

Policy C10 Reportable Incident, Accident and Emergency (NDIS Participants)

Scope Home Access has an incident management system that complies with the requirements under the National Disability Insurance Scheme (NDIS) (Incident Management and Reportable Incidents) Rules 2018, designed to provide safeguards for participants receiving service and ensure registered NDIS provider obligations to notify, investigate and respond to reportable incidents, are met. Scope Home Access ensures incidents are acknowledged, responded to, well-managed and learned from to improve service delivery and prevent harm, abuse and neglect of people with disability.

1.0 REPORTABLE INCIDENT, ACCIDENT AND EMERGENCY (NDIS PARTICIPANTS)

1.1 OBJECTIVE OF THIS POLICY

To provide instruction for identifying, responding to and reporting of incidents that occur to people with disability whilst receiving supports or service from Scope Home Access as a registered NDIS provider.

2.0 POLICY

Scope Home Access recognises that many of the participants using Scope Home Access services are at risk of incidents and accidents. Scope Home Access's Reportable Incident, Accident and Emergency Policy seeks to:

- minimise risk and prevent future incidents through the development of appropriate, staff training, assessment and review
- ensure that there's immediate management of an incident, accident or emergency and that each of these events are prioritised, managed and investigated appropriately
- identify opportunities to improve the quality of participant supports by ensuring that the incident system is planned and coordinated and is linked to the quality and risk management systems.

Participants will be provided information in Easy Read format, as required.

3.0 INDICATORS OF INCIDENTS

Incident types	Behavioural indicators and physical signs
Physical abuse, unlawful physical contact or physical assault	<ul style="list-style-type: none"> • Inconsistent, vague, unexpected or unlikely explanation for the injury. • Unexplained injuries – broken bones, fractures, sprains, bruises, burns, scalds, bite marks, scratches or welts. • Other bruising and marks that may suggest the shape of the object that caused it. • Avoiding or being fearful of a particular person or worker. • Being overly compliant with workers. • Frequent and overall drowsiness (associated with head injuries). • Out of character aggression.

Incident types	Behavioural indicators and physical signs
Sexual contact, sexual assault or sexual misconduct	<ul style="list-style-type: none"> • Dropping hints that appear to be about abuse. • Bruises, pain, bleeding – including redness and swelling around breasts and genitals. • Torn, stained, or bloody underwear or bedding. • Repeating a word or sign, such as 'bad', 'dirty'. • Presence of a sexually transmitted disease. • Pregnancy. • Sudden changes in behaviour or character, e.g.: depression, anxiety attacks (crying, sweating, trembling, withdrawal, agitations, anger, violence, absconding, sexually expressive behaviour, seeking comfort and security). • Sleep disturbances, refusing to go to bed, and/or going to bed fully clothed. • Refusing to shower.
Psychological, emotional or verbal abuse	<ul style="list-style-type: none"> • Depression, withdrawal, crying or emotional behaviour • Being secretive, and trying to hide information and personal belongings. • Speech disorders. • Weight gain or loss. • Feelings of worthlessness about life and themselves; extremely low self-esteem, self-abuse, or self-destructive behaviour. • Extreme attention-seeking behaviour and other behavioural disorders (e.g.: disruptiveness, aggressiveness, bullying). • Being overly compliant.
Domestic violence	<ul style="list-style-type: none"> • Depression, withdrawal, crying or violence. • Feelings of worthlessness about life and themselves; extremely low self-esteem, self-abuse, or self-destructive behaviour. • Extreme attention-seeking behaviour and other behavioural disorders (e.g.: disruptiveness, aggressiveness, bullying). • Being overly compliant.
Neglect	<ul style="list-style-type: none"> • Inappropriate or inadequate shelter or accommodation, including unclean and unsanitary living conditions. • Weight loss. • Requesting, begging, scavenging, or stealing food. • Being very hungry or thirsty. • Inadequate supply of fresh food. • Constant fatigue, listlessness or falling asleep. • Dropping hints that appear to be about neglect. • Extreme longing for company. • Poor hygiene or poor grooming – overgrown fingernails and toenails, unclean hair, unshaven, unbathed, wearing dirty or damaged clothing.

Incident types	Behavioural indicators and physical signs
Financial abuse	<ul style="list-style-type: none"> • Inappropriate or inadequate clothing for the weather. • Unattended physical problems, dental, and/or medical needs. • Social isolation. • Loss of social and communication skills. • Removal of means of communication. • Displaying inappropriate or excessive self-comforting behaviours. <hr/> <ul style="list-style-type: none"> • Sudden decrease in bank balances. • No financial records or incomplete records of payments and purchases. • Person controlling the finances does not have legal authority. • Sudden changes in banking practices. • Sudden changes in wills or other financial documents. • Unexplained disappearance of money or valuables. • Person does not have enough money to meet their budget. • Person is denied outings and activities due to lack of funds. • Borrowing, begging, stealing money or food.

4.0 STAFF TRAINING

Scope Home Access recognises the importance of prevention to ensure the safety of both staff and the participant. Our induction and orientation process includes training in work health and safety practices, including manual handling, infection control, safe environments, risk and hazard reduction.

