

## 21 Incident Reporting & Management

- 01 CKSC provide quality and safe supports and services to all clients, and have an incident management system in place that is in proportion with the size and scope of our practice. This procedure applies to all clients, their families and/or representatives and is modelled on the Provider responsibilities within the NDIS Quality Standards
- 02 CKSC identify the following as INCIDENTS, but are not limited to:
- Acts, omissions, events or circumstances that occur in connection with providing supports or services to a person and have, or could have, caused harm to the person with disability
  - Acts by a person that occur in connection with providing supports or services to the person 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 NDIS supports or services to a person with disability
01. Please also refer to Incident <https://www.ndiscommission.gov.au/providers/provider-responsibilities/incident-management-and-reportable-incidents>
- 03 When abuse and neglect is identified or disclosed, the immediate response is to protect the person and others from further harm. The following procedures must be followed when abuse of any sort towards a person is known or suspected.
- 01 In the case of any incident a CKSC Incident form is to be filled out within 24 hours of the incident, or alleged incident and given to the Practice Manager. The practice manager will assess the form and will at all times take into consideration the impact on the person involved. Please refer to Appendices: [APP027 Incident Report Form](#)
- 02 If the incident is serious and requires police involvement, the Practice Manager will call 000 immediately.
- 03 Once the form is assessed, it is then handed over to the Management team who will conduct a thorough investigation of the incident. The time frame for the investigation will be 24 – 48 hours. Please refer to policy for a list of senior management team: [05 Staff & Human Resources v.123042019 – 01.05-Senior management team](#)
- 04 Once the incident has been identified and investigated, management team will respond appropriately and accordingly to the nature of the incident. If necessary, management will complete an internal report. Our response will always be guided by the Code of Conduct set out by NDIS, and our goal is to at all time ensure the safety and well-being of people with disabilities and support workers.
- 05 Please refer to <https://www.ndiscommission.gov.au/providers/provider-responsibilities/ndis-code-conduct>

# Capable Kids South Coast Policy & Procedure Manual



- 
- 06 Once the investigation has been conducted, CKSC management will respond to the therapist, participant representative and participant involved, to resolve or implement a resolution to prevent any further incidents from happening to the best of our ability.
- 07 The entire Incident management process from identifying, reporting, response and resolution is recorded and documented and is saved in our incident management folder which is stored in our "O" Drive.
- 04 CKSC recognise that we are required to notify the Commission of reportable incidents which have occurred, or are alleged to have occurred, if those incidents happened in connection with the provision of our supports or services.
- 01 Reportable incidents are identified as the following, but are not limited to:
- 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 (excluding, in the case of unlawful physical assault, contact with, and impact on, the person that is negligible).
  - Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.
  - Please see <https://www.ndiscommission.gov.au/providers/provider-responsibilities/incident-management-and-reportable-incidents>
- 05 If an incident is deemed REPORTABLE, CKSC Practice Manager will complete an Immediate Notification Form and submit via the NDIS Commission Portal within 24 hours becoming aware of a reportable incident or allegation.
- 06 If the portal is unavailable or outside business hours and email will be sent directly to [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au) with the following details:
- The steps taken to complete the authorised notification form and the presenting issue
  - The name of the impacted person
  - Describe the immediate response and step taken to ensure the impacted person was safe
  - Brief description of the reportable incident
  - Whether other authorities, such as the police, were notified.
- 07 Once the incident notification form has been submitted, CKSC management team will await response from NDIS commission and respond accordingly. In the meantime, CKSC will take appropriate actions to ensure the safety and well being of participants and workers is maintained all times.

# Capable Kids South Coast Policy & Procedure Manual



---

08 Information will be provided to a participant, their representative about the participants legal rights, options and support services. This information will be provided in a format that suits the participants individual communication needs.

09 CKSC will ensure that the participant is adequately supported by representative or advocacy service. Please refer to Disability Advocacy NSW <https://da.org.au/>

10 Once the Incident has been identified, reported and resolved, CKSC will look at any corrective actions that should take place to prevent any further incidents occurring. The following corrective actions that may take place include:

- CKSC will re-train or seek further training of its workers if required.
- Look at improvements that could be made to the practice, including developing or enhancing it policies and procedures.
- Look at any changes to the practice environment in which supports or services are provided to prevent any incident.