

## Policy: Incident Management

Date: 29 May 2023

Version: Version 4

### Introduction

Inclusive Housing Australia (IHA) is a dedicated provider of Specialist Disability Accommodation (SDA). IHA builds and manages accommodation for people with disability to transform their lives by helping them to live independently. SDA does not refer to the disability support services a person receives, rather the homes in which these services are delivered. While we will help participants to navigate the NDIS system, it will be the responsibility of individuals to negotiate their relationships with other providers. This policy has been developed as a set of rules and principles that guide our people about how to act in the workplace. Procedures are currently under development.

### Policy statement

IHA is implementing an Incident Management System that ensures each participant is safeguarded by IHA's incident management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from.

An incident is a major event in a person's life. Our policy aims to provide a framework for staff to aid in decision making on how IHA intends to handle and address incoming incidents in order to enable timely and systematic responses. Training will be provided to all IHA staff to assist in identifying what an incident is and how to respond. With regard to incidents, we will utilise a system of documentation and analysis with a view to manage the immediate issue, avoid future occurrences, and minimise future risk to both individuals involved in a specific incident and, if required, the generation of systemic changes.

This policy supports IHA to apply NDIS Core Module, Standard 2: Provider Governance and Operational Management of the National Standards for Disability Services.

### Scope

This policy applies to all staff including permanent and casual, contract workers, temporary agency workers, and volunteers. This policy is owned by the Board.

### Principles

IHA will ensure that:

1. An incident management system is maintained that is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation. The system complies with the requirements under the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.
  - a. Our Incident Management process will ensure that:
    - i. All incidents are handled and resolved in accordance with the principles contained in this policy
    - ii. All the essential features of an incident management system listed are addressed in appropriate procedures
    - iii. All incidents are recorded in IHA's Incident Management system
  - b. IHA will ensure the Incident System is acted upon for each incident identified. This system of documentation and analysis of incidents has been put in place to avoid future occurrences and minimise future risk.
  - c. An Incident Report will be completed within two hours of an occurrence. An Incident Report must be completed following a major event ensuring that all of the WHS Injury Management Policy factors are responded to.
  - d. All notifiable incidents, as defined in the procedures, are to be reported to the Chief Operating Officer.
  - e. All reportable incidents are to be notified to the NDIS Commission.
2. Each participant is provided with information in person or in writing as appropriate, on incident management, including how incidents involving the participant have been managed.
3. An annual review of incident management policies and procedures is undertaken.
4. A review of the causes, handling and outcomes of incidents, seeking of participant and worker views, and incorporation of feedback is undertaken post incident resolution
5. All workers are aware of, trained in, and comply with the required procedures in relation to incident management, using resources available from the NDIS and NDS.
6. All workers are aware of, trained in, and comply with the required procedures in relation to complaints handling, including:
  - a. assisting in distinguishing what constitutes Incident.
  - b. identifying what an Incident is and what constitutes a reportable Incident under the NDIS Insurance Scheme Act 2013, using resources available from the NDIS and NDS.
  - c. reporting any serious incidents under the NDIS Insurance Scheme Act 2013, training will be provided for staff to assist in distinguishing what constitutes reportable Incident under the NDIS Insurance Scheme Act 2013, using resources available from the NDIS and NDS.

#### Definitions

**Allegation** – a claim that an illegal act has occurred. Allegations are always investigated and sometimes an external authority undertakes the investigation such as the police.

**Concern** – a notification that a person is worried that something is not working, has gone wrong or is otherwise not as it should be.

**Complaint** – formal advice that an incident has occurred, something is not working the way it should, something is inappropriate, or someone is at risk. A serious incident process is required for legal and contractual purposes when a complaint is about a serious incident.

#### Related Documents

IHA SDA Handbook

IHA SDA Agreement

#### Related legislation and policy

Legislation, policy, guidelines or other material that directly relates to this policy include:

- Carers' Recognition Act 2004 (WA)
- Disability Services Act 1993 (WA)
- Equal Opportunity Act 1984 (WA)
- Occupation Health and Safety Act 1984 (WA)
- National Disability Insurance Scheme Act 2013: Principles.
- United Nations Convention on The Rights of Persons with Disabilities
- National Standards for Disability Services
- National Disability Insurance Scheme Quality and Safeguarding Framework
- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Specialist Disability Accommodation) Rules 2016.
- National Standards for Disability Services
- NDIS Quality and Safeguarding Practice Standards 2020

If any person feels that a part of IHA's policies are not in the best interest of persons we support or do not reflect the intent or practices of person-centred care, the matter is to be referred to the Chief Operating Officer at [info@inclusivehousing.com.au](mailto:info@inclusivehousing.com.au). The Chief Operating Officer shall consider concerns expressed regarding policies and procedures. The Chief Operating Officer, at their discretion, is the only person who may make an exception to the policies.

This policy is further reinforced through IHA's SDA Handbook and other communications with Participants.

#### Accessibility

This Policy is available in accessible format. Participants can access the Easy Read version on the IHA [website](#).

Language Interpreting Services are available to NDIS participants and carers at no charge. Call TIS National direct on 131 450 or call the NDIS on 1800 800 110. Information on the service can be found on the NDIS [website](#).

#### Changes to this policy

This Policy is subject to change at any time. Please check our Policy on our website [www.inclusivehousing.com.au](http://www.inclusivehousing.com.au) regularly for any changes.

#### Approvals

Date of approval:

Date of review:

Signature of Chief Operating Officer:

Signature of Board Chair: