



INCIDENT MANAGEMENT PROCESS

1. PURPOSE

This policy and accompanying procedures provides the guidance for managing work related health, safety and wellbeing (HSW) incidents and near miss events relating to My Therapy Crew.

2. SCOPE

This policy applies to all staff of My Therapy Crew, its clients and their stakeholders. Incidents that must be covered, according to the NDIS Act include:

1. Acts, omissions, events or circumstances that:
 - (a) occur in connection with providing supports or services to a person with disability; and
 - (b) have, or could have, caused harm to the person with disability.

2. Acts by a person with disability that:
 - (a) occur in connection with providing supports or services to the person with disability; and
 - (b) have caused serious harm, or a risk of serious harm, to another person.

3. Reportable incidents that are alleged to have occurred in connection with providing supports or services to a person with disability.

3. DEFINITIONS

Critical incident : A critical incident is an event that poses a risk to the health, safety or wellbeing of one or more individuals in the school community and impacts on the operation, educational program, environment and/or reputation of the school.

Control or Corrective/ Preventative action: An action taken to eliminate, control or minimise HSW risk so far as is reasonably practicable.

A corrective action must have an assigned responsible party, have been consulted upon with key stakeholders, have a specific solution identified and have an agreed timeframe for implementation. Actions should be regularly reviewed to ensure their effectiveness.

Hazard: An object or situation that has the potential to harm a person, the environment or cause damage to property. Hazards at work may include: noisy machinery, a moving vehicle, chemicals, electricity, working at heights, a repetitive job, job design or management of work and violence at the workplace.

Hierarchy of control : Control measures should be considered and used in this order:

1. Elimination: remove the hazard completely from the workplace or activity.
2. Substitution: replace a hazard with a less dangerous one (e.g. using a less hazardous chemical).
3. Isolation: separate people from the hazard (e.g. safety barrier)
4. Redesign: changing a work process or layout of a work area
5. Administration: putting rules or training in place to make a workplace safer.
6. Personal protective equipment: protective clothing and equipment (e.g. safety glasses, hearing protection).

Incident/Health and safety incident: An unplanned event which resulted in harm to people, damage to property or loss to a process. This includes electrical and asbestos incidents.

Near miss: An unplanned event that did not result in an injury or illness to people, danger to health and/or damage to property but had the potential to do so.

Notifiable incident (staff): An incident for which a person is legally required to notify the Regulator (Workplace Health and Safety Queensland). An incident is notifiable if it arises out of the conduct of a business or undertaking and results in death, serious injury or serious illness of a person or involves a dangerous incident, a dangerous electrical incident or a serious electrical incident as per the [Electrical Safety Act 2002 \(Qld\)](#).

Non-Critical Incident: An event which is unanticipated or outside the accepted social norm, but which, in the experience of the general community, would not be considered an extraordinary occurrence or situation, and which the My Therapy Crew has strategies and procedures in place to manage with little or no external assistance. It may include:

- Accident or injury
- Harassment
- Bullying
- Misconduct
- Sexual harassment
- Racism
- Conflict
- Theft
- Brief interruption to the supply of a utility service
- Intruders
- First aid
- Minor flooding
- Minor property damage
- Absenteeism.

* Any non-critical incident that deteriorates, resulting in serious injury or harm, puts the safety of students, staff or visitors at significant risk, or poses a real threat to property of or the College environment, should then be treated as a Critical Incident and reported immediately.

Risk: The possibility that harm (death, injury or illness) might occur when exposed to a hazard. For example, the hazard is an uneven pathway. The risk is the likelihood that a person will sustain an injury through slip/trip/fall caused by the uneven pathway.

4. INCIDENT IDENTIFICATION

My Therapy Crew has a responsibility to report and manage incidents that may occur. A reportable incident relating to a person with a disability is an of the following according to the NDIS Act:

- The death of a person with a disability;
- The serious injury of a person with a disability;
- Abuse or neglect of a person with a disability;
- Unlawful sexual or physical contact with, or assault of a person with disability;
- The use of restrictive practice in relation to a person with a disability other than where the use is in accordance with an authorisation (*Subsection 73Z of the NDIS Act*)
- Reportable Incidents include reportable incidents that have alleged to have occurred.

5. RESPONSIBILITIES

If a person employed or otherwise engaged by My Therapy Crew becomes aware that a reportable incident has occurred in connection with the provision of supports or services by the provider, the person must notify one of the following of that fact as soon as possible:

- a member of the provider's key personnel;
- a supervisor or manager of the person;
- the person who is responsible for reporting incidents that are reportable incidents to the Commissioner.

Key personnel will take all reasonable steps to ensure that reportable incidents that occur in connection with the provision of supports or services by a registered NDIS provider are notified to the Commissioner.

All employees undertake the following responsibilities:

- Report and record all incidents and near miss events
- In the event of an incident or unsafe situation, will take actions that are reasonable and practical to protect their own safety and the safety of other persons
- Will participate in incident investigations as required and contribute to the development of corrective and preventative actions.

6. COMPLIANCE AND TRAINING OF WORKERS

Everyone in the organisation has a responsibility to vigilantly assess and report incidents promptly and thoroughly. Workers are required to read plans specific to the individual with the disability, attend staff training sessions and complete period case reviews to ensure that incidents are prevented from occurring where possible. Each employee must read, understand and remain compliant with the incident management policy.

