



## Incident management and reportable incidents:

# Benefits of effective incident management

Effective incident management is essential to providing quality and safe disability supports and services.

## About this fact sheet

This fact sheet is a guide for managers and supervisors about the benefits of good incident management practices for NDIS participants and your business.

## Key messages

Effective incident management practices are fundamental to the provision of quality disability supports and services and keeping NDIS participants safe.

Benefits of effective incident management include:

- identifying when participants' needs are not being met
- identifying gaps in skills and knowledge
- identifying poor practice and/or failure of supervision
- identifying gaps in governance arrangements
- identifying deficiencies in policies and practices
- supporting the development and implementation of a risk culture driving preventative strategies
- driving continuous improvement
- helping providers to demonstrate compliance with NDIS requirements.



## What is effective incident management?

An effective incident management system includes clearly documented procedures that are developed in consultation with participants and workers. These procedures are understood by all who need to use them, and will support you to:

- recognise and record incidents when they occur
- assess the impact of any incidents on affected participants
- resolve and report incidents
- use incident-related data to inform service improvements and prevent future occurrence.

Detailed guidance to assist you in developing or improving your incident management system is available on our website: [Incident Management System Guidance](#)

### Prevention focus

Prevention is the best way to keep people with disability safe. You need to implement risk management practices and ensure that people with disability are accessing supports and services in a safe environment that is appropriate to their needs.

Effective incident management, together with proactive risk identification, prevention, and reduction, helps reveal the factors that contribute to incidents. It also helps you to identify ways to prevent or reduce future incidents by addressing:

- practice or governance issues
- staff knowledge or skill gaps
- deficiencies in policies and practices.

This is particularly important as incidents within a high-risk and complex service delivery environment can have significant and serious impacts upon participants.



Guidance to develop or improve your incident management system is available on our website.



Prevention is the best way to keep people with disability safe.



Effective incident management helps you identify ways to prevent or reduce future incidents.



After an incident, you and your staff should consider:

- feedback from people with disability who were affected
- why it occurred
- whether it could have been prevented
- how well it was managed and resolved
- what, if any, action needs to be taken to prevent further incidents
- the effect of the incident on the person with disability
- practice and/or governance issues that may have caused the incident.

## Addressing participant needs

Effective incident management practices include placing participants' needs at the forefront of risk identification, incident recording, management, prevention, and mitigation.

You can achieve this by:

- fostering a proactive risk management culture that focuses on prevention and mitigation
- involving affected participants and their support networks in managing and resolving incidents.

This approach:

- ensures the delivery of safe and quality supports and services that are responsive to participant needs, prevention-focused and based on continuous improvement
- protects participants from risks that could affect the quality and safety of services they receive.



**Participants' needs are placed at the forefront of good incident management practice.**



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## Client satisfaction

Good incident management practices show that you are committed to:

- identifying, managing and responding to incidents
- eliminating poor practices.

Involving participants in the incident management process empowers them and their support networks. It allows them to improve the types of supports and services they receive and the environment in which they receive them. This reinforces the key NDIS principles of person-centred support and responsive service provision.

## Consistency

Effective incident management involves dealing with incidents in a consistent way. This consistency benefits your staff, participants, and their support networks by setting clear expectations around their involvement, responsibilities, communication, and outcomes.

## Staff capability and retention

As an employer you are in a strong position to retain and develop staff if you have effective incident and risk management processes in place. It is important to use incident management as a learning opportunity to support and develop your staff to improve service delivery. This will support staff to identify risks, develop mitigation strategies, and prevent incidents from reoccurring.

## Demonstrating compliance

It is a legislative requirement that registered NDIS providers undergo audits, including mid-term audits where required. In addition, we monitor compliance with incident management requirements (including about reportable incidents), investigate serious or systemic non-compliances, and respond to complaints.

Applying ongoing effective incident management practices in accordance with your legislative requirements places your business in a position to demonstrate your ongoing compliance.



**Good incident management promotes person-centred support and responsive service provision.**



**Consistent incident management sets clear expectations.**



**Use incident management as a learning opportunity to support and develop your staff to improve service delivery.**



**Demonstrate your ongoing compliance.**



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## Role of employees

All people you employ or otherwise engage (including managers) should:

- apply sound incident and risk management practices for the benefit of NDIS participants and their support networks
- model and implement incident and risk management practices and procedures through training and quality assurance measures.



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## Related resources

Below are a list of documents related to this series.



[Incident reporting, management and prevention](#)



[Incident response: Is everyone safe?](#)



[Detailed Guidance: Expectations of workers](#)



[Incident Management System Guidance](#)



[6 step guide for workers: Identifying and responding to incidents](#)



[NDIS Commission Portal Quick Reference Guides](#)



## Contact Us

**Call: 1800 035 544** (free call from landlines).

Our contact centre is open 9.00am to 4.30pm in the NT, 9.00am to 5.00pm in the ACT, NSW, QLD, SA, TAS and VIC Monday to Friday, excluding public holidays.

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