

Risk Incidents and Complaints Management



What good incident management looks like

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



your incident management

procedures

Involving participants in the

investigation of incidents