

Purpose of this policy

RDA Tasmania is committed to creating safe, fair, inclusive and enjoyable environments for everyone associated with our activities and seeks to prevent any incidents or near misses. However, if an incident occurs, RDA Tasmania ensures these are properly investigated and resolved. This process includes identifying contributing factors of the accident/incident or near miss and making the necessary recommendations to prevent reoccurrence. Additional policies are available on the RDA website www.rda.org.au or a copy can be requested from the RDA Tasmania office.

Responsibilities

This policy applies to all people involved with the activities of RDA. The responsibility for reporting incidents rests with the RDA Centre and/or people where and when the incident occurred. An Incident and/or Accident form should be filled out for each person, even if several people are involved in one incident. The proper incident procedure should be followed (see below). An incident can be physical or behavioural.

Any serious incidents or allegations need to be reported to NDIS by the State Office within 24 hours. Please refer to the Procedure below.

What is a Serious Incident?

A serious incident means one or more of the following:

- a) the death of a person;
- b) serious physical injury or psychological harm suffered by a person;
- c) abuse including physical, emotional, sexual, psychological, financial and neglect of a person;
- d) the person is judged as posing a serious risk to the health, safety or welfare of themselves or others;
- e) exploitation or unjustified restrictive practices used with a person.

Procedure

This incident procedure is intended to ensure formal and strategic process to ensure incidents are being appropriately managed, investigated, reported and reviewed in RDA.

**Assess → Respond → Report → Debrief/Investigate →
Communicate → Reflect → Improve**

It is extremely important to **record**, **report** and **communicate** all steps and actions taken.

1) Assess and Respond

- Appropriate action must be taken immediately as a response to the incident; including First Aid and contacting relevant authorities like Ambulance, Police or Fire Brigade.

2) Report

- Serious incidents (as described above) must be immediately reported to the parent/carer and Coach; and as soon as possible to Centre Committee and State Office within the same day the incident occurred. The State Office will report to NDIS and RDA Tas Board within 24 hours.

- An incident report form must be filled out for all incidents, unless it is a sensitive/confidential matter, in which case it must be a separately written report. Behavioural incidents are often sensitive/confidential. Complete one report per person, even if more persons were involved in the same incident. A copy needs to be given to the person(s) involved.
- Where a physical incident is more serious, an Accident Report Form will also need to be filled out and a detailed written report with more information must also be provided (see point 3 below).
- For any behavioural incidents, a detailed report must be written within a reasonable time by the Coach or an authorised person who investigates the incident (see point 3 below).
- Scan the incident (and accident) form and send a copy to the State Office. The State Office will forward a copy of any accident form to the National Office.

3) Debrief, investigate, action, communicate and record

- Debrief and investigate the incident as soon as possible with those involved (including witnesses). Debrief with the team as appropriate as soon as practical. Record the debrief (see point 4 below).
- Discuss and minute the incident in the next committee meeting, and coaches meeting if relevant.
- Fill in the incident register and send a copy to the State Office; include the date of the meeting minutes. The RDA Tasmania Board will discuss any incidents in their Board Meeting. For serious incidents the Board may request more detailed information/written report.
- Take appropriate action as decided in the meeting(s) or prior to meetings if relevant and record/write a separate detailed report for sensitive/confidential incidents.

4) Communicate and record

- Communicate any decisions/actions back to relevant parties, including people involved in the incident. Record these actions.
- All records must be stored and kept for a minimum of 7 years.
- Take any necessary follow up/actions to improve areas identified within the time frame as indicated and record. This may include putting up extra signage if needed. (i.e., keep door to kitchen closed at all times, as maybe it was left open and rider burned themselves on hot urn)

5) Reflect and record

- Reflect on all the steps and actions taken and identify aspects that were effective and also where opportunities for improvement have been identified. If it was a minor incident/near miss, reflect on probability for the incident to escalate and identify strategies to prevent further escalation or repeated occurrence.

6) Improve/Review

- Monitor and review the effectiveness of the actions.
- Take action to improve areas identified and make records of those actions.

Definitions

Abuse: refers to any action that intentionally harms or injures another person. Abuse also encompasses inappropriate use of any substance, especially those that alter consciousness (e.g., alcohol, cocaine, methamphetamines).

Emotional Abuse: refers to non-physical behaviours such as threats, insults, can include constant monitoring, contact or “checking in,” excessive texting, humiliation, intimidation, isolation, ‘withholding’ behaviours or stalking.

Financial Abuse: refers to illegal or improper exploitation or use of funds or other resources of the person. Can include controlling what a person with disability can or cannot buy or requiring that they share control of their bank accounts.

Physical Abuse: refers to the infliction of injury or other physical impact by another person and applies to both children and adults. The injuries can be inflicted by punching, kicking, biting, burning, beating, or use of a weapon.

