**National Disability Services**

Risk Incidents and Complaints Management

# What good incident management looks like

Document in English language

## Instructions:

# Incident management is important for any sized service to respond to and prevent future incidents and safeguard participants, to identify systemic issues and drive improvements in the quality of supports delivered.

# This infographic can assist you to identify what needs improvement in the way you manage incidents and can be displayed as a prompt and reminder to staff and encourage good practice.

## What good incident management looks like

* Knowing when incidents must be reported and to where, including the N.D.I.S. Commission
  + Identifying incidents that must be managed in order to reduce or eliminate harm to another person
  + Taking all reasonable steps to prevent all forms of harm
* Learn from incidents and make changes to systems for improvement
  + Having a statement about your approach to managing incidents, that includes staff responsibilities and training staff in how to identify risks and follow your incident management procedures
  + Keeping a record of incidents
  + Involving participants in the investigation of incidents.

Decorative images omitted.

End of document.