7. INCIDENT REPORTING

Reportable incidents (as per the Incident Form) will be reported in writing to the Commissioner **within 24 hours** of the discovery of the incident. The legislation allows for **up to 5 business days** for reporting (after initial reporting) if additional information needs to be sought about the incident.

Other incidents (not covered above) will be reported in writing to the Commissioner **within 5 business days** after the discovery of the incident.

For all incidents reported to the Commissioner, if significant new information emerges throughout the process, the Commissioner will be updated in writing as soon as practicable.

As an exception, certain information (as outlined in the legislation) may be withheld from notifications made to the Commissioner if it would, or could reasonably be expected to prejudice the conduct of a criminal investigation or expose a person with a disability to a risk of harm.

If required, a final report will be provided in writing to the Commissioner **within 60 days** of the initial reporting. A final report will contain full details of any investigation or assessment of the incident and how My Therapy Crew has kept all stakeholders informed of the progress, findings and actions relating to the investigation or assessment.

Incidents are reported to Families, Service Providers or other relevant stakeholders as particular the situation. Consultation is made with the NDIS Quality and Safeguards Commission when needed. My Therapy Crew is responsible for reporting to the Commissioner when needed and will provide support as necessary to persons with disability including assisting to source a suitable advocate. The person

with a disability involved in the incident will be consulted with throughout the process and invited to give feedback. In most circumstances, corrective action will be made in the form of written submission of the incident form as soon as practicable.

8. INCIDENT TRANSPARENCY

Details of the incident and the reporting process are documented in the Incident Form. Upon engagement, the Incident Management Process Policy and the process relating to individual incidents will be provided to all stakeholders via electronic format. A fortnightly (minimum) progress update will also be provided throughout the process to all stakeholders to support the transparency of the process and ensure that all stakeholders are informed and included in the process.

The incident management system of My Therapy Crew requires that people are afforded procedural fairness when an incident is dealt with by My Therapy Crew.

9. INCIDENT RECORD KEEPING

Records of all incidents will be kept for a period of seven years.

10. INCIDENT PROCEDURE COMPLIANCE

After an incident has occurred and a form has been completed, it is mandatory that a conversation occur with all stakeholders, especially involved persons with a disability.

If the incident is a reportable incident, such incidents must be notified to the Commissioner **within 24 hours** if required (e.g., death of a person with a disability) or **within 5 business days**.

This incident management system will be reviewed every **six months** to ensure its effectiveness.

If at any time, a stakeholder involved in the incident reporting procedure feels that they are being treated unfairly, they are able to make a complaint via the complaints process or seek assistance from the NDIS Quality and Safeguards Commission.

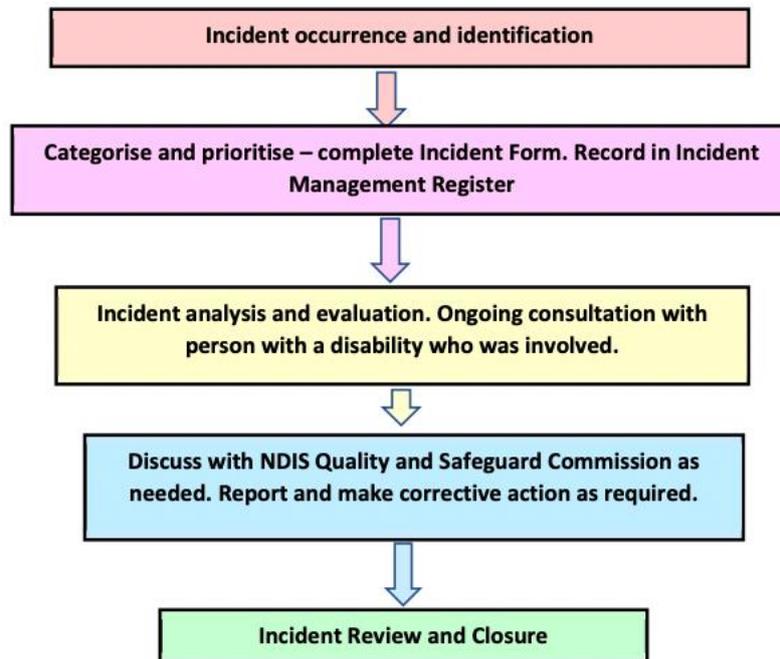
11. INCIDENT ASSESSMENT REVIEW

Upon review, incidents must be assessed to with consideration to the views of persons with disability affected by the incident regarding:

- whether the incident could have been prevented;
- how well the incident was managed and resolved;
- whether remedial action needs to be undertaken to prevent further similar incidents from occurring;
- whether other persons or bodies need to be notified of the incident.

OVERALL INCIDENT MANAGEMENT FLOW CHART

The system My Therapy Crew uses for managing and reporting incidents that may occur is as follows:



INCIDENT FORM

Date, Time and Place of Incident	
Brief description of the incident	
Person Notified	
Name(s) of people involved (including witnesses)	
Details of any injuries (if applicable)	
Details of treatment	
Details of any equipment damage (if applicable)	
Statement from person with disability involved	
Incident Classification / Reportable?	
Corrective Actions	
Responsible Person	
Target Date	
Closure Date	
Incident Review (include name, title, and date)	
People provided with report or findings (including person with disability)	
Reported by	
Contact details of reporting person	