

NDS Quality and Safeguards Sector Readiness Project

Incident Management Practice Standard - Information and Resources

This resource has been developed to assist NDIS providers to understand their responsibilities in relation to the Incident Management NDIS practice standard. The resource is general in nature and is a starting point. Any policies, procedures and processes for incident management need to be developed for the size and scope of your organisation and the supports and services you provide.

This resource provides information on:

- **Incident management and the NDIS practice standard**
- **Tips for creating a positive culture around incidents.**



Incident Management Practice Standard - Information and Resources

Incident management is a broad term to describe the systems and processes (policies, procedures, protocols, guidelines, registers and forms) that are used by an organisation to manage incidents. Incident management is a part of an organisation's Risk Management System.

Each organisations incident management system will be different, depending on the size of the organisation and the scope of the supports they provide.

Why is Incident Management important?

Incident management is ultimately about safety for people who access services and for workers. Sometimes, incidents will occur in the process of providing services, but effective incident management can empower people with disability, workers and the organisation to:

- know when an incident is happening;
- know how to respond appropriately, keep people safe and provide support to the people who are impacted;
- know how to capture information and understand how and why something has happened;
- know how to appropriately acknowledge and manage incidents;
- take actions to prevent incidents or minimise the risk of incidents re-occurring;
- understand the risks associated with the supports and services they are providing; and
- create a culture where incidents are treated as something to learn from. Where the information learned from incidents, improves services and reduces risks and potential impacts on people with disability.

The NDIS Commission has produced this [NDIS Commission Benefits of effective incident management factsheet](#) which looks at the benefits of effective Incident Management in more detail.

NDIS Practice Standards and Incident Management

The NDIS Practice Standards and Quality Indicators, provide the benchmark for how registered providers respond to, manage and learn from incidents which occur. Registered providers must be able to demonstrate that they comply with these standards.

The table below outlines the Incident Management Practice Standard and provides some links to information and resources which relate, from a range of different sources. These resources alone do not meet the standards, as an organisation’s incident management system must be tailored to the size and scope of the organisation and the supports they provide.

Practice Standard Outcome and Quality Indicators	Information and Resources to assist you
<p>Outcome: Each participant is safeguarded by the provider’s incident management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from.</p>	<p>The NDIS Practice Standard Outcome for Incident Management outlines the overarching expectations of registered providers for Incident Management.</p> <p>NDIS Commission resources</p> <p>Detailed guidance on incident management systems includes detailed information on the process and steps of incident management, identifying incidents, supporting people who are impacted, reporting, investigations and record keeping.</p> <p>Other resources</p> <p>The NDS Risk Incidents and Complaints Management Resource Guide is an interactive tool which includes tools and resources to support providers to effectively manage and respond to risks, incidents and complaints.</p>
<p>Quality Indicator 1: Each participant is provided with information on incident management, including how incidents involving the participant have been managed.</p>	<p>NDIS providers need to ensure they are communicating information around how they respond to and work to prevent incidents, to people with disability accessing their services. This includes providing information in a way which is accessible and appropriate to each individual.</p>



Practice Standard Outcome and Quality Indicators

Information and Resources to assist you

Ensuring that your organisation has **appropriate, accessible and user-friendly** avenues for people with disability to report issues, incidents, complaints and feedback is integral to creating a culture of safe reporting. Remember to also consider cultural or other barriers to reporting that may exist for the people who access your services and your workers.

NDIS Commission resources

- [Factsheet - Reportable Incidents](#)
- [Easy Read Regulated Restrictive Practice Guide](#)
- [Speak up resources](#) developed to empower people with disability to 'speak up' if they need to, about the quality and safety of their supports and services.
- [Easy Read documents](#) to provide participants information on the NDIS Commission and their role, Practice Alerts, Complaints and much more.

Other resources

- [NDS How we respond to incidents](#) infographic can be shared with people with disability and assist in keeping people informed about your incident management practices.
- [NDS How we investigate incidents](#) shows messages to give participants about your approach to investigations. It can be used as a conversation guide with participants involved in an incident or complaint requiring investigation.
- [NDS Involvement of participants in the governance operations and or leadership](#) provides information about how providers can include people with disability in the governance of their organisation and have input into the development of organisational policy and processes relevant to the provision of supports.

