



Reportable Incident, Accident and Emergency Policy & Procedure

First Call Home Services Pty Ltd

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Integrating NDIS requirements

AUTHORISATION & APPROVAL

Managing Director
First Call Home Services Pty Ltd



IMPORTANT -

**All incidents must be reported to a
Manager or Managing Director.
Call (07) 3708 1060 to report an incident.**

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1.0 PURPOSE

First Call Home Services will comply with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018. This policy also extends to all activities associated with the delivery of our services to all customers, noting different reporting requirements for customers *not* related to an NDIS support.

It is our objective 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.
- has, or could have caused harm to a person.

2.0 SCOPE

All Staff are responsible for ensuring the safety of all participants and customers who access our services. All incidents must be reported as per this policy.

3.0 POLICY

First Call Home Services recognises that many of the participants using our services are at risk of incidents and accidents.

The Company's Policy and Procedure seeks to:

- Minimise risk and prevent future incidents through the development of appropriate participant-centred supports, staff training, assessment and review.
- Ensure that there is immediate management of an incident, accident or emergency and that each of these events are prioritised, managed and investigated appropriately.
- Identify opportunities to improve the quality of participant supports by ensuring that the incident system is planned and coordinated and is linked to the quality and risk management systems.

3.1 Staff Training

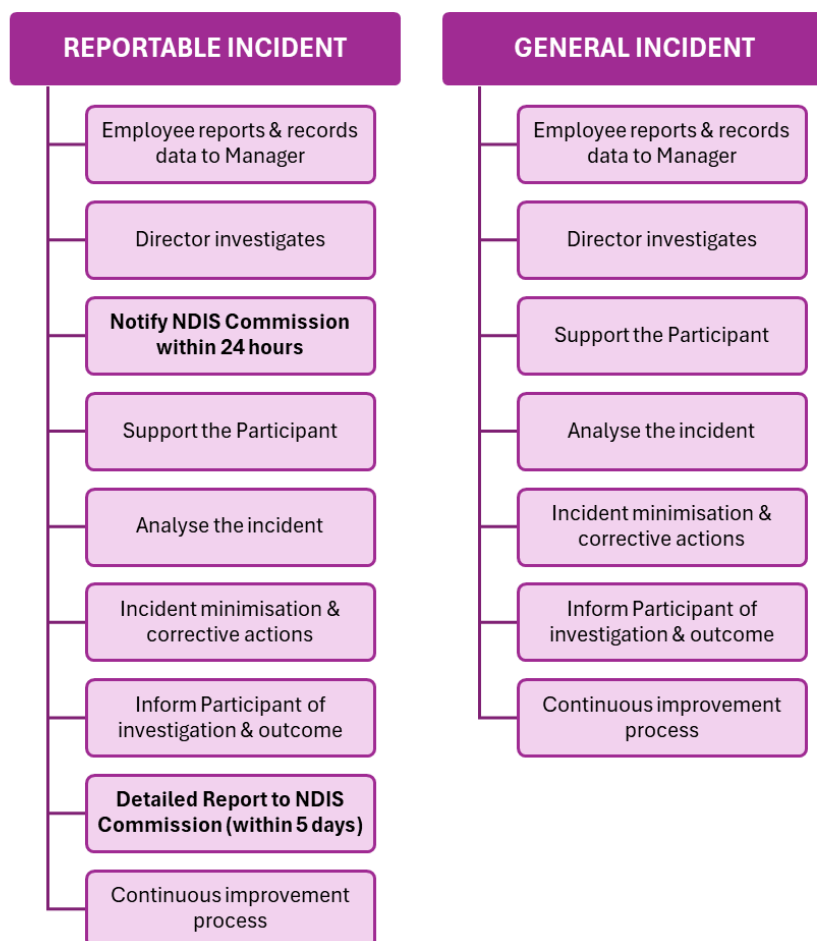
The Company recognises the importance of prevention to ensure the safety of both staff, customers and participants. Our orientation process includes training in work health and safety practices, including manual handling, infection control, safe environments, risk and hazard reduction.

