

– PsyAx Incident Management Policy –

Purpose of this Policy

At PsyAx, we aim to treat all clients with respect and dignity. PsyAx staff are responsible for ensuring that clients are not subject to any type of violence, abuse, neglect, exploitation, or discrimination. Violation of these rights are treated as an incident that is to be reported to management. When an incident occurs, PsyAx staff must manage and respond to incidents in ways that minimise immediate harm to clients, PsyAx staff, and any other people involved. This policy outlines incident management processes which:

- identify the events surrounding an incident
- keep an accurate record of the incident
- notify relevant parties
- help resolve the incident in a timely manner
- support clients recovering from an incident

What are incidents?

Incidents are any events, acts, or omissions that have, or may have, caused harm to a client, staff member, or another individual involved in the client's care. Regardless of how the incident occurred, at PsyAx we aim to minimise harm to all parties involved in the incident.

What happens when there is an incident?

All incidents must be reported to management. PsyAx employees are required to fill out a "PsyAx Incident Form" immediately following an incident. Management is responsible for reporting incidents to third parties including the NDIS Quality and Safeguards Commission.

Where PsyAx staff are involved in an incident, immediate support and assistance should be provided by colleagues to minimise further harm. PsyAx staff should seek appropriate medical treatment. PsyAx staff are responsible for contacting emergency services when required. PsyAx management is responsible for completing a "Register of Injuries, Incidents and Near Misses" form for PsyAx insurer CGU following an incident where PsyAx employees are involved. PsyAx staff may request to leave work for the day or take time off following an incident. Any arrangements should be done in line with the staff member's award.

Following an incident, PsyAx will provide support and assistance to clients to minimise further harm and maintain their wellbeing. PsyAx will refer clients to necessary health and counselling services following an incident. PsyAx is responsible for altering services provided to clients to prevent the same incident occurring to the client involved in the incident, as well as other clients. This may include changing the location of services provided. Changing the location to the client's home or a nearby clinical room may be more appropriate for clients with behavioural concerns. PsyAx employees should consult the PsyAx Work Health & Safety Policy when scheduling an off-site service. Where possible, PsyAx management must contact family members, support coordinators, and other people involved in the care of the client to help the client gain additional support.

PsyAx is also responsible for contacting the client and involving them in the resolution and management of the incident. It is important that PsyAx incorporates the needs and appropriate requests of the client to minimise harm following an incident. A client's wish not to be involved in the resolution of an incident must be upheld.

If an investigation is required, the following must be identified:

- What led up to the incident
- What effect does the incident have on the client, PsyAx, and others?
- Can PsyAx change its operational procedures to prevent the incident occurring again? If yes, then;
 - Identify what needs to be changed and how
 - Identify who needs to be involved in the change
 - Update all PsyAx staff of the change

Incidents should be resolved in a timely manner. Incidents should be reported to relevant parties within one business day, this includes family members, support coordinators, and if appropriate, the NDIS Quality and Safeguards Commission. The severity of the incident and course of action required will determine resolution time.

Open Disclosure

PsyAx implements open disclosure to ensure that clients and their support people are well-informed about incidents that have, or may have, caused harm to the client. The principle of open disclosure includes notifying the client and their support people of the incident including the following details:

- what happened
- where it occurred
- who was involved
- what preceded the incident
- what was the consequence of the incident

If appropriate, PsyAx management may also choose to write a formal expression of regret which includes a direct apology to the client. It is recommended that PsyAx management provide an opportunity for the client and their support person to respond to such a letter via their preferred method of communication.

Incident Management Process

PsyAx management will gather information from all parties involved in the incident including the following.

1. Identification
 - a. Date and time of incident
 - b. Location of incident
 - c. Who was involved in the incident
2. Assessment
 - a. A detailed description of the incident
 - b. How the incident may have caused harm to the client
 - c. How the incident may have caused harm to a PsyAx staff member
 - d. How the incident may have caused harm to other individuals involved
3. Management
 - a. Who was involved in managing the incident
 - b. How was the incident mitigated at the time of the incident
 - c. Were any emergency services called to the incident
4. Resolution
 - a. Who is involved in the resolution of the incident

- b. What is being done to resolve the incident
- c. Are any third parties to be notified of the incident

This information is to be outlined in the PsyAx Incident Form and given to management.

Incidents involving NDIS Participants

PsyAx management must report serious incidents involving NDIS participants to the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission. Reportable incidents as defined in the NDIS Act (2013) are:

- 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 for sexual activity; and
- the use of a restrictive practice in relation to a person with disability other than where the use is in accordance with an authorisation of a State or Territory in relation to the person.

All reportable incidents are to be made via the “My Reportable Incidents” page on the NDIS Commission Portal.