**Purpose**

This document explains what to do when something goes wrong, like an incident, at Sirv. Some incidents must be reported to government organisations, such as the NDIS Quality and Safeguards Commission or Child Safety bodies.

**What is an incident?**

An incident is:

* Something that causes harm or damage to a person or property.
* Something that could have caused harm but didn't (a near miss).
* Using a restrictive practice without permission.
* A mistake with medication that could hurt a client.
* Doing something against Sirv’s rules or breaking the law (like assault or fraud).
* Any reportable incident as defined by the NDIS or involving children and young people.
* An accident that hurts a person or damages property.
* A mistake that could have led to harm (near miss).
* A rule or law being broken (like fraud or assault).
* Anything that should be reported to the NDIS.

**Our Commitment**

* We protect the rights of children and people with disabilities.
* We aim to provide safe and high-quality care for everyone.
* We work to stop incidents before they happen.
* If an incident does happen, we respond quickly and fairly.
* We keep a record of all incidents, report them if needed, and investigate when necessary.
* Everyone involved gets a chance to share their side of the story.
* Our incident management system is available to our workers and clients at any time.

**Who might be involved?**

* A **client** is a person with a disability using Sirv’s services.
* **Workers** are staff, volunteers, and others who help Sirv.
* **Partners** are people responsible for running services in different regions.
* **Mandatory Reporting** means that some incidents (like child abuse) must be reported to the authorities.

**Incident Types**

* **Minor Incidents**: No further action is needed, and these must be closed within 48 hours.
* **Medium Incidents**: Require a response or report to the manager. Must be closed within 14 days.
* **Major Incidents**: Include the death of a client, staff injury, or harm to a child. Must be closed within 30 days, and the Director is notified immediately.

**Child and Young Person Incidents**

* Any incident involving a child or young person is treated as serious.
* If the child is in a government care program, special reporting procedures must be followed.
* If the child is not in a government program, you still need to report the incident to Child Safety.

**What to do if you are involved in an incident**

Your support worker will

* Keep everyone safe
* Call 000 if it's an emergency.
* Report the incident to your manager as soon as possible.
* Fill out an Incident Report once it's safe to do so.

**How incidents are managed**

* The client's family or emergency contact is notified.
* Clients are supported and involved in the investigation.
* The leadership team is informed, and actions are taken to prevent further incidents.

**Reportable Incidents to the NDIS**

You must report incidents to the NDIS if they involve:

* Death, serious injury, abuse, neglect, or unlawful actions towards a client.
* Unapproved restrictive practices.

**Documentation and Reporting**

* Incident details are saved in the client's file.
* Sirv keeps records of incidents for at least 7 years.