Incident Management

## Incident Management Standard - extract from NDIS Practice Standards: Verification Module. 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*. |

## SPIEL – Your explanation to the auditors 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 * Incident and Complaint Report * Incident Investigation Form * Incidents and Complaints Register   The participant is able to access a copy of the Incident Management Policy if interested - this is made known to them via the NDIS Service Agreement.  Currency of knowledge of incident management is maintained through annual training (refer Human Resources - Annual Training Plan).  *Please refer to Incident Management attachments*  *NDIS Service Agreement*  *Incident Management Policy*  *Incident and Complaint Report*  *Incident Investigation Form*  *Incidents and Complaints Register* |