
SD - Incident Reporting

Procedure

Headway Gippsland Inc. has processes in place to report and monitor participant/staff related incidents including:

NDIS Funded Services

It is a requirement that incidents are reported to the NDIS Commissioner.

Work Safe

It is a requirement of Headway Gippsland Inc. that the following incidents be reported to Work safe within a specified 24 hours;

- Death
- Employees or persons who require medical treatment by a doctor (fractures, administration of a drug or medical treatment) or immediate treatment as an in-patient in a hospital.

Reportable Incidents NDIS

Where a reportable incident occurs or is alleged to have occurred, staff members must report the incident to their senior line manager immediately, they become aware of the incident.

The Chief Executive Officer and/or other designated personnel is responsible for ensuring that the Commissioner is informed in line with required timelines:

These include:

- the death of a person with disability within 24 hours
- serious injury of a person with disability within 24 hours
- abuse or neglect of a person with disability within 24 hours
- unlawful sexual or physical contact with, or assault of, a person with disability within 24 hours
- sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity within 24 hours
- the use of a restrictive practice other than where there is an approved behaviour support plan within 5 business days. NOTE – unless the incident causes serious injury in which case report within 24 hours.

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Identifying Incidents

Where a staff member observes an incident or is informed of an incident by another team member or client, they are to report this to the senior line manager/on call within 24 hours.

Staff must complete an incident report within 24 hours.

The Chief Executive Officer and/or other designated personnel is responsible for reporting the incident to the Commissioner using the portal within timeframes outlined above.

All incidents are entered onto the CI register by the Chief Executive Officer and/or other designated personnel within 24 hours of being notified of an incident.

All incidents are to be reported to the Chief Executive Officer and/or other designated personnel within 24 hours.

Staff must ensure the safety of the client prior to reporting an incident. This could include:

- Ensuring the client is safe from harm
- Contacting Police if there is a risk of immediate harm which requires their assistance
- Contact the ambulance if someone is injured
- Notify key personnel, and the NDIS Commission if required

Staff will support the client to notifying their guardians, family or carers and the Chief Executive Officer and/or other designated personnel will ensure they are involved in the review of the incident and encouraged to provide feedback regarding the review of the incident.

Reporting incidents to the Commissioner

The Chief Executive Officer and/or other designated personnel is responsible for submitting reportable incident to the Commissioner via the Portal using the My Reportable Incidents page.

The Immediate Notification Form must be submitted via the NDIS Commission Portal within 24 hours of key personnel becoming aware of a reportable incident or allegation.

Incident Investigation

The Chief Executive Officer and/or other designated personnel is responsible for ensuring each incident is investigated to determine at a minimum:

- Whether the incident could have been prevented
- How well the incident was managed and resolved
- What, if any, regulatory action needs to be undertaken to prevent further similar incidents from occurring.
- What, if any, regulatory action needs to be undertaken to minimise the impact of an incident.
- Whether other persons or bodies need to be notified of the incident.

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If Police are involved in an investigation the Chief Executive Officer and/or other designated personnel is responsible for ensuring any internal investigation does not interfere with Police inquiries. This could include delaying the internal investigation, if required.

The Chief Executive Officer and/or other designated personnel is responsible for ensuring any immediate or corrective action is implemented as part of the incident investigation.

Staff Training

Staff will receive training in the incident management system as part of induction.

Continuous Improvement

The findings from incident investigations and incident data will be used to inform continuous improvement activities which could include:

- Training plans
- Review of policies and procedures.
- Environmental review and modification
- Changes to the way in which supports, or services are provided.

Support For Staff Following an Incident

The relevant manager will provide debriefing where required.

The Chief Executive Officer and/or other designated personnel may engage an independent counselling service to support staff. The counselling will be conducted in a confidential manner and at no cost to the employee for any work-related matters.

Record Keeping

Records of incidents will be maintained for seven (7) years)

Reporting To the Police

- If a crime is suspected to have occurred the most senior staff member present should determine whether to contact the Police. The reporting requirements of the regulatory/funding body may also require reporting of the alleged incident to the Police. If the client wishes not to report the matter to the Police, and has capacity to make this decision, this wish should be respected unless one or more of the following criteria is met:
- The client is under 18 years of age. Note that if the child is a client of child protection, child protection should be immediately informed of the alleged incident.
- The client has a cognitive impairment.
- There is evidence aside from the client's statements of a crime having been committed.
- The client suffered serious harm.

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- The client's decision was made under duress.
- The client or other service users are still at risk of violence or abuse.

The Chief Executive Officer, or delegated authority if Chief Executive Officer is unavailable, can sign off the case review and record any changes relevant to the services provided to the client on the client's file.

The Chief Executive Officer shall notify the Board of Directors of all reportable incidents as required.

All staff and volunteers are required to complete an incident report for any event or nearmiss that occurs. Any incident will be investigated, and relevant action documented to prevent the same or similar incident occurring again.

Relevant incidents shall be reported to external agencies appropriately and within prescribed timelines.

The Board of Directors with the Chief Executive Officer and General Manager will review de-identified incidents and incident trends and make recommendations for further action as required.

To ensure Headway Gippsland Inc. meets its obligations obligation to report incidents staff should complete incidents on the day they witness or are told about an incident.

Debriefing

Circumstances where Professional Debriefing will occur:

- Death of a participant
- Severe injury.
- Sexual assault
- Extreme physical assault e.g. Assault with a weapon.
- On worker request taking into consideration individual stress management skills.

Participants and carers will also be offered debriefing within 72 hours of a critical incident, provided by Headway Gippsland Inc., or any other appropriate agency or individual.

Incident Form can be located on the Headway Gippsland Inc. Portal, on Brevity if you're a Life Skills Officer

or by contacting Morwell office on 5127 7166.

Recommended Services Are

- Bouverie Centre Family Counselling Services
- Local Area Psychologists.

References

National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018
Incident Management Systems Detailed Guidance for Registered NDIS Providers June 2019
The National Disability Insurance Scheme Act 2024