



HEARTFELT PERSONALISED SUPPORT

INCIDENT MANAGEMENT POLICY AND PROCEDURE

Policy

Heartfelt Personalised Support will promote the health, safety, welfare and well-being of its clients and meet its professional and legal responsibilities by ensuring any incidents are appropriately:

Identified and recorded;

- Assessed to determine corrective and harm minimisation strategies
- Investigated where necessary
- Followed up in a timely manner to ensure satisfactory outcomes
- Considered against legislative and funding body requirements (including NDIS Quality and Safeguards Commission) and
- Shared where appropriate to assist with quality improvement

Outcomes

Risks identified and managed to eliminate or minimise adverse events.

- Impact of incidents minimised
- Clients and stakeholders satisfied with risk/incident management
- Workers aware and accepting of outcomes
- Minimal reoccurrence of incidents

Definitions

- **Accident:** Event or situation that actually resulted in harm to an individual or damage to equipment.
- **Incident:** Event or situation that could have resulted in harm to an individual or to the business (includes injury, near-misses, abuse, complaints, or breaches of privacy).
- **Participant:** The party receiving NDIS-funded services (the client).
- **Risk:** Something that could potentially lead to an incident or accident.

Procedures

Identifying Incidents : Staff are trained to recognize both obvious incidents (e.g., falls) and potential indicators using NDIS Commission guidance. Training is documented and reviewed annually.

Reporting and Immediate Action

- **Notification:** Provider's representative must be notified of all incidents
- **Documentation:** An Incident and Complaint Form must be completed within 24 hours
- Provide immediate support to affected persons.
- Post-incident debrief with involved staff within 48 hours.

Incident Investigations

Formal investigations are mandatory for:

- 'Notifiable' NDIS incidents
- Mandatory reports
- Incidents involving potential litigation

Investigations are conducted by a trained Investigation Officer. A report must be submitted to the Governing body within 14 days.

Mandatory Reporting

Heartfelt Personalised Support fulfills statutory obligations under Victoria legislation for suspected risk of harm or abuse.

Reportable NDIS Incidents:

- Death of a person with disability
- Serious injury
- Abuse or neglect
- Unlawful sexual or physical contact
- Sexual misconduct
- Unauthorised use of restrictive practices