

INCIDENT MANAGEMENT POLICY

INTRODUCTION / SCOPE

Matchu Pty Ltd. trading as “matchability”, provides services to people with a disability that enable the pursuit of person-centred supports that seek to maximise choices and individual preferences for people who request services.

Matchu promotes and protects individual rights including freedom of expression, self-determination and decision-making.

This policy applies to all programs of Matchu and to all Staff, Contractors and Company Directors.

PURPOSE

To comply with the general and specific obligations as a registered provider of supports under the National Disability Insurance Scheme.

To ensure that timely and effective responses to incidents address customer safety and wellbeing.

To ensure effective and appropriate investigation and review of customer incidents.

To learn from individual incidents and patterns of customer incidents, to reduce the risk of harm to customers, and improve the quality of services provided.

To ensure the integrity and reputation of Matchu (matchability) is always maintained and consistent values are displayed.

POLICY & PROCEDURE

Matchability have a responsibility to report to the NDIS Commission and relevant State governing bodies any serious incidents (including allegations) arising in the context of NDIS supports or services, including:

- the death of an NDIS participant
- serious injury of an NDIS participant
- abuse or neglect of an NDIS participant
- unlawful sexual or physical contact with, or assault of, an NDIS participant
- sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity
- the unauthorised use of a restrictive practice in relation to an NDIS participant.

This does not replace existing obligations to report suspected crimes to the police and other relevant authorities.

Matchu will listen to and report every disclosure/allegation of assault, abuse(s), neglect and/or poor quality of care made by a person with disability.

Where a disclosure/allegation is about an unlawful action by a Matchu employee, management and the police will be notified.

An external investigation will occur where the disclosure/allegation relates to assault, abuse/s, neglect or poor quality of care or where a conflict of interest is identified.

Responding to Incidents

- Ensure the immediate safety and wellbeing of the customer
- Report incidents that are witnessed by or reported within procedural timeframes and guidelines through Matchu's reporting tools when safe to do so (see below).
- In relation to allegations of physical or sexual abuse, follow Matchu policy in reporting the allegations to the police
- Comply with Failure to Disclose responsibilities.
- Report to Victoria Police (as appropriate)
- Contact the [Victorian Centres Against Sexual Assault \(CASA\)](#) (as appropriate)
- Notify relevant next of kin/guardian (as appropriate)
- Assure the customer that the incident will be taken seriously and dealt with in a fair and equitable manner
- Plan and undertake actions to provide ongoing support to the customer in response to the incident
- Clearly educate customers about their rights and take their wishes into account
- Identify an advocate or key support person if appropriate and keep them informed throughout the process
- Keep the customer informed of the progress, outcome and any follow up of their incident
- Ensure that the customer has the opportunity to provide feedback on the response to the incident
- Ensure that personal and sensitive customer information is appropriately managed and secured so as to mitigate the risk of privacy breaches
- Provide support to the customer to access treatment, counselling, or trauma and victim support services the customer may access to address their safety and wellbeing as required
- Support the customer through any action they take to seek justice or redress including making a report to Victoria police

Reporting Incidents

- All reportable incidents must be reported to Matchability Director or Operations Manager as soon as it is safe to do so, who will submit any reportable incidents to NDIS Quality and Safeguards Commission
- All reportable incidents, except for the unauthorised use of a restrictive practice, must be notified to the NDIS Commission within 24 hours of you becoming aware of the incident. Any unauthorised use of restrictive practices must be notified within 5 days
- Comply with the requirements of the NDIS Incident Management and Reportable Incidents Rules, Safety Screening Policy, Reportable Conduct Scheme and Privacy Incident Reporting as applicable
- Notify the NDIS Commission of reportable incidents or privacy incidents
- Liaise with relevant external funding and regulatory bodies as appropriate e.g. the NDIS Commission for Quality and Safeguards, Office of the Disability Services Commissioner, Office of the Australian Information Commissioner

Review and Learning from Incidents

- Matchability will review reports and identify patterns of persistent non-major impact incidents
- Matchability will review and manage aggregate incident data to inform organisational risk response
- Matchability will modify the way services are provided including updating any support documentation in the customer's care plan or file based on any learning
- Matchability will identify and enact corrective and preventative actions and log through risk register and trend analysis
- Matchability will liaise with relevant parties including the customer, family and other key stakeholders as appropriate about what has been learnt from any incident
- Record all corrective actions carried out as a result of learning from incidents and communicate with all staff

ASSOCIATED DOCUMENTS & RESOURCES

Service Agreement
Customer Information Form
Incident Report Form

- National Standards for Disability Services
- NDIS Quality and Safeguarding Practice Standards 2018
- Privacy Act 1988
- National Disability Insurance Scheme (Registered Providers of Supports) Rules 2013
- detailed-guidance-reportable-incidents-detailed-guidance-registered.docx (NDIS Quality and Safeguards guidance)
- NDIS (Incident Management and Reportable Incidents) Rules 2018