Rennison Innovations Pty Ltd is a small family business providing services to NDIS participants directly or through an advocate.

We have three staff.

* Rennison Murray - Support work - direct contact with participants
* Lenore Murray - Administration support - no direct contact with Participants
* Adam Murray - Casual - technical support - no direct contact with Participants

We provide services through the item:

01\_019\_0120\_1\_1 House And/Or Yard Maintenance.

**NDIS** **Risk management and incident reporting process**

This document provides the process for risk assessment of a participants location and the duties to perform. It also provides the procedure for incident reporting and management.

Rennison Innovations Pty Ltd uses battery-operated equipment for all home and garden work. As a result, this reduces our immediate risks that would typically be associated with petrol equipment, as we do have flammable products on site.

**NDIS participant benefits.**

The use of battery-operated equipment is deliberate, as it provides a safer environment for NDIS participants, significantly where petrol and exhaust fumes may exacerbate their condition. The use of battery equipment also reduces the noise level of the equipment in service. This results in a lower noise disruption for NDIS participants.

**Incident Management (National Disability Insurance Scheme Act 2013)**

An incident is described as:

1. incidents that have, or could have, caused harm to a person with disability receiving supports or services; and
2. acts by a person with disability that happen in connection with the provision of supports or services and that have caused serious harm, or a risk of serious harm, to another person; and
3. reportable incidents that are alleged to have occurred in connection with the provision of supports or services.

A reportable incident is described as:

1. the death of a person with disability; or
2. serious injury to a person with disability; or
3. abuse or neglect of a person with disability; or
4. unlawful sexual or physical contact with, or assault of, a person with disability; or
5. sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity; or
6. the use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person.

Incident Management is conducted in conjunction with our Risk Management and Identification process.

An incident report must be completed if any of the above occurs, and follow up will occur to ensure that any harm or injuries are managed.

Rennison innovations Pty Ltd has an incident report form (included at the end of the document)

In the event of an incident or near-miss, the form will be completed at the time of the incident, unless unsafe or not practical to do so; in that event, the form will be completed within 24 hours.

If the incident resulted in the need for First Aid or another health professional to attend, the incident would be reported to the NDIS Participant’s Advocate and/or NDIS plan coordinator.

If the incident is a near miss, we will complete the form and, if required, take action to eliminate or reduce the risk using the Hierarchy of controls. (page 7)

If a reportable incident is observed, Rennison innovations Pty Ltd will complete an incident report and process it following Section 73Z of the National Disability Insurance Scheme Act 2013. And report it to the Participants Advocate of NDIS Co-ordinator.

**Incident Report/First Aid Record**

|  |
| --- |
| **Personal Details**Name of injured person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ Male/Female Home Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Any known illness and/or medications: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Incident Details**Date of Incident: \_\_\_\_\_\_\_\_\_\_\_ Time of Incident: \_\_\_\_\_\_\_\_ am/pm) Location: \_\_\_\_\_\_\_\_\_\_\_Type of injury: Person \_\_\_\_\_, Property \_\_\_\_\_\_Nature of injury (e.g: burn, laceration): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Bodily Location of injury: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Description of Incident: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **First Aid Management**Details of first aid given: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Any medical treatment (e.g: doctor, hospital, ambulance): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Subsequent injury management: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

# Complaints Procedure

Our complaints procedure is following section 73W of the National Disability Insurance Scheme Act 2013 and Part 2 – Section 8 of the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

Due to the size of our organisation and our ability to be in constant contact with NDIS Participants or their Advocates, we maintain a regular two-way dialogue addressing any issues and concerns if they arise.

If we cannot resolve a complaint in the above format, all Participants or their Advocates can formally lodge a complaint in writing to us directly.

If, for any reason, a complaint is made anonymously, it shall be treated with the same consideration as any other complaint.

### Complaints handling

Once the complaint is received, we will assess the complaint and contact the Participant or Participant’s Advocate to resolve the issue.

If the issue cannot be resolved, the Participant or Participant’s Advocate can escalate the complaint or concern to the plan coordinator or the NDIS.

Complaints will be handled professionally and courteously. All complaints will be kept confidential unless;

* Required by law to disclose
* Agreed by the Participant to escalate to a third party for resolution

No Participant, Advocate, or Plan coordinator will be adversely affected or discriminated against for lodging or raising a complaint.

**Resolution process**

We will engage the Participant, their advocate or plan coordinator directly to establish a process to resolve the complaint.

Where the complaint requires a longer time frame, we will ensure that the Participant, their Advocate or Plan coordinator are regularly kept informed of the progress.

**Risk management process**

Risk assessments are required to maintain a safe environment.

Rennison Innovations Pty Ltd conducts risk assessment according to the tasks performed under the NDIS item - 01\_019\_0120\_1\_1 House And/Or Yard Maintenance.

The risks associated with this item are low; however, the attached risk assessment form is used to ensure that all risks are assessed.

Where risks are identified, we will consult with the Participant, their advocate, or Plan coordinator to manage, reduce or eliminate the risk(s).

Where a risk will immediately impact the health & welfare of the Participant or other people, we will immediately cease the work and manage or eliminate the risk.

We follow the standard Hierarchy of controls method for Risk Management.

|  |  |  |
| --- | --- | --- |
| Chart, funnel chart  Description automatically generated | **Elimination** – Physically remove the hazard | Our choice is not to use petrol-based equipment |
| **Substitution** – Replace the hazard | Battery operated equipment removes fuel and fume risks. It also reduces unwanted noise. |
| **Engineering controls** – Isolate people from the hazard | We ensure that during any work, non-essential people are not present during work. Where high-risk work is carried out, we will ensure that the area is clear of people and isolated with barricades if required. We do not allow non-trained people to operate the equipment. |
| **Administrative controls** – Change the way people work |  |
| **Personal protective equipment**– Protect the worker with PPE | We provide access to all PPE and ensure that staff know how and when to use them. |

**NDIS 01\_019\_0120\_1\_1 House And/Or Yard Maintenance Risk Assessment form**

|  |  |
| --- | --- |
| Date:  | Address: |
| Participant:  |
| Work performed: | Garden Maintenance 🞏 | Home Maintenance 🞏 |
|  |  |
| **Garden Assessment** |
| Pets: Yes 🞏, No 🞏 | Street Access 🞏  | Unlevel ground 🞏 | Wet area risks 🞏 |
| Working at heights 🞏 | Glass windows/doors in risk areas 🞏 |
| Herbicide risks 🞏 | Accessibility restrictions 🞏 | Weather conditions 🞏 |
| Electrical issues 🞏 |  |
| **Home Assessment** |
| Working at heights 🞏 | Wet area risks 🞏 | Exposed Asbestos 🞏 |  |
| Electrical issues 🞏 |  |  |  |

**Emergency and disaster planning and process**

Our risk assessment indicates that there is a low risk of emergency and disaster events affecting our work.

Where an event is declared by a government authority affecting the area we work in, we would follow all instructions from the relevant authorities.

If an event occurs at a premises while we are in attendance, we will;

* Contact emergency services and notify them of the event
* Work with the Participant and/or their Advocate to provide a safe environment
* Work with emergency services if required or instructed to

**Infection prevention and control**

Due to the nature of our work, infection risk is considered minor. Our main areas of assessed risk are infection through airborne transfer. COVID-a9 and Flu.

We always have masks available to wear, hand sanitiser in the vehicles. We always follow mask instructions given by the Government and constantly liaise with Participants and/or advocates, and wear masks if they prefer, regardless of Government health instructions.