

Incident Management Policy

This policy provides a framework for assessing, responding to, recording, managing, resolving and reporting customer incidents in connection with Pinarc services.

Pinarc's approach to incident management is to, at all times, put the health and safety of customers and staff first, while ensuring incident management is respectful of and responsive to the preferences, needs and values of customers.

Pinarc works to prevent incidents occurring and when incidents do occur will respond swiftly and appropriately.

Employees are supported by management to report incidents. All staff must comply with Pinarc's incident management system and be aware of their roles and responsibilities in identifying, managing and resolving incidents and in preventing incidents from reoccurring.

All workers understand that they can support or act on behalf of a person with disability to report incidents to Pinarc, the Victorian Disability Workers Commission, the NDIS Commission or in the case of a person under 18 the CCYP.

Customers may request incident documentation as it relates to their service provision and any incident they may have been involved in.

Incidents are:

Acts, omissions, events or circumstances that:

- occur in connection with providing supports or services to a person with disability;
- have, or could have, caused harm to the person with disability.

Acts by a person with disability that:

- occur in connection with providing supports or services to the person with disability;
- have caused serious harm, or a risk of serious harm, to another person.
- Reportable incidents that are alleged to have occurred in connection with providing supports or services to a person with disability.

Incident Management System:

Pinarc's incident management system ensures:

- Timely assessment and response to all incidents, allegations of serious incidents, and near misses
- Accurate records of incidents are kept
- Where investigations into an allegation are required, procedural fairness and natural justice principals are applied
- Accurate reporting of individual incidents and incident trends is regularly reviewed by Managers and Board Members
- All staff receive training, are aware of and comply with the requirements of Pinarc's Incident Management System
- This policy, along with strategies to prevent incidents, are regularly reviewed.

Identifying and recording incidents

Where an incident has been identified, staff will:

- Immediately respond to ensure the safety and well-being customers and staff
- Escalate any serious incidents, particularly where someone has been harmed, to a coordinator or manager.
- Enter an incident record into the customer's file

After any serious incident, managers will:

- Consult with participants and staff re how the incident could have been prevented
- Review Pinarc's response to the incident
- Complete an incident investigation and provide a written response to customers, their families, carers or advocates

Incident Investigation

Like complaints and other feedback, incidents provide an opportunity to review practices and procedures and identify where improvements in service quality can be made.

Incidents, their cause and outcomes, are investigated by Coordinators or Managers. Identified areas for improvement to prevent further incidents are implemented, using our Quality Management System cycle.

Notifying families, carers, guardians and/or interested parties

Program staff will advise family members and carers, in the case of a person under 18, of any incident that has happened while at Pinarc.

For adults participating in Pinarc programs where there is guardianship or existing information sharing-arrangements in place staff will advise guardians or carers of any incident that has happened while at Pinarc.

In instances where there is no existing information-sharing arrangements in place, customers will be consulted on who information about the incident can be shared with and Pinarc will carefully balance customers' right to privacy with Pinarc's duty of care.

Advice to others about an incident may be done at the end of the day, or sooner, depending on the type and severity of incident.

In the instance of a more serious or reportable incident occurring, the manager or CEO will make contact with the customer's family, carer or guardian.

Reportable Incidents - NDIS Quality and Safeguards Commission and Victorian Disability Worker Commission and Commission for Children and Young People

In accordance with NDIS Incident Management & reportable Incidents Rules 2018 and the Victorian Disability Worker Scheme, the following incident types, or allegations, MUST be reported to the NDIS Quality and Safeguards Commission and the Victorian Disability Worker Commission (note: this means 2 different report lodgements, using the respective Commission's reporting guideline and tool). Reportable incidents involving children may also need to be reported to the Commission for Children and Young People (CCYP)

- the death of a person with disability; or
- serious injury of a person with disability; or
- abuse or neglect of a person with disability; or
- unlawful sexual or physical contact with, or assault of, a person with disability; or
- sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity; or
- 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

The use of an authorised restrictive practice in relation to a person with disability is not a reportable incident where the use is in accordance with a behaviour support plan.

Reportable incidents to other bodies

The following incidents must be reported to the Police:

- Assault resulting in significant harm
- the abuse or neglect of a person with disability; or
- the unlawful sexual or physical contact with, or assault of, a person with disability; or
- sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.
- Theft by staff from a person with disability, their family, carer or advocate
- Actions of a customer that are considered to be unlawful

There are five types of 'reportable conduct' listed in the Child Wellbeing and Safety Act 2005 and the following incidents must be reported to CCYP.

- sexual offences (against, with or in the presence of, a child)
- sexual misconduct (against, with or in the presence of, a child)
- physical violence (against, with or in the presence of, a child)
- behaviour that causes significant emotional or psychological harm
- significant neglect.

Training

All staff receive training in incident identification, assessment (including points of escalation) and recording. This initially occurs as part of staff members' orientation.

As part of the incident review process, follow up training is provided promptly to staff where needed.