

## 2.7 Incident Management

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### Incident Management Policy

The Braver Together community values each human's wellbeing and safety. Braver Together has developed an Incident and Complaint management system, which complies with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018. The Policy and Statement of Practice seeks to ensure that all incidents are acknowledged, responded to and are well managed, while maintaining a high degree of personal accountability. Braver Together has adopted a culture that embraces the opportunity to learn from moments that do not go as planned. It has been critical for us to develop an objective approach to accepting that humans must be supported to learn from their mistakes of judgement effectively and patiently in an honest and just manner.

Braver Together has produced a [brochure explaining about how we manage incidents](#)

This policy and the associated practice statement relate to the following national standards:

National Disability Insurance Scheme (NDIS) Practice Standards and Quality Indicators. July 2020 v3	National Standards for Disability Services. December 2013 v1	National Quality Standard (Early Childhood). October 2018.
2.6. Incident Management: Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, respond to, well-managed and learned from.	1.6. The service addresses any breach of rights promptly and systemically to ensure opportunities for improvement are captured.	2.2.2. Incident and emergency management. Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.

#### Scope

1. The scope of this policy applies to all workers.

#### Purpose

2. The purpose of the Incident Policy is to ensure that Braver Together promotes the health, safety, welfare, and well-being of its clients and meet its professional and legal responsibilities by ensuring any incidents are appropriately documented and carefully considered within future planning.

#### Principles

3. The principles that ensure an effective feedback and complaint handling system addresses the principles of being accessible, accurate, apparent, and appropriate.
  - a. **Accessible.** The Incident Management policy and procedures will be visible and accessible to individuals and:
    - i. Be easy to read by all workers and clients and/or their authorised person
    - ii. Clearly document an incident, including a reportable incident
    - iii. Included in the onboarding of workers
    - iv. Consider the specific needs of the individual or barriers they may experienced
    - v. Explain how Braver Together will manage an Incident and the expected timeframe for resolution should one be required
    - vi. support individuals to identify and seek their preferred outcome.
  - b. **Accurate.** All Incidents and Reportable Incidents are documented in an accessible format and:
    - i. Investigated where necessary
    - ii. Assessed to determine corrective and / or harm minimisation strategies
    - iii. Collect adequate and appropriate information
  - c. **Apparent.** All Incidents and Reportable Incidents are to be managed in a transparent manner and:



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- i. The incident is considered against legislative / funding body requirements / guidelines (including the NDIS Quality and Safeguards Commission: Incident Management Systems) and acted upon / reported as required
  - ii. Shared where appropriate to assist with quality improvement.
  - iii. Utilised to ensure that risks are identified and managed to eliminate or minimise any adverse event
  - iv. There will be minimal reoccurrence of incidents
  - v. Clients / other stakeholders will be satisfied with the outcome of the management of risks and incidents
- d. **Appropriate.** All Incidents and Reportable Incidents are to be managed in an appropriate and timely manner that ensures that:
- i. The approach undertaken will scale with the development of Braver Together's business.
  - ii. The impact of any incident will be minimised
  - iii. Where required, workers and clients will be followed up in a timely manner and to ensure satisfactory outcomes are achieved
  - iv. Involved Workers are aware and accepting of the outcome of the management of risks and incidents
  - v. Braver Together's Director / Business Owner will be aware of risks and incidents and the actions taken to manage these events

#### Definitions

##### 4. The definitions used in this policy

- a. **Accident** – event or situation that resulted in harm to an individual or damage to equipment
- b. **Incident** – any unplanned act, omission, event, or circumstance that resulted in harm to an individual or to the business. This includes, but is not limited to:
  - i. Injury to a client
  - ii. Injury to workers
  - iii. Acts by a person with disability that have caused serious harm, or a risk of serious harm, to themselves or another person, such as: suspected abuse of the client or others
  - iv. Breach of privacy
  - v. Breach of statutory obligations
  - vi. Complaint or negative feedback about the service
  - vii. Less than expected therapeutic outcome
  - viii. Damage to equipment / goods
- c. **Near Miss** – an unplanned act, omission, event, or circumstance that could have resulted in an injury or illness to people, danger to health, and / or damage to property or the environment.
- d. **Reportable Incident** – a serious incident or alleged incident which result in harm to an NDIS participant and occur in connection with NDIS supports and services. Specific types of reportable incidents include:
  - i. The death of a person with disability
  - ii. Serious injury of a person with disability
  - iii. Abuse or neglect of a person with disability
  - iv. Unlawful sexual or physical contact with, or assault of, a person with disability (excluding the case of physical assault, contact with, and impact on, the person that is negligible)
  - v. Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.
  - vi. The use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person or a behaviour support plan for the person.



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- e. **Risk** – something that could potentially lead to an incident or accident, which will be referred to as “incident” for ease of reading.

### Legislation

#### 5. Relevant legislation and policy

- a. Carers Recognition Act 2010 (Federal): <https://www.legislation.gov.au/Details/C2010A00123>
- b. Children and Young People Act 2008 (ACT): <https://www.legislation.act.gov.au/a/2008-19>
- c. Discrimination Act 1991 (ACT): [https://www.legislation.act.gov.au/a/1991-81/Discrimination Regulation 2016](https://www.legislation.act.gov.au/a/1991-81/Discrimination%20Regulation%202016)
- d. National Disability Insurance Scheme 2013: Principles: [Part 2—Objects and principles](#)
- e. National Standards for Disability Services: <https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services>
- f. National Disability Insurance Scheme Quality and Safeguarding Framework: <https://www.dss.gov.au/disability-and-carers/programs-services/for-people-with-disability/ndis-quality-and-safeguarding-framework>
- g. United Nations Convention on The Rights of Persons with Disabilities: <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>
- h. Work Health and Safety Act 2011 (ACT): <https://www.legislation.act.gov.au/a/2011-35/>, and <https://www.legislation.act.gov.au/sl/2011-36/>
- i. Work Health and Safety Regulation 2011 (ACT): <https://www.legislation.act.gov.au/sl/2011-36/>
- j. Work Health and Safety (Work Health and Safety Consultation, Cooperation and Coordination Code of Practice) Approval 2018: <https://legislation.act.gov.au/ni/2018-725/>

### Approvals

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Signature of Director: **Carolyn Harkness**

