

Incident Management Summary

How we respond to incidents and keep people safe

What is an incident?

An incident includes events that cause, or could cause, harm to a participant, worker or other person — including injury, abuse, neglect, unauthorised restrictive practices, or serious near misses.

Our approach

- Prioritise immediate safety and wellbeing.
- Provide first aid and emergency services if needed.
- Notify relevant managers without delay.
- Document facts accurately and promptly.
- Support the participant and family with clear communication.
- Report reportable incidents to the NDIS Commission within required timeframes.
- Review causes and put improvements in place.

Reportable incidents

Certain serious incidents must be reported to the NDIS Quality and Safeguards Commission. Our team is trained to identify and escalate these.

This document is a plain-language summary for participants, families and staff. It is not legal advice and does not replace official NDIS Commission, Commonwealth or NSW legislation. Always refer to the latest official sources.