# Incident Management

Incident Management Standard (extract from NDIS Practice Standards: Core Module – 2 Provider Governance and Operational Management Standard). This is what you need to demonstrate to the auditor that you meet.

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| **Outcome:** Each participant is safeguarded by the provider’s incident management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from. |
| **To achieve this outcome, the following indicators should be demonstrated:** * An incident management system is maintained that is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation. The system complies with the requirements under the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018*
* Each participant is provided with information on incident management, including how incidents involving the participant have been managed.
* Demonstrated continuous improvement in incident management by regular review of incident management policies and procedures, review of the causes, handling and outcomes of incidents, seeking of participant and worker views, and incorporation of feedback throughout the provider’s organisation.
* All workers are aware of, trained in, and comply with the required procedures in relation to incident management.
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SPIEL – Your explanation to the auditors of how you meet the above Standard. For you to read, adapt and then insert into your NDIS Commission On-line Application

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| XXX has an Incident Management System which complies with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.This Incident Management System covers and is supported by:* Incident Management Policy
* Incidents and Complaints Report
* Incident Investigation Form
* Incidents and Complaints Register

The Participant is provided with information about how any incidents will be handled in their *NDIS Service Agreement*. This includes:* references to the NDIS (Incident Management and Reportable Incidents) Rules 2018
* that the Participant / Participant’s Representative will be involved in the investigation and determining actions / outcomes
* that they are able to access a copy of the Incidents Management Policy if interested / concerned.

The Incident management policy & related training conducted covers identification of incidents, notification, management, investigation of incidents, when injury or worse occurs, / mandatory notifications / procedure depending on age of participant.Incidents are recorded, regularly reviewed and opportunities for improvement identified as part of the process - refer to Incident & Complaints Register. Also refer to an example of a recent incident report & action. The incident management procedures include the need to seek feedback from all involved parties including Participant and workers.Incident management training was provided for staff in ?? 2020 and / or at Induction. Currency of knowledge is maintained through annual training (refer to Induction Checklist & Annual Training Plan).Please refer to Incident Management attachments* *Incident Management Policy*
* *Incident Investigation Form*
* *Example of Incident Report resolution*
* *Minutes of meetings - Providers will need to provide evidence of where register is reviewed and examples of Reports made and followed through – including any quality improvement changes.*

Other documents already provided:* *NDIS Service Agreement*
* *Induction Checklist*
* *Annual Training Plan*
* *Incident and Complaint Report*
* *Incidents and Complaints Register*
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