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Incident Management

Policy 7

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1 INTRODUCTION

1.1 INCIDENT MANAGEMENT - NDIS PRACTICE STANDARD

NDIS Practice Standards and Quality Indicators state that each Participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from.

1.2 POLICY STATEMENT

Beyond Barriers Australia is committed to safeguarding the health, safety, and wellbeing of all Participants, staff, contractors, and stakeholders by ensuring effective procedures are in place for the management of incidents. The organisation will acknowledge, respond to, and manage incidents in a timely and appropriate manner, and will use lessons learned to strengthen practice, improve service quality, and prevent recurrence.

1.3 SCOPE OF POLICY

This policy applies to all Beyond Barriers Australia staff, Participants, and any other third parties in the wider community relevant to service delivery. It covers the reporting, response, management, and review of all incidents that occur in connection with Beyond Barriers Australia operations.

1.4 VALUES DEMONSTRATED BY BEYOND BARRIERS AUSTRALIA

- a) Beyond Barriers Australia recognises Participants' health, safety, and wellbeing as the highest priority. All incidents are managed in ways that protect individuals from harm while upholding their rights, preferences, and dignity.
- b) Beyond Barriers Australia takes responsibility for acknowledging, reporting, and managing incidents promptly and appropriately, ensuring clear and open communication with Participants, their representatives, and other relevant stakeholders.
- c) Beyond Barriers Australia treats every incident as an opportunity to strengthen systems and improve quality of service provision, and values the need for all practices to meet NDIS Practice Standards, codes of conduct, and legal obligations.

1.5 DEFINITIONS

Incident	An act, omission, event or circumstance which causes harm, or could cause harm to the client. This includes physical, emotional, psychological, or environmental harm.
Reportable Incident	An incident, of a type (see below list) which must be reported to the NDIS Commission
Restrictive Practice	Any action that limits a person's freedom, movement, or choice, used only to prevent harm to themselves or others, and regulated under South Australian law and NDIS requirements.
Incident Management System (IMS)	The structured process used by Beyond Barriers Australia to report, document, investigate, and respond to incidents, including mechanisms for review and continuous improvement.
Restrictive Practice	Any intervention that restricts a person's rights or freedom of movement (e.g., physical restraint, seclusion, or chemical restraint). These practices are heavily regulated and must be used only in accordance with behaviour support plans and legal authorisation.
Continuous Improvement Register	A record used by Beyond Barriers Australia to log identified opportunities for service or process improvement, often based on incidents or risk assessments.
Advocate	A person or service (independent of Beyond Barriers Australia) who supports and represents the Participant's interests, especially during or after an incident.
Workers' Compensation	Insurance providing financial and medical support to staff who are injured or harmed at work, in accordance with Work Health and Safety laws.
Corrective Action	A step or procedure implemented to eliminate the cause(s) of an identified problem or nonconformity to prevent recurrence.
DRSABC Protocol	A first aid response framework: Danger, Response, Send for help, Airway, Breathing, and CPR – used by staff in medical emergencies.
Unauthorised Use of Restrictive Practice	The application of a restrictive practice without the required legal authorisation or not in line with a behaviour support plan. This is a reportable incident.
Plan, Do, Check, Act (PDCA) Cycle	A quality improvement model used to continuously improve services by planning changes, implementing them, reviewing outcomes, and making further adjustments.

Delegated Authority	A person appointed to act on behalf of a higher authority (e.g., Director), particularly when the designated person is unavailable.
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2 ORGANISATIONAL RESPONSIBILITIES

2.1 INCIDENT MANAGEMENT SYSTEM

In accordance with the [National Disability Insurance Scheme \(Incident Management and Reportable Incidents\) Rules 2018](#), Beyond Barriers Australia maintains an incident management system to record, manage, and respond to any act, omission, event, or circumstance that occurs in connection with the provision of supports or services to a person with disability and that has, or could have, caused harm to the person.

This system includes procedures for managing reportable incidents, which must be notified to the NDIS Quality and Safeguards Commission, and other internal incidents, which are managed internally but still require acknowledgment, documentation, and an appropriate response.

