



Independent Rehabilitation Services Incident Management System

Background

Independent Rehabilitation Services has an obligation to provide a healthy and safe workplace for their workers. The workplace for this industry includes private homes, workplaces, and any other community settings. See Occupational Health and Safety Manual for further details of clinician risk management policies and procedures and details of clinician related incident reporting.

IRS is committed to the safeguarding of all clients and proactively identifies and manages safeguarding risk and incidents.

IRS recognises that the NDIS National Quality and Safeguarding Commission has an Incident Management and Reportable Incidents System to support NDIS providers to:

- protect and prevent harm to people with a disability.
- support participants to be informed purchasers and consumers of the NDIS support and services and to live free from abuse, violence and exploitation.

IRS recognises that NDIS providers have the primary responsibility for preventing and managing all incidents related to people with disability receiving support and service from their service.

The purpose of this policy is to ensure that all staff understand their responsibilities in relation to safeguarding and incidents while also supporting clients, their families, carers, advocates and others who receive services to also be aware of their rights and the support and protections available to them.

Policy

IRS understands that as a registered NDIS providers we must:

1. have incident management systems to enable the identification, recording and management of systemic issues and drive improvements in the quality of services they deliver and that failure by a registered NDIS provider to comply with these requirements constitutes a breach of conditions of registration (under paragraph 73 F (2) (g) of the Act) and may lead to compliance and enforcement action (under Division 8 of Part 3A of the Act),
2. maintain a system to record and manage incidents,
3. notify, investigate and respond to incidents, and comply with obligations if an incident is the subject of a complaint under Section 73W and 73X of the Act and the NDIS Complaints Management and Resolution Rules 2018.