

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 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 sole trader. 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. (website currently being updated). This is made known to them via the NDIS Service Agreement. Currency of knowledge of incident management is maintained through annual training (refer Human Resources - Annual Training Plan).