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## 2.06 Incident Management and Reporting Policy

Practice Standard linked to: 2. Provider Governance and Operational Management / 2.6 Incident Management

### Purpose

This policy informs how Muddy Puddles aims to protect and prevent harm to clients and team members by managing, recording and reporting significant incidents. It is vital that we have systems in place to identify systemic issues and drive improvements in the quality of our services.

### Scope

This policy addresses the following incidents:

- Incidents that have or could have caused harm to a client while receiving our services
- Acts by a client while receiving our services that have caused serious harm, or risk of serious harm, to another person
- Reportable incidents that are alleged to have occurred in connection with the provision of our services
- Fire, flood, medical or other emergency
- Complaints
- Work safety incidents
- Child protection incidents
- Unauthorised restrictive practices.

### References

NDIS Practice Standards  
National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018

### Related policies

Child Protection Policy  
Health and Hygiene Policy  
First Aid Policy  
Anaphylaxis Policy  
Specialist Behaviour Support Policy  
Feedback and Complaints Policy  
Quality Management Policy  
Work Health and Safety Policy  
Risk Management Policy

### Requirements of the Incident Management System

The incident management system must include procedures for identifying, assessing, managing and resolving incidents. These procedures must specify things such as the people to whom incidents must be reported, how clients and others will be supported and involved in resolving the incident and when corrective action is required. Procedures for Muddy Puddles are set out below.

Appropriate records about incidents must be kept, and the incident management system must be documented. Copies of the documented system must be available to team members and clients.

### Incident management summary

Incidents listed above must initially be responded to and reported in accordance with the policies listed above. In the case of an emergency or criminal activity, respond accordingly by contacting police, fire or ambulance.

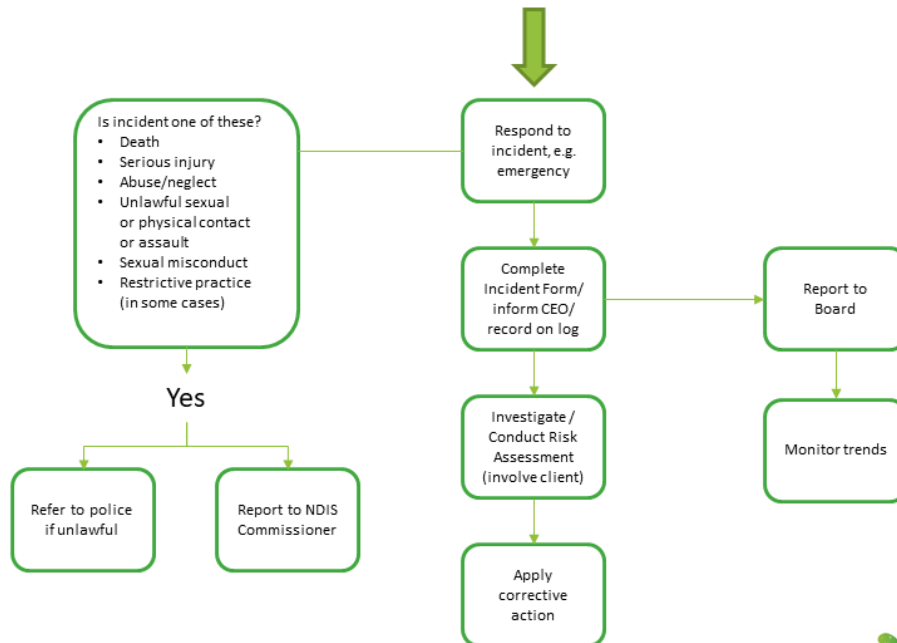
Following the initial response, incidents are to be regarded as an opportunity for learning and continuous improvement, and managed as follows:

- all incidents must be reported to the CEO, documented on an Incident Report Form, recorded in the Incident Log and reported to the Muddy Puddles Board
- risks posed by each incident must then be analysed in accordance with the methodology documented in the *Risk Management Policy* to determine appropriate responses or 'treatments' necessary to minimise the probability of the incident recurring; this should include interviewing team members directly involved in the incident and seeking their feedback, and talking with the client who may be affected, or their approved support network
- policies and procedures must be updated to reflect the agreed treatment
- Muddy Puddles team members must be informed of the policy updates, and if necessary must receive additional training.



