



CLEANLINESS

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CLEANLINESS – NDIS Incident Management System Chart (IMS01)

Step 1 – JUDGEMENT

Think: Did an incident happen?

A.) Is this an act, omission, event or circumstance that has occurred in connection with providing NDIS services to a Participant & has it or could have it harmed the Participant?

OR

B.) Is this an act by a Participant that has occurred in connection with providing NDIS services to a Participant that has caused serious harm, or risked serious harm, to another person?

OR

C.) Did I receive an allegation that a Reportable Incident has occurred in connection with providing cleaning services to a Participant?

If A, B or C is TRUE: YES, an incident has occurred.



Step 2 – RESOLUTION

First

CLEANLINESS Staff must ensure their own personal safety so that they can help you.

Second

CLEANLINESS Staff will notify CLEANLINESS Management immediately.

Third

CLEANLINESS Management will determine what other people & bodies need to be notified immediately about the incident (family, police, ambulance, fire department, poisons helpline, etc.) & in consultation with the Participant, decide what actions (if any) need to be taken to resolve the incident.

Fourth

CLEANLINESS will then implement the decided action to resolve the incident.



Step 3 – DOCUMENTATION

First

After the incident has been resolved, directly involved CLEANLINESS Staff & Management will complete an Incident Report Form (IMS02) for the incident.

Second

If this is a Reportable Incident, CLEANLINESS Management will forward the completed Incident Report Form (IMS02) to the NDIS Commissioner (see website <https://www.ndiscommission/providers/reportable-incidents> for instructions) & comply with their requirements.

Third

CLEANLINESS Management will file the completed Incident Form (IMS02) along with any NDIS Commissioner correspondence in its the IMS filing system. This document will be retained by CLEANLINESS for the next 7 years.

Date Executed: 26/5/19 Date of next review: 26/11/19 Principals' Name: Tom Keeners Signature: TKK

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