

NDIS Client incident response, reporting & investigation procedure



1. INTENT

Vivir Healthcare is committed to providing safe and health supporting services. This procedure details what to do in the event of an incident involving an NDIS participant client.

The aim of this procedure is to ensure that incidents involving NDIS clients are managed appropriately including:

- prompt and efficient investigation of each incident,
- accurate and timely reporting,
- notification to external parties (where required)

In doing so, this will ensure Vivir Healthcare complies with its legislative and contractual requirements.

2. REFERENCED CORPORATE STANDARD

This Incident Management Procedure has been developed in parallel with Chandler Macleod's Corporate Safety, Incident and Risk Management Standards.

3. LEGAL REQUIREMENTS

National Disability Legislation is the legal framework that provides additional protections to people with a disability. We consider compliance with relevant legislation to be a minimum and aim to deliver best outcomes by going beyond compliance.

4. NOTIFICATION TYPES

The following must be reported 'straight away' via the method detailed in the Vivir Hazard & Incident Reporting Flowchart

Incident Type	Description / Definition
Serious Incident (SI) *Notifiable	<p><i>The death of a person or a person sustaining an injury that requires hospitalisation (in-patient, out-patient or NDIS participant). This also includes a person requiring immediate medical treatment for:</i></p> <ul style="list-style-type: none">▪ <i>Broken bone or crush causing significant soft tissue damage</i>▪ <i>Amputation of any part of the body</i>▪ <i>Separation of skin from underlying tissue (de-gloving or scalping)</i>▪ <i>Spinal injury</i>▪ <i>Eye or ear injury that may result in long term loss (full or partial) of function</i>

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	<ul style="list-style-type: none"> ▪ <i>Electric shock caused by an unprotected circuit (no RCD)</i> ▪ <i>Trauma that may result in loss of functional ability or permanent impairment</i> ▪ <i>Exposure to substances (skin, airways or other) that requires hospitalisation</i> ▪ <i>Burns to more than an isolated area of skin i.e. significant area of skin affected</i> ▪ <i>An injury with potential to impact on pregnancy</i> ▪ <i>Mental disorder caused by work related incident</i>
Abuse or Neglect *Notifiable	<i>Actual abuse or suspected abuse of a person aged or with a Disability is considered a reportable incident. This include neglect or suspected neglect.</i>
Sexual Misconduct *Notifiable	<i>Unlawful (or reasonably suspected) sexual or physical contact with, or assault of a person aged or with a disability. Includes Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity.</i>
Notification Only (NO)	<i>Any report of injury or illness or soreness reported that is not work related (e.g. heart attack). In most circumstances no investigation is required.</i>
Near Miss (NM)	<i>Any incident that occurred at the workplace, that did not qualify as reportable and / or which although did not result in an injury or illness or damage to property or the environment, had the potential to do so.</i>
Property Damage (PD)	<i>Where damage to property is reported and no injury or illness was recorded.</i>
Environmental Damage	<i>An incident or event resulting in damage to the environment.</i>
Hazard	<i>A source, situation or act with a potential for harm in terms of human injury or ill health or a combination of these.</i>
Alleged harassment/ bullying	<i>Any occurrence of alleged harassment of bullying to a Vivir team member.</i>

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5. VIVIR INCIDENT MANAGEMENT FLOWCHART

STEPS / ACTIONS	Responsible Person
<p>Step 1 - Provide first aid and make site safe</p> <p><i>Employees who fail to respond immediately and protect the client from further harm following an incident are in breach of their duty of care and this procedure, and may be subject to disciplinary action.</i></p> <ul style="list-style-type: none"> • Apply or seek first aid (as required). • Contact the Ambulance service on 000 in the event that a client sustains a serious injury requiring medical treatment or is in urgent need of medical help. <p>Take steps to control any hazards to prevent others being injured (e.g. isolate area)</p>	Any worker
<p>Step 2 - Report the incident (24hr / 7 days) 1300 147 874</p> <p>Call the Vivir incident reporting line to report any hazard, near miss or incident 'straight away'</p> <p>*The call will be answered by an external call centre who will notify the Vivir safety and Injury Management Team via SMS and enter the details directly into the Vivir Incident Management System (SIMS). Once the incident has been logged in SIMS an automated email will be sent to the safety / IM team members in that region.</p>	Any worker
<p>Step 3 – Email Notification</p> <p>Send an email notification to the client’s Case Manager and the NDIS commission if applicable.</p>	Any worker

