

	ONE2ONE POLICY			
	Title	Incident Management	Policy No	28
	Indicator	CM2 – Governance and Operational Management	Review Date	7/11/23

1. PURPOSE AND SCOPE

This policy defines One2One’s incidents and incident reporting, including NDIS Quality and Safeguards Commission defined ‘Reportable Incidents’. The policy is written to align with the NDIS (Incident Management and Reportable Incidents) Rules 2018 and applies to all One2One staff, contractors, volunteers, and consumers.

This policy has been framed around the NDIS Practice Standards and applies to all One2One’s supports and services.

2. POLICY STATEMENT

One2One will:

- Ensure the rights of people with disability and staff, are upheld and supported.
- Ensure the safety and well-being of each consumer and their family, staff and members of the public recognising our duty of care.
- Foster a culture of continuous improvement with a proactive approach to preventing incidents.
- Promptly and appropriately respond to any incident in an equitable, objective and fair manner.
- Record, report and investigate all incidents.
- Ensure all Reportable Incidents are reported to the NDIS Quality and Safeguards Commission.
- Ensure the principles of procedural fairness are maintained.
- Maintain an Incident Register to aid in recording, managing and resolving incidents.
- Ensure the Incident Management Policy and process is accessible to all consumers, staff, contractors and volunteers.
- Ensure the Incident Management Policy and process is provided to consumers and families/stakeholders, staff, contractors and volunteers via email or hard copy during on-boarding and at any time by request.
- ensure all staff and volunteers have the necessary skills to manage and respond to incidents and are instructed in Incident Reporting Procedures during the New Staff Induction Program.

3. DEFINITIONS

One2One defines an incident as:

- any event or circumstance that resulted in deliberate or unintended harm to a person or loss/damage to property;
- a near miss which did not cause harm, but had the potential to do so;
- a medication administration error ;
- any illegal activity (e.g. assault, sexual misconduct, fraud);
- any Reportable Incidents as defined by the NDIS Quality and Safeguards Commission.

4. POLICY CONTENT

When responding to an incident One2One will:

- immediately respond to an incident to ensure the safety and wellbeing of consumers and others at risk;
- investigate all incidents thoroughly using One2One's Investigation of Incident Procedure;
- document key actions undertaken on One2One Consumer Incident Report Form and/or One2One Staff Hazard/Accident Report Form;
- record all incidents in One2One's Incident Register;
- notify relevant next of kin, family or Guardian (as appropriate);
- report potentially criminal offences/incidents to WA Police;
- contact relevant support services e.g. advocacy, sexual assault support (if appropriate);
- preserve evidence of the incident if related to an alleged criminal offence;

Reportable Incidents

One2One will ensure the following Reportable Incidents or any allegations, will be reported to the NDIS Quality and Safeguards Commission within 24 hours:

- the death of a consumer
- the serious injury of a consumer
- abuse or neglect of a consumer
- unlawful sexual or physical contact with, or assault of, a consumer
- sexual misconduct committed against, or in the presence of, a consumer, including grooming for sexual activity, and
- unauthorised use of a restrictive practice in relation to a consumer (within 5 days).

The initial report will be followed up with a full investigation report, utilising One2One's Investigation of Incident Procedure and submitted to the NDIS Quality and Safeguards Commission in line with their reporting policy.

Where required, One2One will report to other agencies, for example:

- data breach or breach of personal information ([OAIC](#))
- injury or death of a staff member while on duty (WorkSafe WA)
- incidents involving crimes such as assault, theft and fraud will be reported to WA Police.

Key Management Responsibilities

Each relevant One2One Service Manager (who has Delegated Authority for Incident Reporting) will:

- monitor all incidents and maintain One2One's Incident Register
- manage escalated incidents and serious incidents
- ensure identified risks are recorded in One2One's Risk Management Register
- report serious incidents to the NDIS Quality and Safeguards Commission
- ensure staff and consumers are involved in incident investigation and outcomes
- respond to any media enquiries in conjunction with the CEO
- investigate incidents or arrange an external investigator to investigate
- review incident handling, causes and trends to initiate improvements and link to One2One's Continuous Improvement policy and register

5. RELATED DOCUMENTATION

- One2One's Complaints Handling policy, procedures and form
- One2One Continuous Improvement policy and register
- One2One Incident Management policy, procedures, and register
- One2One Risk Management policy and register
- One2Ones Use of Regulated Restrictive Practices policy, procedures, and Register

6. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One