



INCIDENT MANAGEMENT

Under the NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguarding Commission considers an Incident to be any act or event that causes, or has the potential to cause, harm to or by an NDIS Participant in connection with the provision of NDIS supports or services. For Participants with psychosocial disability, an Incident has the potential to threaten their health, safety and Recovery. It may also have a significant impact on staff, families, carers and community members.

An effective Incident Management system is essential for NDIS registered Providers to meet their obligations to provide safe and quality services and supports.

Effective Incident Management Systems:

- Are **Participant focused**
- Are **accessible** to Participants, families, carers and all staff
- Include a **safeguarding system** (policies and procedures) relevant and proportionate to the size, scale and scope of supports
- Maintain a **register of all actual, alleged and near miss Incidents**
- Identify roles and responsibilities for those who must **notify the NDIS Commission** of a **Reportable Incident**
- Outline the process to be followed if an **unauthorised restrictive practice** is used
- Are embedded in the service **culture and practice**
- Are committed to **compliance and continuous quality improvement**

NDIS Providers are required to identify, assess, record, manage and resolve every incident according to their internal Incident Management system and have an obligation to notify the NDIS Commission of any **Reportable Incident within 24 hours**.

A **Reportable Incident** (including allegations) involves any of the following events:

- **Death** of a Participant
- **Serious injury** of a Participant
- **Abuse or neglect** (by staff or other NDIS Participants under the care of the Provider)
- **Unlawful sexual or physical contact or assault**
- **Sexual misconduct** committed against, or in the presence of, a Participant. This includes the grooming of Participants for sexual activity
- The **unauthorised use of a Restrictive Practice***

*A **Restrictive Practice** means any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability. **Regulated Restrictive Practices** include chemical, physical, mechanical, environmental restraint and seclusion and are implemented for the primary purpose of protecting the person or others from harm. If a restrictive practice is not included in a Behaviour Support Plan developed by a Behaviour Support Practitioner, it is UNAUTHORISED and must be reported to the NDIS Commission **within 5 days**.

Supported by



Government of **Western Australia**
Department of **Communities**



INCIDENT MANAGEMENT

Under the NDIS Quality and Safeguards Commission

Pathway to Effective Incident Management



Further Resources available on <https://waamh.org.au/sector-development-and-training/ndis-quality-and-safeguards-commission-sector-readiness-project/ndis-qsc-sector-readiness-project-resources-and-events>