
- Regularly reviewing all incidents and instigating system and process improvements where identified.
- Ensuring effective risk management and risk review to reduce and where possible mitigate the potential for risks to become incidents.
- Ongoing compliance with all relevant legislation and standards.

Procedure

Individualised Community Access Services (ICAS) recognises that the health and safety of workers (employees and contractors) and participants is a priority and that if incidents do occur, they must be reported. Incidents should be investigated to ensure that the possibility of recurrence or further risk is minimised.



Definitions

Incident	<ul style="list-style-type: none">Any event or circumstance that resulted, or could have resulted, in unintended and/or unnecessary harm to a person, or loss or damage to property;A near miss which did not cause harm, but had the potential to do so;A medication error involving a preventable event that may cause or lead to inappropriate medication use or harm to a participant while being supported;Any event which deviates from standard policy or procedure;Anything illegal (e.g. assault, sexual misconduct, fraud).
Notifiable Incident	<p>Notifiable incidents as defined in the WHS Act are:</p> <ul style="list-style-type: none">The death of a person—whether a worker, contractor or member of the public;A serious injury or illness;A dangerous incident that exposes any person to a serious risk, even if no one is injured.
Reportable Incident	<p>As defined under Subsection 73Z (4) of the National Disability Insurance Scheme Act 2013 means:</p> <ul style="list-style-type: none">(a) the death of a person with disability; or(b) serious injury of a person with disability; or(c) abuse or neglect of a person with disability; or(d) unlawful sexual or physical contact with, or assault of a person with disability; or(e) sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity; or(f) the use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person.

Organisational Responsibilities when Responding to Incidents

When responding to an incident ICAS has a responsibility to:

- Immediately respond to the incident to ensure the safety and wellbeing of participants, workers and others at risk;
- Report to police (if appropriate);
- Preserve evidence of the incident;
- Notifying relevant next of kin, family or guardian (as appropriate);
- When an incident results in a physical injury, obtaining medical treatment for those affected;



- Plan and undertake actions to provide ongoing support to those affected by the incident;
- Provide support and assistance to participants affected by an incident (including information about access to advocates such as independent advocates), to ensure their health, safety and wellbeing;
- Document key actions undertaken in an internal incident report;
- Record incidents in ICAS Incident Register and
- Where applicable notify external regulatory bodies within their specified timeframes.

Internal Reporting Process

It is the responsibility of all workers to report incidents as soon as practicable. All incidents including near misses occurring in the workplace shall be reported as per below:

- Where an incident has occurred, it is to be instantly reported verbally to the Director;
- Discussions will be had to identify whether the incident is a WHS Notifiable or Reportable Incident;
- Where the incident is either a WHS Notifiable or Reportable Incident, the Director will advise either the WHS Regulator or the NDIS Quality and Safeguards Commission as per timeframes specified within applicable legislation;
- An Incident Report Form must be completed within 24 hours of the incident and provided to the relevant Director;
- When investigating an incident and where applicable, ICAS will take into consideration the views of the participant affected by the incident. Their views will be sought after an incident has occurred, during the management, assessment or investigation of an incident, and at the conclusion of the incident management process;
- The Director will complete the Incident Reporting form;
- The Director will enter the incident details within the Incident Register;
- The Director will conduct an investigation into the causes of an incident, whether the incident could have been prevented, identify and implement appropriate remedial measures. This will include assessing how well the incident was managed and resolved. The prime purpose of an incident or near-miss investigation is to establish both the immediate and underlying causes of the incident or near-miss in order to identify actions:
 - To prevent any incident that may result from the hazard and/or;
 - To correct the problem and to prevent a recurrence.

External Reporting Requirements

NDIS Quality and Safeguards Commission

As stated above, if a reportable incident occurs, or is alleged to have occurred, ICAS must give details about the incident to the Commission. Details of certain incidents and allegations



(refer to the definition of Reportable Incidents, *NDIS Incident Management & Reportable Incidents Rules 2018*, dot points a to e) must be notified within 24 hours, whilst the unauthorised use of Restrictive Practices must be notified within 5 business days.

The Director will process the incident via the NDIS Commission Portal 'My Reportable Incidents' page. Here the Director will be able to complete either the Reportable Incident Immediate Notification Form or the Reportable Incident Five Day Notification Form and attach copies of all documents relating to the incident. Refer to the *NDIS Incident Management & Reportable Incidents Rules 2018* for full details.

The Commission will have oversight of the management of Reportable Incidents and focus on building the capacity of ICAS to respond to incidents and to prevent recurrence of avoidable incidents. The Commission also has the power to intervene and require ICAS to take certain action where appropriate.

WHS Regulator

ICAS is only required to notify the WHS regulator of the most serious safety incidents as outlined in the definitions. If a notifiable incident occurs the model WHS Act states that:

- The regulator must be immediately notified;
- Written notification must be submitted within 48 hours if requested by the regulator; and
- The incident site is preserved until an inspector arrives or directs otherwise. However, this doesn't prevent any action to help an injured person or make the site safe.

The notice must be given by the fastest possible means - which could be by telephone or in writing, for example by email or online.

Training

All workers (employees and contractors) will be trained in incident reporting as part of induction.

Record Maintenance

Records of all incidents, investigation and corrective actions shall be recorded and managed within ICAS' Incident Register.