Psychological Abuse: refers to behaviour that intimidates a person, resulting in them living in a state of fear, anxiety or apprehension. It includes threatening the person with violence, harassing them (e.g., at school or work), denying the person access to others (e.g., refusing to allow the person to see friends, preventing use of the telephone), confining the person to home, or destroying the person's property.

Sexual Abuse: refers to any act of a sexual nature performed that a person has not consented to, or that are performed in a criminal manner, as with a child or with a non-consenting adult. This includes rape, incest, oral copulation, and penetration of genital or anal opening with a foreign object. The term also includes any sexual act that could be expected to trouble or offend another person when done by someone motivated by sexual interest, including indecent exposure and acts related to sexual exploitation, such as those related to pornography, prostitution involving minors, or coercion of minors to perform obscene acts.

Neglect: is a passive form of abuse in which a perpetrator is responsible to provide care for a person who is unable to care for him or herself, but fails to provide adequate care. Neglect may include the failure to provide sufficient supervision, nourishment, or medical care, or the failure to fulfill other needs for which the person cannot provide themselves.

Unjustified restrictive practice: refers to practices that have not met the requirements of the NDIS Code of Conduct (<https://www.ndiscommission.gov.au/participants/ndis-code-conduct>). Please note an unjustified restrictive practice only needs to be reported if it falls within the definition of a 'serious' or 'notifiable' incident.

Connected Policies, Guidelines and Procedures

Available on request or <https://www.rdatas.org.au/policies-and-procedures>

Member Protection Policy

Child Safe Code of Behaviour

Risk Management Guidelines, Policy and Procedure

Position Statement Concussion & Fact Sheet

Grievance Procedure

Authorised by: RDA Tasmania Board

Sign off: Approved RDA Tasmania Centre Delegates through email 16/04/2020

Ratified by RDA Tasmania Board in meeting 16/04/2020

Review date: April 2023

INCIDENT TABLE

REMEMBER: RECORD, REPORT AND COMMUNICATE ALL ACTIONS AND STEPS

ASSESS	SERIOUS	MODERATE	MINOR / NEAR MISS Minor concern, promptly remedied	NO INJURY OR HARM Not likely to cause concern
RESPOND	Apply First Aid (when necessary) and call relevant Services (Ambulance, Police, Fire Brigade).	Apply First Aid (when necessary) and assess requirement relevant Services (Ambulance, Police, Fire Brigade).	Assess requirement for First Aid and apply as necessary.	Assess requirement for First Aid.
REPORT	<p style="text-align: center;"><u>Immediately to:</u> Parent/Carer Coach Centre Committee State Office RDA Tas Board (by State Office) Complete Incident and Accident Form and/or detailed written report – send copy to State Office.</p>	<p style="text-align: center;"><u>Immediately to:</u> Parent/Carer Coach <u>As soon as possible to:</u> Centre Committee State Office RDA Tas Board (by State Office) Complete Incident (and Accident Form) and/or detailed written report – send copy to State Office.</p>	<p style="text-align: center;"><u>Immediately to:</u> Coach <u>As soon as practical to:</u> Parent/Carer Centre Committee Complete Incident Form and/or detailed written report if relevant – send copy to State Office.</p>	<p style="text-align: center;"><u>As soon as practical to:</u> Coach Parent/Carer Centre Committee Complete Incident Form or detailed written report if incident is confidential – send copy to State Office.</p>
DEBRIEF/ INVESTIGATE	Immediately with those involved in the incident and then with the team as appropriate as soon as possible. Discuss and minute in next committee meeting and send Incident Register to State Office.	As soon as possible with those involved in the incident and then with the team as appropriate as soon as practical. Discuss and minute in next committee meeting and send Incident Register to State Office.	As soon as practical with those involved in the incident and then with the team as appropriate and within reasonable time. Discuss and minute in next committee meeting.	Debrief and discuss as necessary with those involved and with the team as appropriate. Discuss and minute in the next committee meeting.
COMMUNICATE	Communicate any follow-up to relevant parties without delay. Implement any necessary actions/improvements for prevention immediately.	Communicate any follow-up to relevant parties without delay. Implement any necessary actions/improvements for prevention immediately.	Communicate any follow-up to relevant parties as soon as practical. Implement any necessary actions/improvements for prevention as soon as practical.	Implement any necessary actions/improvements for prevention within a reasonable time frame and communicate to all relevant parties.
REFLECT	Reflect on steps taken above and identify aspects that were effective and also where opportunities for improvement have been identified.	Reflect on steps taken above and identify aspects that were effective and also where opportunities for improvement have been identified.	Reflect on steps taken above and identify aspects that were effective and also where opportunities for improvement have been identified.	Reflect on probability for the incident to occur again or escalate and identify strategies for prevention.
IMPROVE	Take immediate action to improve areas identified and make records of those actions and include in minutes.	Take action to improve areas identified and make records of those actions and include in minutes.	Take action to improve areas identified and make records of those actions and include in minutes.	Take action to improve areas identified and make records of those actions and include in minutes.