2.2 WORKERS COMPENSATION

In some instances, an incident may involve a staff member who has sustained harm or injury. In such cases, in addition to following the incident management processes outlined in this policy, Beyond Barriers Australia may also initiate a workers' compensation process in accordance with the Work Health and Safety requirements detailed in the [Human Resources Policy](#).

2.3 INFORMATION PROVISION

Beyond Barriers Australia provides Participants and their authorised representatives with information about the organisation's incident management systems as part of the [Welcome Pack](#) issued during initial engagement. This includes:

- a) What qualifies as an incident;
- b) What qualifies as a reportable incident;
- c) How Beyond Barriers Australia manages an incident; and
- d) The rights of Participants to access an advocate in the event of an incident.

2.4 STAFF TRAINING

Beyond Barriers Australia ensures that all staff are trained in incident management to safely and effectively identify, manage, and respond to incidents, including reportable incidents. This training is provided during

induction, and staff are required to complete refresher training annually to maintain updated knowledge and skills.

2.5 RECORD KEEPING

All Beyond Barriers Australia staff are required to maintain detailed and accurate records of any incidents that occur. Staff must complete an Incident Report within 24 working hours of the incident or within 24 working hours of becoming aware of it.

The [Incident Report Form](#) must be properly completed and securely stored in the Participant's file. Where appropriate, information regarding the incident may also be shared with the Participant's emergency contact.

3 INCIDENT MANAGEMENT

3.1 INTERNAL SYSTEMS

Beyond Barriers Australia follows a comprehensive incident management protocol to respond to all incidents arising in connection with organisational operations or the service provision. This protocol provides a consistent baseline framework for recording, investigating, and resolving incidents, ensuring the safety and wellbeing of Participants, staff, and other stakeholders. Certain types of incidents, such as medical emergencies or reportable incidents, require additional actions and compliance measures, as detailed in this policy, to meet legal obligations and best practice standards.

3.2 GENERAL INCIDENTS

The criteria for a general incident is broad but is an unplanned event that impacts, or has the potential to impact, the safety, wellbeing, or support of a Participant or staff member, but does not meet the criteria of a reportable incident as outlined by the NDIS Commission. Potential incidents could include but are not limited to:

- a) Minor injuries such as small cuts, bruises, or sprains.
- b) Property damage that does not create serious risk (e.g., broken equipment, spilled drink).
- c) Behavioural issues that cause disruption but no significant harm (e.g., inappropriate communication, threatening behaviour).
- d) Near misses where harm could have occurred but did not (e.g., almost falling, near traffic incident).
- e) Short-term service disruptions that may negatively impact a person (e.g., cancelled shift, late transport).
- f) Miscommunication or errors in support delivery that do not result in serious consequences.

3.3 INCIDENT MANAGEMENT PROTOCOL

Beyond Barriers Australia staff must follow the below incident management protocol:

Note: (For the purpose of the below, an incident occurring also refers to an incident that is alleged to have occurred).

Step 1 - Information collection

- Staff must notify the Director (or their delegate if the Director is unavailable) of the incident as soon as possible after it has occurred, or when they become aware that it has occurred.

- Staff must complete an [Incident Report Form](#) that records details about the incident, people involved, location, time, and date, and actions undertaken following the incident.

Step 2 - Investigation

- From the information recorded about the incident, Beyond Barriers Australia will determine whether it qualifies as a reportable incident ([as per Section 4](#)) or another type of incident requiring further action.
- Details including the people involved, location, circumstances, actions taken, and outcomes will be reviewed and investigated to determine:
 - The immediate reason for the incident;
 - The underlying reason for the incident;
 - Immediate actions required to resolve the reasons for the incident; and
 - Preventative actions to avoid other incidents of similar nature.
- Preventative actions identified will be added to the Continuous Improvement Register for guidance of future practice to prevent incidents where possible.