Upon commencing employment with the Company, all Staff are trained in the Company's incident management processes, including how to report an incident and who to report an incident to.

To provide further guidance, access to all our policies and procedures is provided to Staff at this time, and at any time through the team member portal.

4.0 PROCEDURE

4.1 Incident management procedure



The Company has established a procedure that identifies, manages and resolves incidents, as follows:

Step 1 - Notify of an Incident

- Team Member to report the incident to the Managing Director / Business Support Team.
- Team Member completes an Incident Report Form that identifies and records details relating to the incident, i.e. people, place, time and date.



[LINK – Incident Report Form](#)

REMEMBER – should any team member become aware of a concern through:

- Direct involvement or participation (e.g. accidentally injuring a person)
- Indirect involvement (e.g. witnessing a Carer physically hit a person)
- Informed by a person or participant (e.g. a person with a disability shares information of a concerning nature).

the team member is required to report the issue to the Company immediately.

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Step 2 - Investigation

- The Managing Director will determine from the information provided, if the incident could be classified as a **reportable incident** by the NDIS Quality and Safeguards Commission or a general incident:
 - A reportable incident must comply with the reportable incident reporting process.
 - The Company will comply with the National Disability Insurance Scheme (Incident Management and Reportable) Rules.
 - A general incident (not a Reportable Incident) is an accident that does not require reporting to the NDIS Commission.
- The Managing Director will review details of the incident, including:
 - people involved and location
 - circumstances and outcome, e.g. injury, property damage.
- The Managing Director will investigate the incident/accident in accordance with the process outlined in the **Incident Report Form** to determine the:
 - immediate reasons for the event
 - underlying reasons for the event
 - immediate actions required to fix the cause of the event
 - preventative actions required for the future.
- Any information learned from incidents/accidents will be incorporated into our continuous improvement process to enable prevention of the incident/accident in the future.
- The analysis and investigation of each incident will vary based on the seriousness of the matter.

Step 3 - Support the Participant or Customer

- Managing Director ensures that the affected participant is supported and assisted by:
 - Informing them that they have access to an advocate; if the participant does not have an advocate the Managing Director can assist in accessing an independent advocate
 - Reviewing their health status to assist and support
 - Assessing the environment to ensure their safety and to prevent any recurrence
 - Ensuring their wellbeing and assisting in developing the participant's confidence and competence, so they don't lose any function/s.
- The Managing Director or their delegate will review the incident with the participant.
- The Company will collaborate with the person/s involved to manage and resolve the incident.

Step 4 - Analyse Incident

As part of our continuous improvement process, the information gained from an incident is used to amend or implement new practices, this includes:

- When an investigation by a registered NDIS provider is necessary to establish the cause/s of an incident, its effect, any operational issues that may have contributed to the incident occurring and the nature of the investigation.
- If an incident requires the implementation of corrective action, an appropriate plan will be developed to adjust practices according to the nature of the action required.
- The Managing Director or their delegate will undertake the analytical process to:

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- determine the cause of the incident
- ascertain if the incident was an operational issue
- consider the participant's perspective, including:
 - whether the incident was preventable,
 - how the incident was managed and reviewed,
 - determining any remedial action required to minimise future impacts and prevent recurrence,
- identify why the incident occurred, e.g. environmental factors, participant's health
- ascertain if current strategies or processes require review and improvement
- devise new strategies or procedures, if required
- plan Staff training of any new strategies
- implement new strategies
- evaluate the success of new strategies.

All Incident Investigation Forms must be closed out by the Managing Director or their delegate.

Step 5 - Incident / Accident Minimisation and Corrective Action

- Incident, accident, emergency minimisation and procedures are explained during Staff orientation and in regular ongoing training sessions.
- Risks will be identified, and control mechanisms agreed upon with participants.
- First Call Home Services will consult with participants, and relevant stakeholders, to design specific risk control mechanisms to reduce risk to participants and their environment.
- Effectiveness of mechanisms will be evaluated via:
 - participant review processes; including support plan review
 - participant feedback
 - internal and external risk audits
 - reviews of policies and procedures.

