Incident Management Policy

SpectrumSpace

Policy Statement

Spectrum Space recognises that effective incident management is essential to creating safe, respectful accountable environments for everyone involved in our services, including participants, workers, volunteers and visitors. Incident management forms part of Spectrum Space's broader commitment to quality improvement. We use incidents as opportunities to learn, strengthen our systems, reduce the likelihood of harm occurring in the future.

As an unregistered NDIS provider, Spectrum Space is not subject to mandatory incident reporting requirements to the NDIS Quality and Safeguards Commission. However, we are committed to:

- Upholding the NDIS Code of Conduct
- Maintaining an appropriate and effective responsive incident management system
- Responding to incident promptly, proportionately and with care
- Using incidents to support learning, risk reduction and continuous improvement

This policy outlines Spectrum Space's approach to identifying, responding to, responding to and learning from incidents, accidents and illnesses as part of our duty of care and commitment to safe, high-quality supports.

Scope

This Policy applies to anyone participating in, attending, or supporting Spectrum Space activities, programs and events.

Aims and Objectives

Spectrum Space aims to:

- Ensure the safety and wellbeing of all people involved in our services, including preventing harm and reducing further risk.
- Ensure all workers and volunteers understand their responsibilities in relation to incident management.
- Report and review incidents in a timely, respectful and thorough way.
- Promote transparency and learning through, incident review to strengthen service quality.
- Meet obligations under the NDIS Code of Conduct, Work Health and Safety legislation, and other applicable safeguarding requirements.

Principles

The following principles guide how this policy is applied:

- Any response to and management of an incident is to be respectful and responsive to a person's needs and values, while also supporting their right to safety and well-being.
- In achieving resolution of an incident, Spectrum Space should seek to identify contributing factors to limit potential for re-occurrence.
- The incident management process should be easy to understand, accessible and applied.
- Spectrum Space is responsible for appropriately managing responses to incidents. Everyone involved should understand their role and responsibilities and be accountable for decisions or actions taken.
- A commitment to continuous improvement is fundamental to preventing harm. Spectrum Space will seek to identify issues and implement positive change to improve the quality and safety of its services.
- Incident management practices will be proportionate to Spectrum Space's role as an unregistered provider, while reflecting recognised good practice in safeguarding, accountability and risk management.

Responsibilities

All individuals involved in Spectrum Space activities are expected to:

- Take reasonable steps to support a safe environment;
- Report incidents, accidents, illnesses and safety concerns as soon as practicable;
- Follow reasonable safety instructions provided by Spectrum Space;
- Cooperate with any follow-up actions arising from an incident; and
- Respect the privacy and confidentiality of those involved.

Reporting an Incident

Any person involved in a Spectrum Space activity who witnesses, experiences or becomes aware of an incident should notify a Spectrum Space staff member, Program Facilitator or Manager as soon as practicable.
Where urgent medical attention or emergency assistance is required, emergency services should be contacted immediately.

This document is an external version of SS HSE P006 Incident Management Policy and has been adapted for participants, families, carers, volunteers, contractors and visitors. Internal procedures, governance arrangements and operational requirements have been omitted. The approved internal policy remains the authoritative document for Spectrum Space operations.

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