Practice Standard Outcome and Quality Indicators

Information and Resources to assist you

Quality Indicator 2: Demonstrated continuous improvement in incident management by regular review of incident management policies and procedures, review of the causes, handling and outcomes of incidents, seeking of participant and worker views, and incorporation of feedback throughout the provider’s organisation.

To ensure your organisation’s incident management and reporting system is working effectively, it is important to review it on a regular basis.

NDIS Commission resources

- [NDIS Commission Continuous Improvement Continuum Factsheet](#) provides examples of continuous improvement activities and a practical case study of an incident review and associated activities.

Other resources

- [Aged Care Commission - What is an effective incident management system?](#) looks at what to include in an effective incident management system.
- [Victorian Agency for Health Information - A guide to effectively reviewing incident reports](#) provides useful tips on how to effectively review incident reports.
- [NDS Conducting Investigations Guide](#) supplies information about the investigations process once an incident of abuse has been alleged, observed or reported.
- [NDS Incident Register Manual](#) provides information about incident registers, their function and steps to developing your own register.

Quality Indicator 3: All workers are aware of, trained in, and comply with the required procedures in relation to incident management.

Frontline workers are an integral part of incident management and are often present when incidents in connection with supports and services occur.

Barriers to people reporting incidents include:

- Fear of the consequences,
- Not knowing what an incident is or what is expected in the event of an incident,
- Not understanding the role incident management plays in safe supports and services.



**Practice Standard Outcome and
Quality Indicators**

Information and Resources to assist you

Providing training, information and regularly discussing incidents and reporting can assist with overcoming barriers.

NDIS Commission resources

- [Detailed Guidance: Expectations of workers providing services in incident management and reporting incidents](#)
- [Poster: 'Identifying and responding to incidents: 6 step guide for workers'](#)
- [Ready reference resource for workers: 'Incident response: Is everyone safe?'](#)
- [E-learning modules and videos](#) for frontline workers.

Other resources

- [NDS Incident Management Resources for Staff Training](#) collates a range of resources to support staff to appreciate and implement their responsibilities.
- [NDS What good incident management looks like](#) infographic can be displayed as a prompt and reminder to staff and encourage good practice.

Remember: In addition to the resources provided by the NDIS Commission, it is essential that workers are trained in your organisational requirements in response to incident management. Providing appropriate training so workers know their role, are able to access and use the organisation's systems and processes and are clear on how to identify when an incident is occurring and the steps to take, play a significant role in keeping people safe and minimising the harm and impact to the people involved.



Tips for Creating a Positive Culture around Incidents

1. **Culture is more than systems and processes.** Take time to understand the attitudes and behaviours of the people in relation to incidents. Include people who access your services and the people who work for your organisation at all levels.
2. **Recognise and acknowledge that incidents can be challenging and confronting** for all the people involved. Consider and build into your procedures, how you are going to support people with disability and your workers before, during and after incidents.
3. **Ensure appropriate time, training and resources have been allocated**, to ensure that your teams are trained and supported.
4. **Be clear about your incident response plans.** This will help people to feel confident in what to expect and what you expect of them. Be consistent in how you implement your plans.
5. **Take every opportunity to communicate a blame free, open and transparent culture of reporting.** People may be uncomfortable or concerned about reporting. Discuss incidents and reporting regularly at all levels of the organisation. Make incidents and reporting part of the everyday language in your organisation.
6. **Work with your team members who are receiving reports**, to ensure people manage these in a way which is fair, just and encourages ongoing reporting.
7. **Use your systems and processes and the principles that underpin them**, to reinforce your organisations values and commitment to incident management as a process of learning and improving the quality and safety of services.
8. **Close the loop.** Share the lessons learnt and the ways you are going to improve with your teams and the people who are impacted, to demonstrate your commitment to learning and improving.

Please note: This resource was reviewed in August 2023 by the NDS Quality and Safeguards Sector Readiness Project. The resource is general in nature and is provided as a guide only. NDS believes that the information contained in this publication is correct at the time of publishing, however, NDS reserves the right to vary any of this publication without further notice. The information provided in this publication should not be relied upon instead of other legal, medical, financial, or professional advice. Please always refer to online documents for the latest versions including the NDIS Practice Standards and advice to providers on the Code of Conduct.