Corrective Actions

Corrective action is an important part of any investigation. It is central as it allows for issues within work processes to be identified and improvements made to allow for improved service delivery for all customers and participants.

Corrective activities should be specific and tailored to the circumstances and findings of an investigation. They should also take into consideration business processes, the potential to improve safety for all parties and costs of implementation.

Examples of some corrective actions made include:

- Procedural or process improvements for the delivery of supports, activities or tasks.
- Training, or additional training, for employees and contractors.
- Redesign of business processes.
- Disciplinary action against individuals found to be in breach of procedures and policies – including termination of employment for serious breaches.

Any corrective actions proposed following an investigation should be presented to the Managing Director for their approval, prior to implementation. This will enable due consideration to be made with respect to the potential for improvement, limitation of future risk and business requirements.

Step 6 - Informing participants

First Call Home Services will inform participants, or their advocate, of the outcome/s of the incident; either in writing or verbally dependent on the participant and the situation. Collaborative practice will be undertaken to ensure the participant and their advocate are involved in the management and resolution of the incident.

4.3 Reportable incidents

The Managing Director is responsible for reporting all reportable incidents to the NDIS Quality and Safeguards Commission. Reportable incidents are serious incidents, or allegations, which result in harm to any NDIS participant.

First Call Home Services, as a registered provider, must report to the NDIS Commission serious incidents (including allegations) that occur in connection with the provision of supports and services, including:

Reportable Incident	Required timeframe
<ul style="list-style-type: none"> • 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 	24 hours
<ul style="list-style-type: none"> • the unauthorised use of a restrictive practice in relation to an NDIS participant. • Other types of reporting incidents. 	5 business days

4.3.1 Reportable incident procedure

- Staff must immediately notify the Managing Director by calling the direct mobile number, who will follow the process outlined in this policy.
- The Managing Director (or their delegate) will notify the NDIS Quality and Safeguards Commission within **24 hours** of becoming aware of a reportable incident, via the NDIS Commission.
- The Managing Director (or their delegate) will then ensure that the initial report is followed up with a detailed report about the incident and actions taken in response within **5 business days**.

Reports are lodged to the NDIS Commission by the Managing Director (or delegate):
<https://www.ndiscommission.gov.au/providers/ndis-commission-portal>

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Assessment of the incident by the Managing Director, or their delegate, will involve:

- Assessing the incident's impact on the NDIS participant
- Analysing and identifying if the incident could have been prevented
- Reviewing management of the incident
- Determining what, if any, changes are required to prevent further similar events occurring
- Recording all incidents and responsive actions taken to prevent recurrence.

4.4 Documentation

- All reportable incident reports and registers must be maintained for seven (7) years.
- This policy is to be reviewed on an annual basis, or when legislation changes occur.
- All participants, families and advocates are informed of this policy in the Participant Handbook or verbally.
- All Staff will be trained in the procedures outlined in this policy. Training details are recorded in Staff personnel files.

GUIDANCE

If you are unsure about this Procedure, or have a question, you should approach a Supervisor or the Managing Director to have a discussion.

DISCIPLINARY ACTION

Appropriate disciplinary action, up to and including summary dismissal may be taken against individuals found to be in breach of this Policy and/or its associated Procedures.

5.0 RELATED DOCUMENTS

- Incident Report
- Initial Assessment Form
- Incident Investigation Form
- Participant Handbook
- Reportable Incident, Accident and Emergency Policy and Procedure
- Risk Assessment Form
- Risk Management Plan
- Risk Management Policy and Procedure

6.0 REFERENCES

- NDIS (Incident Management and Reportable Incidents) Rules
- NDIS Practice Standards and Quality Indicators
- Privacy Act and National Privacy Principles
- Work Health and Safety Act