

Incident Management Policy & Procedure

Policy · Core Module · Standard 2 · Applies: NDIS (Incident Management and Reportable Incidents) Rules 2018; NDIS Practice Standards — Governance and Operational Management

Document ID	INCIDENT-MAN	Version	2026.2	Owner	Managing Director
Approved	Governing body	Review due	Sep 2027	Status	Current

Purpose

This policy sets out how Willowbrook Care Pty Ltd identifies, responds to, records, reports and learns from incidents that happen in connection with the delivery of NDIS supports, including reportable incidents notified to the NDIS Quality and Safeguards Commission.

Scope

Applies to all workers, contractors, volunteers and key management personnel, and to any incident that has, or could have, caused harm to a participant, was caused by a participant, or involves a worker.

Policy statement

Participant safety comes first: immediate action is taken to ensure safety and wellbeing before any reporting step. Every incident is recorded on the day it is identified. Participants are supported to understand and be involved in the response. Reportable incidents are notified within the Commission's timeframes. Incidents are reviewed to identify causes and improvements, and outcomes are recorded in the Continuous Improvement Register.

Procedure

- 1 Respond: make the participant and others safe; seek medical or emergency help where needed; notify the on-call manager.
- 2 Record: complete the Incident Report Form within 24 hours; include what happened, when, who was involved, immediate actions and witnesses.
- 3 Assess: the Quality & Safeguarding Lead classifies the incident and determines whether it is reportable.
- 4 Report: reportable incidents are notified via the Commission Portal — immediate notification within 24 hours for death, serious injury, abuse or neglect, unlawful sexual or physical contact, or sexual misconduct; within 5 business days for unauthorised restrictive practices.
- 5 Support: offer the participant and their supports a debrief, information about advocacy and the complaints process.
- 6 Review: investigate causes, agree corrective actions, and close the entry only when actions are evidenced.
- 7 Learn: analyse incident trends quarterly and report to the governing body.

Responsibilities

Role	Responsibility
All workers	Respond, record within 24 hours, cooperate with reviews
Quality & Safeguarding Lead	Classify, notify the Commission, manage investigations

Role	Responsibility
Managing Director	Ensure the system is resourced, reviewed annually and reported to the board

Related documents

Incident Report Form (F-INC-01) · Incident Register (R-INC-01) · Reportable Incident Checklist (C-INC-02) · Restrictive Practices Policy · Complaints & Feedback Policy

About this sample. This is one document from the Nemco setup pack, watermarked for evaluation. The full pack is branded to your business, tailored to your registration groups and state, delivered in Word and PDF with a user manual, and updated for 12 months through the Owner Hub. Fictional organisation names are used.