



Incident Management Policy (Simple English)

Purpose

This policy explains how Soaring Sparrows manages incidents.

We will:

- Act quickly and fairly when incidents happen.
 - Keep participants safe and supported.
 - Meet all NDIS and South Australian legal requirements.
 - Learn from incidents to prevent them in the future.
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Scope

This policy applies to all staff, contractors, and volunteers at Soaring Sparrows.

Policy Statement

We commit to:

- Responding to incidents in a respectful and timely way.
 - Making participant safety our top priority.
 - Following the NDIS (Incident Management and Reportable Incidents) Rules 2018.
 - Using incidents as opportunities to improve our services.
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Key Definitions

Incident

An event that:

- Causes or could cause harm (physical, emotional, financial, or psychological).
- Is an emergency, such as a hospital admission or mental health crisis.
- Involves abuse, neglect, unlawful contact, exploitation, or unauthorised restrictive practices.

Near Miss

An event that could have caused harm but did not. It shows a possible risk that needs attention.

Reportable Incident

Serious incidents that must be reported to the NDIS Commission. These include:

- Death of a participant
- Serious injury
- Abuse or neglect
- Unlawful sexual or physical contact
- Sexual misconduct
- Use of an unauthorised restrictive practice

Procedures

1. Internal Reporting

- All incidents must be reported to the Manager or Director immediately.
- Verbal notification should be given within 2 hours.
- A written report must be completed in Splose or Microsoft Forms within 24 hours.
- Reports are stored securely.

2. External Reporting

Some incidents must also be reported to external agencies:

Agency	When to Report	Timeframe
NDIS Commission	Reportable incidents	Within 24 hrs (initial), follow-up in 5 days
SAPOL (Police)	Suspected criminal acts	As soon as possible
CARL (Child Abuse Report Line)	Suspected child abuse or neglect	As soon as possible
Mental Health Triage (SA Health)	Mental health crises	As soon as possible
SA Ambulance Service	Serious injury or medical emergencies	As soon as possible
Adult Safeguarding Unit	Suspected abuse of an adult at risk	As soon as possible

The Director or delegated Incident Manager is responsible for completing external reports.

3. Investigations

- Start within 2 business days.
- Finish within 10 business days unless more time is needed.

- Led by a Manager or Senior Officer not involved in the incident.
- Process includes: interviews, reviewing notes, finding the cause, and recommending actions.
- Findings are documented in an Incident Investigation Report.

4. Participant Support

- Participants involved will be kept safe and supported.
- They will receive clear communication in ways they understand.
- Family, advocates, or nominees may be involved if appropriate.
- Counselling or advocacy services will be offered if needed.
- Participants will be kept updated about what is happening.

5. Preventing Future Incidents

- A Corrective and Preventative Action Plan (CAPA) will be developed.
- Staff will receive training or retraining.
- Policies and systems will be reviewed.
- Risks will be identified and managed.
- Learnings (without names) may be shared with staff.

6. Recordkeeping

- All incident records will be stored securely for at least 7 years.
- Only authorised staff will have access.

Responsibilities

- **All staff:** Report incidents quickly and cooperate with investigations.
- **Line Managers:** Review reports, lead investigations, support staff and participants.
- **Director:** Ensure compliance with NDIS and laws, oversee investigations, review data, provide staff training.
- **Incident Manager (if appointed):** Carry out investigations and liaise with external agencies.

Related Laws and Standards

- NDIS Act 2013
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS Practice Standards – Core Module: Incident Management
- Children and Young People (Safety) Act 2017 (SA)

- Work Health and Safety Act 2012 (SA)
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Review

This policy will be reviewed every year, or earlier if:

- Laws or NDIS requirements change.
- An incident shows the process needs improvement.
- Feedback suggests changes are needed.