

# Mpower Incident Response/Reporting Policy

Mpower, as a service provider has a mandated responsibility to develop and implement appropriate incident reporting procedures to the Department of Health and Human Services, (DHHS) inclusive of the Out of Home Care (OOHC) and Integrated Family Service (IFS), programs and the National Disability Insurance Scheme (NDIS) Quality and Safeguarding Commission.

The purpose of this policy is to outline the reporting requirements of incidents, or alleged incidents, that involve or impact upon Mpower's clients, staff or volunteers. This is in line with DHHS and NDIS Incident Reporting guidelines and requirements.

Mpower keep a register of incidents that records all incidents that have occurred during service delivery. The incident register details the nature of the incident, actions taken and outcomes.

To comply with the requirements of legislation and to maintain an effective incident response system, Mpower is committed to the following:

- ensuring timely and effective responses are taken to address immediate client safety and well being
- have a transparent process and be accountable to clients for actions taken and/or planned in response to their experience
- prompt response, investigation and reporting of all incidents/accidents that affect staff, volunteers, clients and community.
- consultation by supervisors with those involved and prompt action to prevent recurrence.

## **In the event of an incident Mpower staff & volunteers will:**

Respond to the immediate needs of individuals involved, including clients, staff and volunteers to ensure their safety and wellbeing.

Take any remedial action necessary to re-establish a safe environment.

Communicate with the clients/participants or staff, volunteers, relatives, carers, friends, advocates and other service providers in a timely manner.

Act in accordance with the Department of Health and Human Services (DHHS) Client Incident Management System (CIMS) Guidelines and the NDIS Quality and Safeguards Commission Reportable Incidents Guidelines.

## **Incident Reporting**

Mpower will report all Incidents in accordance with the Department of Health and Human Services (DHHS) [Client Incident Management System](#) (CIMS) Guidelines and the [NDIS Quality and Safeguards Commission Reportable Incidents Guidelines](#).

If you have any concerns please contact the Mpower office 03 5561 8111 for more information.