# Incident Management

Incident or risk of incident identified



## Identification of an incident

At Muddy Puddles, we encourage open communication about any incident that causes harm, or risk of harm, to another person. If you are unsure whether to report an incident, always discuss it with the CEO, the Business Manager, or one of the Practitioners. There is no harm in recording and reporting any incident, near miss, concern or hazard, but there may be harm if you don't report it. Incidents that require a response and should be reported to the CEO include:

- Incidents that have or could have caused harm to a client while receiving our services
- Acts by a client while receiving our services that have caused serious harm, or risk of serious harm, to another person
- Reportable incidents that are alleged to have occurred in connection with the provision of our services
- Fire, flood, medical or other emergency
- Complaints
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## Reporting an incident

Team members are to complete an Incident Report Form as soon as possible after an incident has occurred. The incident must also be recorded on the Incident Log and reported by the CEO to the Board at the monthly Board meeting.

For serious incidents involving clients the following details are to be recorded:

- a description of the incident, including the impact on, or harm caused to, any person with disability affected by the incident;
- whether the incident is a reportable incident;
- if known—the time, date and place at which the incident occurred, or if not known, the time and date the incident was first identified;
- the names and contact details of the persons involved in the incident;
- the names and contact details of any witnesses to the incident;
- details of the assessment undertaken;
- the actions taken in response to the incident, including actions taken to support or assist persons with disability affected by the incident;
- any consultations undertaken with the persons with disability affected by the incident;
- whether persons with disability affected by the incident have been provided with any reports or findings regarding the incident;
- if an investigation is undertaken by the provider in relation to the incident—the details and outcomes of the investigation;
- the name and contact details of the person making the record of the incident.

If the incident is a reportable incident (see below) the CEO is to report it to the NDIS Commissioner.

## Supporting those involved in an incident

Team members, clients and others who may be affected by an incident must be supported to access appropriate services to ensure their health, safety and wellbeing. Clients affected by an incident can be referred to an advocate such as People with Disability Australia (PWDA) for support and advice.

## Investigation and corrective action

If the incident is serious, or the risk of harm is serious, the incident should be investigated by the CEO or another senior member of the Team and a Risk Assessment (refer Risk Management Policy) must be conducted.

The following questions are to be answered:

- Could the incident have been prevented?
- How well was the incident managed and resolved?
- What, if any, remedial action needs to be undertaken to prevent further similar incidents from occurring, or to minimise their impact?
- Does anyone else need to be notified about the incident?

Where possible, the team member, client or other person affected by the incident should be involved in the management and resolution of the incident. This may be via a discussion or interview



by a person they trust from the organisation or from an external party engaged by Muddy Puddles. It may also be informally via a third party, for example a parent.

## Training in incident management

Incident Management and Reporting is to be a topic in the Muddy Puddles Induction.

## Reportable incidents

These incidents include the death, serious injury, abuse or neglect of a person with disability and the use of restrictive practices in particular circumstances. Refer to the [NDIS Commission website](#) for current information about how to make a report.

If a reportable incident occurs, or is alleged to have occurred, the CEO or other senior Team Member must give details about the incident to the Commissioner. Details of certain incidents (such as the death of a person with disability) must be notified within 24 hours, while others must be notified within 5 business days.

### The NDIS Commissioner must be notified within 24 hours if:

- (a) Muddy Puddles becomes aware that a reportable incident has occurred in connection with the provision of its supports or services; and
- (b) the reportable incident is:
  - (i) the death of a person with disability; or
  - (ii) the serious injury of a person with disability; or
  - (iii) the abuse or neglect of a person with disability; or
  - (iv) the unlawful sexual or physical contact with, or assault of, a person with disability; or
  - (v) sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.

## Record keeping

Muddy Puddles will keep records about reportable incidents in the Restricted Sharepoint site.

## Versions and approval

Version	Change	Approved by	Date Approved	Review Date
V2.0	New template; aligned to NDIS Practice Standards	Board	July 2019	July 2021
V1.0		Board Chair	May 2017	May 2018

