



IVY Community Care

Easy English

Incident Management

Incident Management:

How we will respond to, manage and escalate an incident quickly and effectively, bringing it under control, and limiting the impact to Participant and Ivy Community Care.



What is our responsibility:

We are responsible for providing services to participants with care in a safe manner, and taking measures to prevent abuse and neglect from harm. We recognise that the health, protection or well-being of people with disabilities can be impacted by such events.



We aim to reduce the likelihood of incidents (including near misses), but we have an incident management system to log, investigate and handle incidents in connection with the provision of our services to you if they do occur.

If you plan to use our services, Ivy Community Care will provide you an incident management process in place.

Our incident management framework was built on the basis of guidance provided by the 2018 [NDIS Quality and Safeguards Commission](#) and [National Disability Insurance Policy \(Incident and Reportable Incidents\) Regulations](#).



What is an Incident?

An occurrence that causes (or could have caused, in the case of a “Near Miss” damage to property, injury/illness or death.

A reportable incident covers:

- the death of participant.



- serious injury of a participant.



- abuse or neglect of a participant.



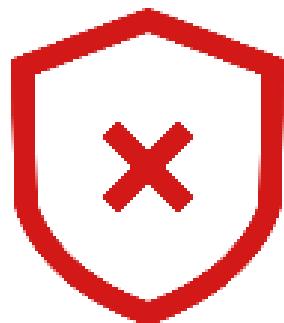
- unlawful sexual or physical contact with, or assault of, a participant.



- Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity



- the unauthorized use of a restrictive practice in relation to a participant.



Key Steps for Incident Management:

INCIDENT MANAGEMENT



Report

Anyone may recognise and report an incident.



Support

We need to protect your health and safety along with the health and safety of other's.



Assess

We will assess all incidents to determine:

- Why the incident came about;
- If they could have avoided the incident;
- How well they handled and resolved the incident;
- Future initiatives in the field of prevention; and
- Who else is told of the incident.



Notify

All reportable accidents, with the exception of the improper use of a restrictive procedure, must be reported by the Quality and Risk Manager to the NDIS commission within 24 hours after we become aware of the incident.



Investigate

An investigation can take up to five working days, followed up by a thorough report.