Step 3 - Safety

Beyond Barriers Australia will ensure that the affected Participant is fully supported by:

- Informing them of their right to access an advocate, and providing guidance and assistance to connect with an advocate if desired;
- Reviewing their health status and providing necessary assistance or support;
- Assessing the environment to ensure safety and prevent recurrence of the incident;
- Supporting their overall wellbeing;
- Reviewing the incident with the Participant, where possible, to maintain transparency; and
- Collaborating with the Participant, wherever feasible, to manage and resolve the incident.

Step 4 - Cause Analysis

- Information gathered from incidents is used to inform and improve organisational practices as part of Beyond Barriers Australia's continuous improvement process.
- This includes conducting investigations, where required, to determine the causes, effects, and any operational factors contributing to the incident.

- Where corrective actions are necessary, a plan is developed to adjust practices appropriately and prevent future recurrence.

The Director or their delegate is responsible for undertaking the analytical process, inclusive of:

- Determining the cause of the incident;
- Identifying whether the incident was related to operational processes;
- Considering the Participants perspective, including whether the incident could have been prevented, how it was managed, and any follow up required;
- Implementing remedial actions to prevent recurrence or minimise impact;
- Assessing contributing factors, such as environmental conditions or Participant health;
- Reviewing existing strategies or processes to determine if improvements are needed;
- Developing and implementing new strategies or procedures as required;
- Planning and delivering staff training related to these strategies; and
- Monitoring and reviewing the effectiveness of new strategies.

All Incident Investigation Forms must be formally closed out by the Director in conjunction with the Operations Manager and any staff members involved (if appropriate) to ensure accountability and completeness of the investigation.

Step 5 - Lodging a Reportable Incident

- If the incident is a reportable incident ([Section 4](#)), a member of Beyond Barriers Australia staff will notify the NDIS Commission of the incident following the procedure outlined in [Section 4.3](#) of this policy.

Step 7 - Outcome

- Beyond Barriers Australia will inform Participants or their advocate of the outcome of an incident, either in writing or verbally, depending on the Participant's preference and the circumstances.
- Collaborative practices will be employed to ensure that the Participant and their advocate are actively involved in the management and resolution of the incident.

Step 8 - Continuous Improvement

- Beyond Barriers Australia will conduct risk assessments for all Participants in accordance with the [Risk Management Policy](#), and update them as required following an incident.

- Procedures for minimising incidents, accidents, and emergencies will be reviewed if it is identified that changes to practice could positively contribute to incident prevention.
- Beyond Barriers Australia may, if appropriate, discuss with Participants and relevant stakeholders the design of specific risk control strategies that reduce risks to the Participant and their environment.

Following the incident analysis, any corrective actions implemented must be evaluated to ensure their effectiveness, in accordance with the [Continuous Improvement Policy](#) and the *Plan, Do, Check, Act* cycle.

4 REPORTABLE INCIDENTS

4.1 REPORTABLE INCIDENT QUALIFICATION

All NDIS providers, whether registered or unregistered, are responsible for delivering high-quality and safe support and services. Registered NDIS providers must record and manage all incidents that occur during the provision of support within their internal incident management systems and must notify the NDIS Quality and Safeguards Commission of any [reportable incidents](#).

Registered providers must report all reportable incidents, including allegations, to the NDIS Commission, even if the incident has already been recorded and addressed within the provider's own incident management system.

An incident is classed as reportable when it occurs (or is alleged to have occurred) in connection with provision of services by a registered provider, including:

- a) The death of a person with disability;
- b) Serious injury of a person with disability;
- c) Abuse or neglect of a person with disability;
- d) Unlawful sexual or physical contact, or assault of a person with disability;
- e) Sexual misconduct, committed against, or in the presence of, a person with disability, including the grooming of a person with disability for sexual activity; or
- f) Unauthorised use of a restrictive practice in relation to a person with disability (if the use is not in accordance with a required state or territory authorisation and/or not in accordance with a behaviour support plan).

Incidents occurring in connection with service provision refer to events that may happen during the course of delivering support, arise from the provision, alteration, or withdrawal of services, or result from service provision even if the incident itself did not occur during the delivery of support.

