

Incident Reporting Procedures Policy

The Little Sanctuary Support Services PTY LTD

The Little Sanctuary Support Services Pty Ltd (“the Organisation”) is committed to providing a safe, respectful, and inclusive environment for all participants, families, carers, staff, and volunteers.

This policy ensures that all incidents, including those involving children, participants, staff, or contractors, are:

- Recognised and responded to promptly.
- Recorded accurately in line with organisational and NDIS requirements.
- Reported to the Director and, where applicable, external authorities.
- Used to identify risks and improve service quality and safety.

This policy is directly linked to our Code of Conduct and reflects our values of respect, integrity, empowerment, and empathy.

1. Scope and applicability

This policy applies to:

- The Director
- All staff
- Contractors (including allied health professionals engaged by us)
- Volunteers and students (if any in the future)

It covers **all activities** of The Little Sanctuary Support Services that involve or may involve contact with children and young people.

It covers:

- Mandatory reporting of child harm
- Incidents during support work
- Medication administration errors
- Workplace health and safety incidents
- NDIS reportable incidents

2. Responsibilities

Director

- Oversees incident management system.
- Ensures compliance with legislation and NDIS reporting requirements.

- Reviews incident reports and determines follow-up actions.

Staff and Contractors

- Identify, respond to, and report all incidents promptly.
- Record relevant information in Halaxy and notify the Director.
- Comply with mandatory reporting obligations where required.

3. Relevant Legislation and Standards

This policy aligns with:

- Child Protection Reform and Other Legislation Amendment Act 2024 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Work Health and Safety Act 2011 (Qld)
- NDIS Act 2013 (Cth) and NDIS (Incident Management and Reportable Incidents) Rules 2018
- Privacy Act 1988 (Cth)
- Human Rights Act 2019 (Qld)

4. Definitions

Incident: Any event that negatively impacts, or has the potential to negatively impact, the safety, wellbeing, or rights of a child, participant, staff member, or contractor.

Reportable Incident (NDIS): Death, serious injury, abuse or neglect, unlawful sexual or physical contact, or use of restrictive practices.

Mandatory Reporting: Legal requirement to notify authorities if a child is at risk of significant harm.

Halaxy: The practice management system used to securely record session notes.

5. Incident Types and Reporting Requirements

1. Child Safety / Mandatory Reporting

- Any suspicion of abuse, neglect, or harm to a child must be reported immediately.
- Process:
 - a. Ensure immediate safety of the child.
 - b. Inform the Director immediately . The Director will provide assistance as needed using the Child Protection Guide (CPG) to assist your decision-making process around concerns like physical, emotional, or sexual harm. Print off end result of using decision making tool. [Queensland Communities](#)
 - c. Report to Queensland Child Safety Services or Police (000 if urgent).
 - d. Document incident in Halaxy and complete an internal incident report form.

Reference: *Queensland Child Protection Guide (CPG)* and *Department of Child Safety reporting pathways*.

2. Incidents During Support Work

Includes injuries, behavioural incidents, property damage, accidents, or near misses.

- Process:
 - a. Respond to ensure immediate safety.
 - b. Notify the Director as soon as practicable.
 - c. Record incident in Halaxy session notes and internal incident register.
 - d. If serious, follow NDIS Commission reportable incident process (within 24 hrs for death/serious injury; within 5 days for others).

3. Medication Administration Errors

Includes missed doses, wrong doses, incorrect administration route, or refusal.

- Process:
 - a. Ensure participant's immediate safety (contact medical services if required).
 - b. Notify the Director immediately.
 - c. Inform the participant and/or family/carer.
 - d. Record in Halaxy notes and complete incident form.
 - e. Where serious, report to NDIS Commission as a reportable incident.

4. Workplace Health and Safety Incidents

Includes injuries to staff/contractors, hazards, or near misses.

- Process:
 - a. Provide or seek first aid/medical support.
 - b. Notify the Director.
 - c. Complete WHS incident report.
 - d. Serious injuries must be reported to Workplace Health and Safety Qld.

5. NDIS Reportable Incidents

Must be reported to the NDIS Commission where they involve:

- Death of a participant.
 - Serious injury.
 - Abuse or neglect.
 - Unlawful sexual or physical contact.
 - Unauthorised use of restrictive practices.
- Timeframes:
- Immediate notification within 24 hours (death, serious injury, sexual/physical abuse).
 - Within 5 business days for other reportable incidents.

6. Recording Requirements

Halaxy Clinical Notes

- All session notes must be recorded in Halaxy at the end of each session.
- Notes must be objective, accurate, and contemporaneous.
- Incidents must be clearly identified in session notes.

Incident Report Form

- Completed for all incidents (child safety, medication, WHS, NDIS reportable) via Halaxy
- Printed as pdf and submitted to the Director within **24 hours** of the incident.

Incident Register

- Maintained by the Director.
- Reviewed quarterly to identify risks and trends.

7. Training and Awareness

All staff and contractors receive induction and refresher training on:

- Mandatory reporting.
- NDIS incident management.
- Safe medication administration.(where applicable)
- Halaxy record-keeping.

Training resources (as per induction policy) are provided on child safety, mandatory reporting, and incident response.

8. Confidentiality and Privacy

- All incident reports are confidential and stored securely.
- Information is shared only with those who need to know (Director, authorities, NDIS Commission).
- Families/participants are kept informed unless doing so would place someone at further risk.

9. Policy Status and Review

This policy will be reviewed annually or sooner if required by legislative or regulatory changes.

This policy will be:

- Provided to all staff upon employment/contract
- Incorporated into staff induction and ongoing training.
- Available on our website for clients and families

I have read this Incident Reporting Policy and agree to abide by it and its terms.

Name:

Signature:

Date:

Reviewed: 6th September 2025

Next review date: 6th September 2026

Responsible officer: Elizabeth Spash

(TLS Director)