



Incident Management Policy and Procedure



Purpose and Scope

Network Rehabilitation Group, as a NDIS provider, through Rehabilitation Support Services and Network Rehabilitation Support Services is committed to taking all reasonable steps to prevent all forms of harm to our Participants and our employees. We abide by our legislative requirements to record, respond to, and manage incidents in accordance with the NDIS Quality and Safeguards Commission incident management system and procedures, including notifying the Commission of all reportable incidents. In supporting our employees, we abide by the latest Western Australian Work Health and Safety Act and strive for a 100% incident and accident-free workplace safety record. This Incident Management Policy and Procedure applies to all participants, employees, contractors, and reference group members, referred to as participants.

1.0 Definitions

Participant: A person who receives supports through either Rehabilitation Support Services or Network Case Management Services.

Employee: Includes all people engaged by an NDIS provider, including casual, part time and fulltime employees as well as contractors.

Near miss: Unplanned event that has the potential to cause harm or injury but fortunately did not cause harm or injury.

Incident: Acts, omissions, events, or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with disability.

Harm: Physical or psychological damage hurt, injury or damage.

Minor injury: Assessed by the level of harm caused to the Participant, first aid skills would suffice, and it would not require hospitalisation

Serious harm/injury: Assessed by the level of harm caused to the Participant, examples include fractures, burns, deep cuts, extensive bruising, concussion, any other injury requiring hospitalisation

Reportable incident: Reportable incidents are serious incidents or alleged incidents which result in harm to a NDIS participant and occur in connection with NDIS supports and services.

2.0 Policy

While we have a low-risk tolerance and control measures in place to mitigate incidents we acknowledge that at times they occur. We will follow all legislative guidelines, the NDIS (Incident Management and Reportable Incident) Rules and abide by our organisational values to support, respond, manage, and resolve any incidents in a person centred, trauma informed way. We will utilise our Incident Management System to learn and continuously improve; to prevent harm, abuse, and neglect of people with disability.

If an incident occurs with a participant in connection with the provision of NDIS supports or services that results in a near miss, minor injury, or harm, we will follow our incident management procedure. Examples of near miss, minor injury or harm include:

- a. Participant falls off any of their equipment, e.g. wheelchair, shower chair, commode etc.
- b. Any type of minor injury to the participant, e.g. cuts themselves with a knife, crushes finger in car door.
- c. Participant is verbally abused by someone.
- d. Participant faints, falls and has a seizure.
- e. Medication mismanagement, e.g. the participant accidentally takes two days' worth of medication in one day; the participant drops the medication under the fridge so can't take it for that day etc.
- f. Changes in mood or behaviour that is not the Participant's normal behaviour, e.g. very low mood, suicidal thoughts, anxiousness, delusions or hallucinations.
- g. Noticeable changes in financial situation, e.g. suddenly cannot afford their normal living expenses, asking for money, items missing from their home.

Please refer to your *RSS Support Worker Handbook* for more examples of incidents that require the Participant Incident form to be completed.

If an incident results in serious harm and is categorised within Subsection 73Z(4) of the NDIS Act and the incident occurred or is alleged to have occurred in connection with the provision of supports or services we provide, we shall report the incident to the NDIS Safety and Quality Commission. A

Reportable Incident as per Subsection 73Z(4) is:

- a. the death of a person with disability; or
- b. serious injury of a person with disability; or
- c. abuse or neglect of a person with disability; or
- d. unlawful sexual or physical contact with, or assault of, a person with disability; or
- e. sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity; or
- f. 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.

3.0 Procedure

We require all NRG employees to hold an **NDIS Worker Screening Check**, have undertaken their *online induction training*, read and understood our *policies and procedures* and use and refer to their **RSS Support Worker Handbook** for examples of incidents that require a **Participant Incident Report Form** (participants) or an **Employee Incident Form** (employees) to be completed. Please note this is not an exhaustive list. If you have any queries about an incident please phone the office, 08 9387 6881.

As a **Support Worker**, we require you to:

1. Check for danger, assess the situation, and call 000 in the case of an emergency if required.
2. Ensure the health, safety, and wellbeing of the Participant prior to doing anything else, apply basic first aid if required and mitigate any immediate risks.
3. Check the participant's Support Plan for how to deal with known incidents. If you are unsure of what to do with common incidents, check your Support Worker Handbook.
4. Once the Participant is safe and their immediate medical needs and wellbeing cared for, please advise the participant that you need to use your phone to let the RSS office about the incident.
5. Add a note onto the **When I Work (WIW)** chat.
6. Complete the Participant Incident Form which you'll find in your When I Work App under Documents. Follow the instructions on the form and email your report to incidents@networkcms.com.au . This needs to be done during the shift in which the incident occurred or as soon a practicable afterwards.
7. If you require emotional support after the incident, please call the office on 9387 6881 or if you would prefer a confidential conversation with a trained counsellor, please use our Employee Assistance Program (EAP) by calling 1300 667 700. Further information regarding the EAP is available in the documents section of your WIW app.

As a **Coordinator**, we require you to:

1. Report to the **implementing provider** any incidents you become aware of by emailing within 48hrs, and if it is a reportable incident within 24hrs.
2. If the incident is an NDIS reportable incident, you are to follow the reporting timeframes when reporting to the implementing provider.
3. Work with the implementing provider to action any changes the Participant may need to ensure the incident does not occur again.
4. Lodge a Change of Situation if required.
5. Notify the NDIS Service Manager within five days via email or phone call and add all emails, documents, and a file note to Lumary outlining the incident and the actions you have taken.

If the incident relates to an **Unauthorised Restrictive Practice**, please refer to the **Restrictive Practices Policy and Procedure**.

