



Incident Management and Reporting Policy

1. Introduction

1.1 Purpose

This Policy and the Policies and Procedures and related documentation set out in section 1.5 below (**Related Documentation**) supports Aardvark Autism Services to apply the Incident Management NDIS Practice Standard.

1.2 Policy Aims

Aardvark Autism Services is committed to ensuring that each Participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from.

1.3 NDIS Quality Indicators

In this regard, Aardvark Autism Services aims to demonstrate each of the following quality indicators through the application of this Policy and the relevant systems, procedures, workflows and other strategies referred to in this Policy and the Related Documentation:

- (a) An incident management system is maintained that is relevant and proportionate to the scope and complexity of support 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* (Cth).
- (b) Each Participant is provided with information on incident management, including how incidents involving the Participant have been managed.
- (c) Demonstrated continuous improvement in incident management by regular review of incident management policies and procedures, review of the causes, handling, and outcomes of incidents, seeking of Participant and Worker views, and incorporation of feedback throughout the provider's organisation.
- (d) All Workers are aware of, trained in, and comply with the required procedures in relation to incident management.

1.4 Scope

- (a) This Policy applies to the provision of all services and supports at Aardvark Autism Services.
- (b) All permanent, fixed term and casual Staff, contractors and volunteers are required to take full responsibility for ensuring full understanding of the commitments outlined in this Policy.
- (c) The relevant persons specified in the column corresponding to a procedure described in this Policy have the responsibility to implement the relevant systems, procedures, workflows, and other strategies referred to in the relevant procedure.

1.5 Related Documentation

The application of the above NDIS Practice Standard by Aardvark Autism Services is supported in part by, and should be read alongside, the Policies and Procedures and related documentation corresponding to this Policy in the Policy Register.

2. Definitions

In this Policy:

Aardvark Autism Services means Aardvark Autism Services Pty Ltd ABN 89 665 926 367.

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Client means a Client of Aardvark Autism Services (including an NDIS Participant).

External Incident Manager means such a person as determined by the Principal that would meet the criteria in the Criteria for Complaint Manager or Incident Manager document.

Incident Manager means the person responsible for and qualified for managing Incidents being:

- (a) the Principal; or
- (b) if the Principal is directly and substantially involved in the Incident and that Incident is considered serious by the Principal, another Senior Staff Member at Aardvark Autism Services determined by the Principal and notified to Workers, Clients and if appropriate, families, guardians and advocates of the Client, however, if no such person exists or if it would otherwise be inappropriate given the nature of the Incident for such person to act as Incident Manager, an External Incident Manager.

Incident means any:

- (a) act, omission, event, or circumstance that:
 - (1) occurs in connection with Aardvark Autism Services and its Workers providing supports or services to a person with disability; and
 - (2) have, or could have, caused harm to the person with disability;
- (b) acts by a person with disability that:
 - (1) occur in connection with providing supports or services to the person with disability; and
 - (2) have caused serious harm, or a risk of serious harm, to another person; and
- (c) Reportable Incidents that are alleged to have occurred in connection with providing support or services to a person with disability.

Key Management Personnel means Jayne Franklin and other key management personnel involved in Aardvark Autism Services from time to time.

Legislation Register means the register of legislation, regulations, rules, and guidelines maintained by Aardvark Autism Services.

Policy Register means the register of policies of Aardvark Autism Services.

Principal means Jayne Franklin.

Reportable Incidents means in connection with the supports and services provided by Aardvark Autism Services:

- (a) the death of a person with disability; or
- (b) serious injury of a person with disability; or
- (c) abuse or neglect of a person with disability; or
- (d) unlawful sexual or physical contact with, or assault of, a person with disability; or
- (e) sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity; or
- (f) the use of a restrictive practice in relation to a person with disability,

provided that an act is not a Reportable Incident if:

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- (g) the act is lawful physical contact with a person with disability and the contact with, and impact on, the person with disability is negligible;
- (h) the use of a restrictive practice is in accordance with an authorisation (however described) of a State or Territory in relation to the person and such use is in accordance with a behaviour support plan for the person with disability; and
- (i) the use of a restrictive practice is in accordance with a behaviour support plan for the person with disability and the State or Territory in which the restrictive practice is used does not have an authorisation process in relation to the use of the restrictive practice,

and includes Reportable Incidents that are alleged to have occurred.

Senior Staff Member means any senior member of Staff at Aardvark Autism Services other than the Principal.

Worker means a permanent, fixed term or casual member of Staff, a contractor or volunteer employed or otherwise engaged by Aardvark Autism Services and includes the Principal.

3. Policy Statement

Aardvark Autism Services is committed to ensuring that:

- (a) an incident management system is maintained that complies with the requirements under the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 (Incident Management System)*;
- (b) Clients are provided with information on incident management, including how incidents involving them have been managed;
- (c) incidents which occur in relation to the provision of its supports and services are managed consistently and effectively, and that Workers can identify, manage, report and resolve Incidents;
- (d) it collects and reviews data on Incidents in order to inform improvement activities;
- (e) it regularly reviews its Incident Management System and processes to ensure that they are:
 - (1) appropriate to the size of the organisation and the classes of supports it provides
 - (2) well documented
 - (3) readily accessible to all Workers employed or engaged by Aardvark Autism Services; and
 - (4) reflective and adaptive, with an intent to prevent Incidents; and
- (f) it demonstrates continuous improvement in incident management by regular review of the Incident Management System (including this Policy), review of the causes, handling and outcomes of Incidents, seeking of Client and Worker views, and incorporation of feedback throughout the organisation.

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