

Incident management policy

Purpose

This policy describes RIDBC's responsibilities for preventing and managing incidents.

Scope

This policy applies to all services except Education who have their own policies.

Policy

At RIDBC we aim to prevent incidents by having robust systems for:

- risk identification and reduction
- addressing feedback
- employee screening, conduct and training and
- work health and safety.

However, if **incidents** (see definition) do occur we are responsible for identifying, responding to, and managing them. Incidents are investigated by employees or contractors trained in incident investigation.

We always respect and respond to our clients' needs, privacy and values to support their safety and wellbeing. This includes during an incident to prevent any further harm and during reporting, investigation and resolution. Investigations follow the principle of procedural fairness for all people involved.

All incidents are different so the level of investigation, if any, and action will depend on the harm caused and the risk of future harm.

All incidents and related investigations and actions are recorded and tracked in our Incident Management System.

Any incident is viewed as an opportunity for learning: to eliminate causes of incidents and to improve our service and systems so incidents are prevented. We will also review the Incident Management System each year to assess if it is effective and accessible for clients and to look for any systematic issues or causes of incidents.

Reportable incidents which involve a client receiving services funded by the NDIS will be reported to the NDIS Commission following our 'NDIS incident management and reportable incidents procedure' (PRD00027). This includes reporting the incident to the police under mandatory reporting requirements or where criminal behaviour has occurred or is alleged or suspected. Reportable incidents which involve clients who are not funded by the NDIS will be reported to the relevant authority, such as the police and/or medical authorities following our 'Reportable conduct procedure' (PRD00002).

Definitions and abbreviations

Term	Definition
Incident	<ul style="list-style-type: none"> • Acts, omissions, events or circumstances that occur in connection with providing supports or services to a person with disability and have, or could have, caused harm to the person with disability. • Acts by a person with disability that occur in connection with providing supports or services to the person with disability and which have caused serious harm, or a risk of serious harm, to another person. • Reportable incidents that have or are alleged to have occurred in connection with providing supports or services to a person with disability
Reportable incident	<p>For an incident to be reportable it needs happen (or allegedly happen) in connection with the provision of supports or services. This includes:</p> <ul style="list-style-type: none"> • The death of a person with disability • Serious injury of a person with disability • Abuse or neglect of a person with disability • Unlawful sexual or physical contact with, or assault of, a person with disability • Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity • Unauthorised use of restrictive practices in relation to a person with disability.

Policy

Term	Definition
	It covers incidents that: <ul style="list-style-type: none"><li data-bbox="327 342 1262 376">• May have occurred during supports or services being provided.<li data-bbox="327 398 1337 432">• Arise from provision, alteration or withdrawal of supports or services.<li data-bbox="327 454 1417 544">• May not have occurred during the provision of supports but are connected because it arose out of the provision of supports or services.
Procedural fairness	Procedural fairness is a legal principle that ensures fair decision making and requires: <ul style="list-style-type: none"><li data-bbox="327 696 1342 786">• decisions to be free from bias or appearance of bias by the decision-maker<li data-bbox="327 808 1182 842">• decisions to be based on evidence that supports the facts<li data-bbox="327 864 1417 1010">• people likely to be adversely affected by decisions have an opportunity to:<ul style="list-style-type: none"><li data-bbox="403 920 762 954">○ present their case and<li data-bbox="403 976 1302 1010">○ have their response considered before the decision is made.

References

NDIS incident management and reportable incidents procedure (PRD00027) – pending.

Reportable conduct procedure (PRD00002) – pending.