

Self-Assessment — Sample Answer (Incident Management)

Guide · Audit readiness · Standard 2 · Applies: NDIS Practice Standards and Quality Indicators — Incident Management

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Outcome

Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, respond to, well-managed and learned from.

How we meet the indicators

- 1 An incident management system is maintained that complies with the NDIS (Incident Management and Reportable Incidents) Rules 2018 — see the Incident Management Policy & Procedure (P-INC-01, v3.2).
- 2 Workers are trained in incident identification and response at induction and annually; training is recorded in the Training Register (R-HR-03).
- 3 Participants are informed of the incident process in the Participant Handbook and at intake; they are supported to participate in the response and are informed of outcomes.
- 4 Reportable incidents are notified to the Commission within the required timeframes; the Reportable Incident Checklist is completed for every classification decision.
- 5 Incidents are reviewed for cause and trend; actions are tracked in the Continuous Improvement Register (R-QA-01) and reported to the governing body quarterly.

Evidence we will show the auditor

Evidence	Location
Policy & procedure, version-controlled	Folder 2 > Standard 2 > 2.4
Incident register with two de-identified closed entries	Folder 2 > Standard 2 > Registers
Training records for all workers	Folder 3 > HR
Participant handbook page on incidents	Folder 1 > Standard 1
Quarterly incident trend report to the board	Folder 2 > Governance

Interview readiness

Workers can describe: what an incident is, what to do first, the 24-hour recording rule, and who classifies reportable incidents. The Quality & Safeguarding Lead can walk through one closed incident from report to learning.

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.