



INCIDENT MANAGEMENT SYSTEM

An incident management system is a company's processes and procedures applied to manage incidents. At Icon, there is a multifaceted approach to incident reporting to ensure that we are maintaining and employing a safe workspace for clients, employees, and visitors. Icon are required to keep incident and reportable incident records on the incident management system for a period of 7 years.

INCIDENT REPORT FORM

An incident report form is to be completed in the event of a worker witnessing/being involved in any non-conformance, or an incident, or resulting, or potentially resulting, in an injury or an unsafe practice or a near miss/hit. The report is used to capture injuries and accidents, near misses, property and equipment damage, health and safety issues, security breaches and misconducts in the worksite process. These records also help to prevent reoccurrences and are used to maintain and ensure safety in the workplace.

When an incident is identified, an incident report should be completed by the witness or the reporting staff on duty at the time an incident occurs no matter how minor an injury is. You should consider how serious the incident is and if emergency services need to be contacted, if you are unsure you may ask the onsite manager or supervising staff. All relevant staff and Icon Management must be notified when completing the report, but you should also consider if any carers, emergency contacts, or family need to be notified of the incident. The incident report form is to be completed thoroughly to the best ability and required to be performed in writing, immediately reported to Icon Management, and stored in Icon's Incident Management System onsite.

INCIDENT INVESTIGATION FORM

As a part of Icon's Incident Management System, an incident investigation report form must also be completed to determine the cause of incidents and ensure that adequate action has been taken to prevent similar incidents in the future, fulfill any legal requirements, to determine the cost of an incident, to determine compliance with applicable regulations (e.g., occupational health and safety, criminal, etc.), determine if there is ongoing risk, to process workers' compensation claims, and to ensure that NDIS reporting requirements have been reported and actioned accordingly. This form should be completed following an incident being reported and does not replace the Incident Report itself. The objective of an incident investigation is to ensure all the relevant facts are obtained to help decide upon the appropriate corrective actions required. An incident investigation is not intended to apportion blame for the incident.

INCIDENT MANAGEMENT & REPORTABLE INCIDENTS FOR NDIS PROVIDERS

Under the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018, all NDIS providers must have an incident management system that is capable of recording and managing incidents that support people with disability.

As per the NDIS Quality and Safeguards Commission, incidents that must be recorded and managed are:

- Acts, omissions, events or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with disability.
- Acts by a person with disability that occur in connection with providing NDIS supports or services to the person with disability and which have caused serious harm, or a risk of serious harm, to another person.
- Reportable incidents that are alleged to have occurred in connection with providing NDIS supports or services to a person with disability.

PROVIDING SUPPORT TO NDIS PARTICIPANTS

To ensure the health, wellbeing, and safety of all NDIS participants, assistance must be provided to the participant. These supports can include but are not limited to; providing the participant with comforting surroundings, contacting a support person or emergency contact, listening to their concerns, providing food and beverage as requested, and assisting with transport coordination.

NDIS participants should be involved in the incident reporting process and resolution as much as possible and are encouraged to involve their support workers/carers as required for any assistance. All communication with NDIS participants regarding the incident reporting must remain open throughout the incident reporting and recording process. During the Incident Investigation, feedback should be requested from any impacted participants to ensure the determined resolution is appropriate to all parties involved.

REPORTABLE INCIDENTS WITHIN THE NDIS

Icon Management is responsible for notifying the NDIS Commission of any reportable incident that occurs in relation to the NDIS services delivered. As per the NDIS Quality and Safeguards Commission, incidents that are reportable include:

- The death of a person with disability.
- Serious injury of a person with disability.
- Abuse or neglect of a person with disability.
- Unlawful sexual or physical contact with, or assault of, a person with disability.
- Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity.
- Use of a restrictive practice in relation to a person with disability where the use is not in accordance with an authorisation (however described) of a state or territory in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with disability.

REPORTABLE INCIDENTS WITHIN THE NDIS CONTINUED

When notifying the NDIS Commission of reportable incidents, Icon must provide the required information as set out on the 'My Reportable Incidents' page on the [NDIS Commission Portal](#). Icon must adhere to the required timeframes (set out below) as per the NDIS Commission. These timeframes are calculated from when a registered NDIS provider became aware that the incident occurred or was alleged to have occurred.

REPORTABLE INCIDENT	REQUIRED TIMEFRAME
Death of a person with disability.	24 hours.
Serious injury of a person with disability.	24 hours.
Abuse or neglect of a person with disability.	24 hours.
Unlawful sexual or physical contact with, or assault of, a person with disability.	24 hours.
Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.	24 hours.
The use of a restrictive practice in relation to a person with disability if the use is not in accordance with a required state or territory authorisation and/or not in accordance with a behaviour support plan.	5 business days.