Reportable incidents can occur in any setting, including private homes, residential care facilities, supported accommodation, workplaces, or in the community. Not all incidents that occur during service provision are considered reportable; an incident must meet the criteria outlined above to be classified as such.

4.2 REPORTING TIMEFRAMES

Reportable incidents must be reported within set time frames according to the act or event.

Timeframes	Reportable Incident
24 hours	Death of a person with disability.
24 hours	Serious injury of a person with disability.
24 hours	Abuse or neglect of a person with disability.
24 hours	Unlawful sexual or physical contact, or assault of a person with disability.
24 hours	Sexual misconduct, committed against, or in the presence of a person with disability, including the grooming of a person with disability for sexual activity.
Five business days or within 24 hours as required.	Unauthorised use of a restrictive practice in relation to a person with disability (if the use is not in accordance with a required state or territory authorisation and/or not in accordance with a behaviour support plan). If the incident has resulted in harm to a person with disability, it must be reported within 24 hours.

4.3 REPORTING PROCESS

When a reportable incident arises, or at the earliest time after being made aware of a reportable incident, Beyond Barriers Australia staff should notify the Director or their delegate where the Director is not available before undertaking the below steps.

Registered providers are required to lodge reportable incidents through the [NDIS Commission Portal](#). It is the responsibility of the staff member who was informed of the incident to lodge the notification. Staff will be prompted to complete either an Immediate Notification form or a 5-Day Notification form, depending on the specific requirements of the incident being reported.

If a staff member has taken all reasonable steps to lodge a reportable incident via the Portal and is unable to successfully complete this for any reason (i.e., site error, outside of business hours), Beyond Barriers

Australia should advise the NDIS Commission of the issues as soon as possible via email to reportableincidents@ndiscommission.gov.au. This email should include the following details:

- a) The steps taken to complete the authorised notification form and the presenting issue;
- b) The name of the impacted person;
- c) A description of the reportable incident;
- d) A description of the immediate response and step taken to ensure the impacted person was safe;
and
- e) Whether other organisations were notified (SAPOL, SAAS, etc).

Following notification of the reportable incident, staff will receive acknowledgement of receipt by the NDIS Commission and will be required to successfully complete the forms as soon as possible.

5 MEDICAL INCIDENTS

5.1 RESPONDING TO MEDICAL EMERGENCIES

Beyond Barriers Australia recognises that a medical emergency may also constitute an incident. To ensure an effective response, all staff in direct Participant roles are required to hold a current First Aid qualification, including CPR.

Staff are expected to follow general first aid guidelines as per their training in the event of a medical emergency, which may include the DRSABC protocol. This is a general guide and circumstances may require adjustments to be made to the actions taken. Staff are expected to maintain current first aid training to ensure confidence and competence in responding to medical emergencies.

DRSABC:

- a) Danger: Check the area for any hazards to yourself, the casualty, or others.
- b) Response: Assess whether the casualty is conscious and responsive.
- c) Send for help: Call 000 for emergency assistance.
- d) Airway: Ensure the casualty's airway is clear and unobstructed.
- e) Breathing: Look, listen, and feel for normal breathing.
- f) CPR: If the casualty is unresponsive and not breathing normally, commence cardiopulmonary resuscitation.
- g) Defibrillation: Apply an Automated External Defibrillator (AED) as soon as possible, if one is available.

In the event of a medical emergency, staff must act promptly to safeguard the health and wellbeing of all parties, with incident management protocols initiated once the situation has been stabilised.

6 APPENDIX

RELATED DOCUMENTS

[National Disability Insurance Scheme \(Incident Management and Reportable Incidents\) Rules 2018](#)

[Human Resources Policy](#)

[Welcome Pack](#)

[Incident Report Form](#)

[Risk Management Policy](#)

[Continuous Improvement Policy](#)

[Reportable incidents](#)

[NDIS Commission Portal](#)

VERSION AND UPDATE HISTORY

Version	Date Approved	Nature of Changes	Approved By	Date of Review
V2	14/09/2025	Updated in accordance with practice standards.	Tiffany Kelly	14/09/2026