

Incident Management

Incident Management Standard - extract from NDIS Practice Standards: Verification Module.

Outcome: Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from.

To achieve this outcome, the following quality indicators should be demonstrated:

- An incident management system is maintained that is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the provider. The system complies with the requirements under the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018*.

ELIZABETH MACKNEY has an Incident Management System which complies with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.

This Incident Management System covers and is supported by:

- Incident Management Policy
- Incident and Complaint Report
- Incident Investigation Form

The participant is able to access a copy of the Incident Management Policy if interested on the website: www.lismoremusictherapy.com.au. This is made known to them via the provider's NDIS Service Agreement.

Currency of knowledge of the incident management system is maintained through regular peer review and update of the policies and procedures (refer Human Resources - **SELF-MONITORING INDUCTION/REFRESHER TRAINING/CPD/PEER REVIEW & UPDATE OF POLICIES & PROCEDURES AND REGISTRATIONS/INSURANCE CHECKLIST**).