Upon commencing employment with Scope Home Access, all staff are trained in organisational incident management processes, including how to report an incident and who to report an incident to, i.e. (Divisional Manager/Regional Supervisor/CEO). To provide further guidance, access to all of our policies and procedures is provided to staff at this time and ongoing via the online WHS/Compliance System.

5.0 REPORTABLE INCIDENTS

The CEO is responsible for reporting all reportable incidents to the NDIS Quality and Safeguards Commission. Reportable incidents are serious incidents, or allegations, which result in harm to any NDIS participant.

Scope Home Access, as a registered provider, is required to report serious incidents (including allegations) arising from the organisation's service provision to the NDIS Quality and Safeguards Commission. Reportable incidents, involving NDIS participants, include:

- death
- serious injury
- abuse or neglect
- unlawful sexual or physical contact or assault

- sexual misconduct committed against, or in the presence of, an NDIS participant including grooming for sexual activity
- unauthorised use of a restrictive practice.

5.1 REPORTABLE INCIDENT PROCEDURE

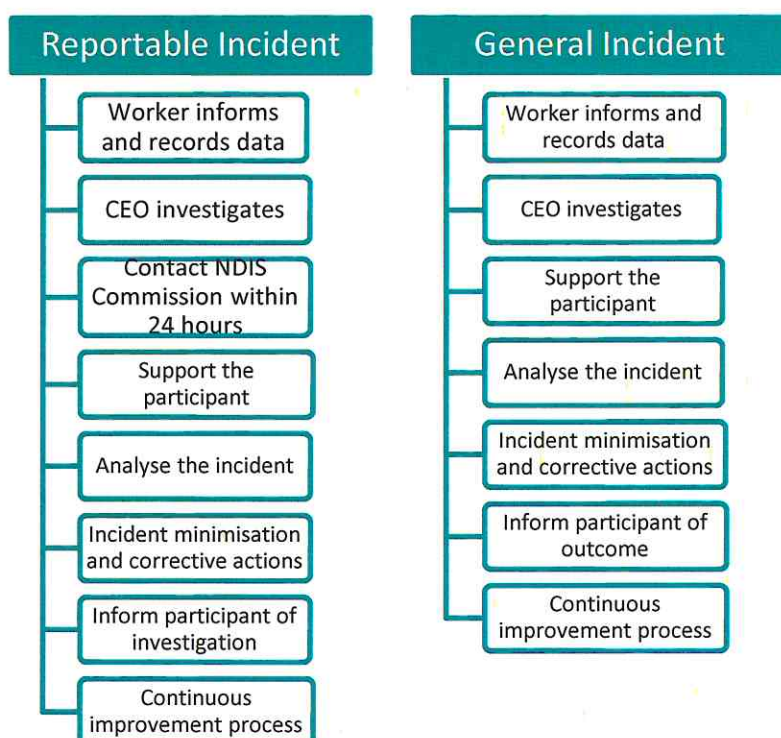
- Staff must immediately notify the CEO.
- The CEO will follow the process outlined in this policy.
- The CEO or their delegate will notify the NDIS Quality and Safeguards Commission within 24 hours of becoming aware of a reportable incident, via the NDIS Commission Portal: <https://www.ndiscommission.gov.au/providers/ndis-commission-portal>

Assessment of the incident by the CEO, or their delegate, will involve:

- assessing the incident's impact on the NDIS participant
- analysing and identifying if the incident could have been prevented
- reviewing management of the incident
- determining what, if any, changes are required to prevent further similar events occurring
- recording all incidents and responsive actions taken to prevent recurrence.

5.2 DOCUMENTATION

- All reportable incident reports and registers must be maintained for seven (7) years.
- This policy is to be reviewed on a regular basis, or when changes to legislation occur.
- All participants, families and advocates are informed of this policy in the NDIS Participant Information and Service Guide or verbally.
- All staff will be trained in the procedures outlined in this policy. Training details are recorded in staff personnel files.



RELATED POLICY:

- B10 Dealing with Abuse and Assault of an Adult
- B11 Dealing with Abuse and Assault of a Child
- B13 Supporting Participation in Planning
- C04 Managing a Medical Emergency
- C05 Responding to and Reporting Death of a Client
- D06 Work Health and Safety
- E08 Planning and Evaluation
- E11 Risk Management
- E13 Quality Systems

RELATED PROCEDURES:

- Appendix 2 Procedure for Dealing with Abuse of Adults
- Appendix 3 Procedure for Dealing with Abuse of a Child
- Appendix 7 Procedure for Medical Emergency
- WHS Policy and Procedure Manual

RELEVANT LEGISLATION AND/OR GOVERNMENT POLICY:

- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS Code of Conduct
- NDIS Practice Standards
- Fair Work Act 2009
- Work Health and Safety Act 2011 (WHS Act 2011)

POLICY APPROVAL BY BOARD OF DIRECTORS

Anja Nivala / Chairperson	<i>A. Nivala</i>	<i>17/11/2020</i>
Print Name/Title	Signature	Date