3.1 Reviewing and responding to incidents

The **NGR Business Manager** has overall responsibility and oversight for compliance with Participant incident management and reporting.

The **RSS Care Coordinator** has daily responsibility to review and respond to each **Participant Incident Report** and to complete an Internal Review using the steps on page 6 and to liaise with the relevant Service Manager as required.

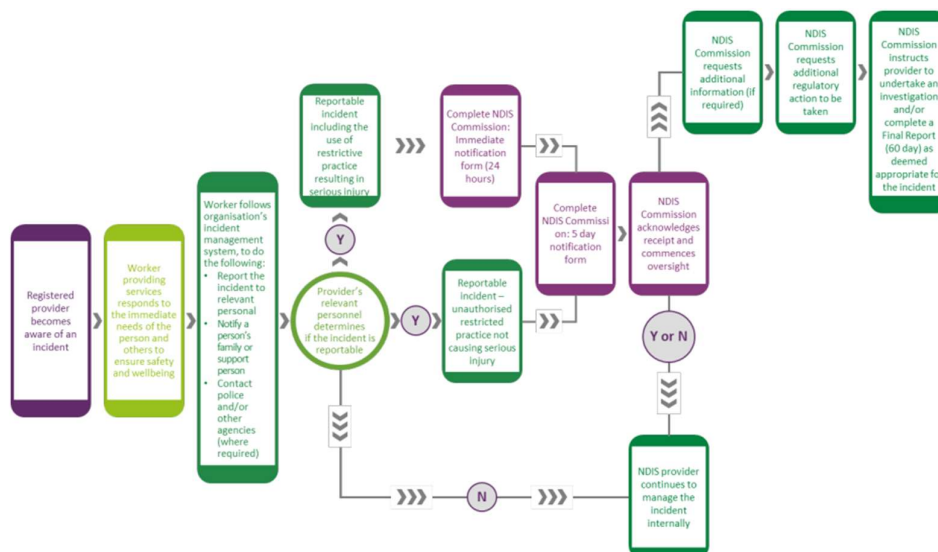
Incidents that are assessed as moderate risk or above in line with the NRG **Risk Management Policy and Procedure** must be escalated to the Business Manager or Leadership team.

If the incident falls within any of the below **Reportable Incident categories**, the Business Manager or Managing Director will report to the **NDIS Quality and Safeguards Commission** within the reporting timeframes by submitting an **Immediate Notification Form via the Portal** and follow the reportable incidents process. If another provider is involved in the reportable incident the Business Manager is to contact the provider by email within 24 hours of submitting the **Reportable Incident Form**. What to Report:

[ndiscommission.gov.au rules and standards reportable-incidents and incident management](http://ndiscommission.gov.au/rules-and-standards-reportable-incidents-and-incident-management)

Death of a person with disability.	24 hours
Serious injury of a person with disability.	24 hours
Abuse or neglect of a person with disability.	24 hours
Unlawful sexual or physical contact with, or assault of, a person with disability.	24 hours
Sexual misconduct against, or in the presence of, a person with disability, including grooming of the person for sexual activity.	24 hours
Use of a restrictive practice that is unauthorised by your state or territory, or does not follow a behaviour support plan for the person with disability.	5 business days

If the incident has resulted in harm to a person with disability, it must be reported within 24 hours.



The relevant member of the NRG Safety and Quality Committee will complete the **Participant Internal Review Form** and investigate the incident by consulting with the Participant, Support Workers, the Participant’s family, and friends (if they were present) and other key stakeholders involved in the incident. For **Reportable Incidents**, the investigation will also provide the mandatory information required by the NDIS Commission to include:

- **Description of the incident** – including the impact on, harm caused to, the person with disability (exception for death)
- **Details of the incident** – time, date, and place
- **Contact details** – names and contact details of the provider, person making the notification, and any people involved in the incident (including witnesses)
- **Response** – immediate actions taken in response to the incident, including risk assessments, actions to ensure the health, safety, and wellbeing of people with disability affected by the incident, and whether it has been reported to police or another body
- **Support given** – how you have supported, assisted, and involved the affected person to ensure their health, safety, and wellbeing
- **Outcomes from the investigation**
 - decisions made (rationale why it is a reportable incident or not)
 - continuous improvement (do internal processes need to be updated?)
 - training (is additional training required?)
 - risk assessment (what have we done to reduce the risk or prevent similar incidents from occurring?)
 - consult with Participant’s family, Coordinator, and allied health team

Once the investigation is complete, the Safety and Quality Team member responsible will update the Participant’s Lumary file by attaching the Participant Incident Form, the Participant Internal Review Form and a case note outlining the investigation and outcome.

The Business Manager will update the Safety and Quality Committee meeting with all Participant Incident Forms so they may be reviewed, and continuous improvement discussed at the monthly meeting. Recommendations for continuous improvement will be communicated to relevant stakeholders and are the responsibility of the relevant Manager to implement.

4.0 Related internal documents

RSS Participant Incident Form	NRG Workplace Health and Safety Policy and
RSS Participant Internal Review Form	NRG Safety and Quality Committee Terms of
Restrictive Practices Policy and Procedure	Reference (Adapt)
NRG Risk Management Framework	NRG Continuous Improvement Policy and
NRG Risk Management Policy and Procedure	Procedure

5.0 Supporting legislation and standards

UN Convention on the Rights of Persons with Disabilities

National Disability Insurance Scheme Act (the Act)

NDIS Code of Conduct

NDIS Practice Standards

NDIS (Incident Management and Reportable Incident) Rules

Authorised

Brett Costello

Brett Costello, Managing Director

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