



POLICY – Incident Management (Policy 1902)

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Introduction

This policy seeks to clearly articulate the types of incidents that need to be reported and to whom.

Policy

We are responsible for preventing, responding to, and managing the following types of incidents. All reported incidents will be recorded in our 'Employee Contact Details and Records' database, and we will respond appropriately and take/record measures to prevent such incidents from recurring.

- Acts, omissions, events or circumstances that occur in connection with providing dietetic services to a client and have, or could have, caused harm to the client,
- Acts by a client that occur in connection with providing dietetic services to that client and which have caused serious harm, or a risk of serious harm, to another person, and
- Reportable incidents (NDIS) that have or are alleged to have occurred in connection with providing dietetic services to a client. For an incident to be reportable a certain act or event needs to have happened (or alleged to have happened) in connection with the provision of supports or services by the registered NDIS provider. This includes:
 - The death of a person with disability
 - Serious injury of a person with disability
 - Abuse or neglect of a person with disability
 - Unlawful sexual or physical contact with, or assault of, a person with disability
 - Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
 - Unauthorised use of restrictive practices in relation to a person with disability.

Procedures with respect to NDIS reportable incidents are included [here](#).