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STEPS / ACTIONS	Responsible Person
<p>Where the incident is considered a “SERIOUS INCIDENT” the following applies:</p> <p><u>Contact the NDIS Operations Lead</u></p> <p>After:</p> <ul style="list-style-type: none"> • protecting the client from further harm, • attending to the client’s medical needs and • contacting the emergency services (if required), <p>the employee who became aware of the serious incident must immediately make a verbal report to the NDIS Operations Lead either in person or by telephone (or by telephone to the out of hours’ supervisor)</p> <p>In any case, within 30 minutes of becoming aware of and containing the incident.</p> <p><i>Written or verbal messages are not considered appropriate for Serious Incident Notifications. All must be by phone.</i></p> <p><i>** Exception: Only employees who are deaf or have a hearing impairment, which means that they do not communicate verbally may send a text message. Deaf or hearing impaired employees must provide sufficient information in their message so that the nature of the incident can be understood. The service supervisor must arrange face to face meetings as soon as practicable with the employee to implement the requirements of this procedure.</i></p> <p>In the event that the employee who identified the incident cannot make contact with the NDIS Ops leader, they must telephone the Vivir Head of Operations.</p>	<p>NDIS Clinicians, NDIS Operations Lead, Head of Operations</p>



<p>Step 4 – Immediate follow up actions (applies for all incident types)</p> <p>Implement any actions as directed by the NDIS Team Leader / NDIS Operations Leader or the Vivir Head of Operations including communicating with the client’s emergency contact regarding the incident.</p>	<p>Worker, NDIS Ops Lead, Head of Operations</p>
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STEPS / ACTIONS	Responsible Person
<p>Step 5 - Allocate incident investigator</p> <ul style="list-style-type: none"> • Confirm with the employee reporting the incident whether the incident is a “serious incident” (in accordance with the definition contained in this procedure). • Authorise any further contact with the Police Service on 000 if an emergency situation still exists and where the Police Service have not already been called. • Agree any further immediate actions to be taken by the employee reporting the incident. • If being managed by the NDIS Operations Leader, immediately following the conversation with the employee reporting the incident, telephone the Head of Operations to advise them of the incident, the actions taken to date and the planned immediate actions to be taken, by when and by whom. 	<p>NDIS Operations Leader/ Head of Operations</p>



<p>Step 5b – If a “SERIOUS INCIDENT” the following applies:</p> <ul style="list-style-type: none"> • Immediately brief the Head of Operations in person or by telephone with details of the serious incident. • Within 4 hours of the initial notification of the incident, <ul style="list-style-type: none"> - Contact the NDIS commission to report a Notifiable incident. - Determine any other appropriate actions to be taken and ensure that they are implemented. - This includes contacting the Police Service if they believe a crime has been committed (where contact with the Police Service has not previously been made) <p>The Head of Operations will determine who will make the notification to NDIS (either the Head or NDIS Ops Lead)</p> <p>Where the Head of Operations is not managing the incident, regular updates must continue to be providing the Head of Operations on the situation and any actions being taken.</p>	<p>NDIS Operations Lead / Head of Operations</p>
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STEPS / ACTIONS	Responsible Person
<p>Step 6 – Providing appropriate support to stakeholders:</p> <p>Depending on the nature of the incident, the clients as well as their families, their friends or carers must be provided with support where appropriate including:</p> <ul style="list-style-type: none"> - referral to specialist organisations, - counselling services or - provided with information on advocacy services during the course of an investigation. <p>A Vivir Healthcare support person may be allocated to depending on the severity of the incident.</p>	<p>Head of Operations</p>



<p>NOTE:</p> <p>For suspected abuse and/or neglect incidents:</p> <p>There are additional and specific requirements for the investigation of abuse and neglect. These are outlined in the “Responding to Abuse and Neglect of Clients Procedure”.</p>	<p>Head of Operations</p>
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<p>Step 7 - Serious incident review</p> <p>The Risk & Compliance Officer, Safety Manager, and Head of Operations will jointly complete review of the investigation process taken for the management of all serious incidents (SI):</p> <ul style="list-style-type: none"> - to ensure correct process, - to identify any systemic issues and - for continual process improvement. 	<p>Risk and Compliance Officer, Safety Manager/ Head of Operations</p>
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6. CONTINUOUS IMPROVEMENT

All Vivir Healthcare employees are encouraged to provide feedback on this procedure to their supervisor, to ensure that it remains relevant and continues to reflect the actual manner in which activities are undertaken.

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7. VERSION CONTROL

Version Number	Author/Owner	Details	Approver	Date Approved
0.1	Operations Team	Initial draft created for NDIS Complaints	Risk & Compliance Officer	10/12/2019
1.0	Operations Team	Final document for publication	Karen Leighton	