

313 SDA Services Reportable Incident, Accident and Emergency Policy

1. Customer Statement

At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions
- following all relevant laws and regulations

2. Purpose

This policy explains how Link Wentworth manages the safety of SDA tenants and other NDIS participants who use our services. It also explains how Link Wentworth complies with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.

3. Scope

This policy applies to incidents, accidents and emergencies that occur in connection with the provision of Link Wentworth SDA services, accommodation or supports. The scope of this policy includes incidents that caused harm to an SDA tenant or NDIS participant and those that have the potential to cause harm.

This policy also applies to all Link Wentworth employees and contractors.

4. Policy

Link Wentworth is responsible for providing a safe place for SDA tenants to live, receive services, and access supports.

Link Wentworth recognises that NDIS participants using our services may be at risk from incidents and accidents. Link Wentworth strives to do all of the following:

- minimise risks to NDIS participants using our services and prevent future incidents by responding proactively to incidents, accidents and emergencies involving NDIS participants so that each event is prioritised, managed, and investigated appropriately
- identify opportunities to improve the quality of participant supports by linking the operation of the incident system and the quality and risk management system
- work with a tenant's support services to develop and implement appropriate NDIS participant-centered plans, staff training, assessment, and review processes

As a registered provider of NDIS services, Link Wentworth reports serious incidents and allegations of serious incidents arising from our NDIS service provision to the NDIS Quality and Safeguards Commission.

Reportable incidents that we report to the NDIS Quality and Safeguards Commission include, but are not limited to:

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

When Link Wentworth becomes aware of an incident or allegation, we, first of all, assess the incident's impact on the NDIS participant. If we identify a reportable incident, we notify the NDIS Quality and Safeguards Commission within 24 hours of becoming aware of a reportable incident, via the NDIS Commission Portal: <https://www.NDIScommission.gov.au/providers/NDIS-commission-portal>

Next, Link Wentworth carries out a detailed assessment involving:

- analysis of the incident
- identifying if there were ways the incident could have been prevented
- reviewing Link Wentworth's management of the incident
- determining what, if any, changes are required to prevent further similar events occurring
- ensuring the incident and any actions taken in response to it are recorded
- determine any quality improvements required of our processes and update accordingly.

Communication

Link Wentworth maintains all reportable incident reports and registers for seven (7) years.

Link Wentworth informs all NDIS participants, families, and advocates of this policy at the start of providing services, accommodation or supports for a NDIS participant. We provide NDIS participants with information about this in an Easy Read format, as needed.

Link Wentworth reviews this policy at least once a year to ensure it stays current. We also train our staff in the processes involved in implementing this policy including the NDIS Worker Orientation training module.

4. Responsibility

SIL Service provider- are responsible for maintaining the safety of NDIS participants who access our services in line with this policy. This includes immediately notifying the Link Wentworth Disability Program Lead of any suspected incidents or allegations of incidents in relation to the tenancy of the participant.

Accommodation Provider (Link Wentworth) is responsible for reporting any reportable incidents to the NDIS Quality and Safeguards Commission that relates to a NDIS participant's tenancy.

Definitions

Incident is an event, act, omission, event, or circumstance that occurs in connection with the provision of supports or services to a person with a disability and has, or could have, caused harm to a person with a disability.

NDIS is the National Disability Insurance Scheme.

Reportable incidents are serious incidents, or allegations, which result in harm to any NDIS participant.

5. Legislation and other relevant policies

- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS Practice Standards and Quality Indicators 2020
- *Privacy Act, 1988* (Cth)
- *Work Health and Safety Act, 2011* (NSW)

6. Complaints and appeals

An NDIS participant who is not happy with a decision we make or who believes that we have not followed this policy can complain or appeal using the complaints and appeals policies that are available on the Link Wentworth website www.linkwentworth.org.au or by phoning Link Wentworth on 13 14 21.

7. References

- SDA Vacancy Policy
- SDA Participant's Rights and Responsibilities Policy
- SDA Risk Management Policy

8. Privacy and Confidentiality

Link Wentworth has obligations and responsibilities under its Privacy Policy. Please refer to the policy for further information.

Approval, Policy Owner and Review Frequency

Policy type:	Management Level
Executive Leadership team owner:	Chief Customer Officer
Business owner:	Manager, Partnerships and Disability Supports
Ultimate Approval body:	Chief Customer Officer
Review Frequency:	Every two years or more frequently if circumstances warrant

Approved by – **Chief Customer Officer**