

# Risk Incidents and Complaints Management



## Incident Management resources for staff training

### Instructions:



This range of resources supports staff to appreciate and implement their responsibilities in identifying, reporting, managing and resolving incidents and in preventing them from occurring.

It covers all the requirements of the NDIS Commission in relation to what staff need to do in relation to incidents.

Click on the link on the arrows to be taken directly to resources.



Incident Management

## Staff approach to positive incident management

Tool	Description/Purpose
<p><b>Safer Services Toolkit:</b></p> <p>Preventing Abuse - National Disability Services (<a href="https://nds.org.au">nds.org.au</a>)</p>	<p>Provides practical tools and resources to enhance service quality and safeguarding systems and practices. Promotes staff understanding of being part of a culture that responds to and manages incidents appropriately.</p>
<p><b>Risk Incidents and Complaints Interactive PDF:</b></p> <p>Staff role in Risk Incident and Complaint management animation</p> <p><b>What part do your staff play?</b></p>	<p>Encourages staff to embrace a proactive approach in identifying and responding to incidents. It may be used as part of induction.</p>
<p><b>Your approach to incident management:</b></p> <p>(2I Incident Management Policy and Procedure checklist)</p>	<p>Policy and procedure checklist that demonstrates to staff your commitment to providing support in a safe manner with care and skill.</p>
<p><b>Benefits of effective incident management:</b></p> <p><b>Fact sheet:</b> <a href="#">Benefits of effective incident management   NDIS Quality and Safeguards Commission (<a href="https://ndiscommission.gov.au">ndiscommission.gov.au</a>)</a></p> <p><b>Video 4:</b> <a href="#">Benefits of effective incident management</a></p>	<p>A guide for managers and supervisors about the benefits of good incident management practices for NDIS participants and your business.</p> <p>The video covers the benefits of effective incident management.</p>



Incident Management

## Identifying and Responding to incidents

Tool	Description/Purpose
<p><b>Zero Tolerance Resources:</b> →</p> <p><a href="https://www.nds.org.au">Zero Tolerance (nds.org.au)</a></p>	<p>A collection of resources to educate and train staff preventing and responding to abuse.</p>
<p><b>Incident Reporting Management and Prevention Factsheet:</b> →</p> <p><b>Fact sheet:</b> <a href="https://www.ndiscommission.gov.au">Incident reporting, management and prevention   NDIS Quality and Safeguards Commission (ndiscommission.gov.au)</a></p>	<p>Information about the reportable incident obligations and incident management system requirements for managers and key personnel of registered NDIS providers.</p>
<p><b>Safer Services Toolkit:</b> →</p> <p><a href="https://www.nds.org.au">Preventing Abuse - National Disability Services (nds.org.au)</a></p>	<p>Practical tools and resources to enhance service quality and safeguarding systems and practices.</p>
<p><b>Poster:</b> 'Identifying and responding to incidents: 6 step guide for workers' →</p> <p><a href="https://www.ndiscommission.gov.au/document/2211">https://www.ndiscommission.gov.au/document/2211</a></p>	<p>A six-step guide for workers and their responsibility to prevent, identify, respond to and report incidents.</p>
<p><b>Incident Management System Guidance:</b> →</p> <p><a href="https://www.ndiscommission.gov.au">Incident Management System Guidance   NDIS Quality and Safeguards Commission (ndiscommission.gov.au)</a></p>	<p>Expectations of workers providing services in incident management and reporting incidents</p>
<p><b>Ready reference resource for workers:</b> →</p> <p>'Incident response: Is everyone safe?' Reference Card:</p> <p><a href="https://www.ndiscommission.gov.au">'Incident response: Is everyone safe?'   NDIS Quality and Safeguards Commission (ndiscommission.gov.au)</a></p>	<p>A quick guide for workers on what to do if they become aware of an incident or directly witness an incident.</p>



Tool	Description/Purpose
<p><b>Detailed Guidance:</b> Expectations of workers providing services in incident management and reporting incidents</p> <p>Detailed Guidance: Expectations of workers providing services in incident management and reporting incidents   NDIS Quality and Safeguards Commission (ndiscommission.gov.au)</p>	<p>→ Guidance on the expectations of workers providing services in incident management and reporting incidents</p>
<p>Tips for investigating workplace incidents</p>	<p>→ Tips for investigating workplace incidents.</p>



Incident Management

## Reportable Incidents

Tool	Description/Purpose
<p><b>Video 1:</b> Reportable Incidents: <a href="#">Overview</a> →</p> <p><b>Video 2:</b> Reportable Incidents: <a href="#">Notifying the NDIS Commission</a></p> <p><b>Video 3:</b> Reportable Incidents: <a href="#">What to expect from the NDIS Commission</a></p>	<p>Support for staff to understand their obligations regarding reportable incidents.</p>
<p>Information requirements for Reportable Incident notification; Factsheet →</p> <p><b>Fact sheet:</b> <a href="#">Information requirements for reportable incident notification   NDIS Quality and Safeguards Commission (ndiscommission.gov.au)</a></p>	<p>Record keeping obligations on NDIS providers about incidents, and details the information the NDIS Commission requires registered NDIS providers to provide when notifying us of a reportable incident.</p>
<p><b>Reportable Incident Guidance</b> →</p> <p><a href="#">Reportable Incidents Guidance   NDIS Quality and Safeguards Commission (ndiscommission.gov.au)</a></p>	<p>The ‘Reportable Incidents Guidance’ document was developed to support the NDIS Quality and Safeguards Commission Rules.</p>
<p>What happens when a provider reports an incident? →</p> <p><b>Fact sheet for participants:</b> <a href="#">What happens when a provider reports an incident?   NDIS Quality and Safeguards Commission (ndiscommission.gov.au)</a></p>	<p>Information for participants about what the NDIS Commission expects providers to do when an incident happens and who may need to be told about an incident.</p>