

Incidents Resources

Forge Clarity PTY LTD

Introduction

This document can be viewed as the Forge Clarity management system. The various aspects of these resources require us, as an NDIS provider, to cover the identification, reporting, and management of incidents/complaints/disagreements, with specific requirements for reportable incidents.

We follow documentation procedures for record-keeping, including documenting all incidents and ensuring the privacy and confidentiality of the people involved. We also have procedures for investigating incidents and taking action as required by the [NDIS Commission](#).

Clients of Forge Clarity reserve the right to request personal information and records at any point. Additionally, NDIS clients nominated representatives such as Plan Managers can also request said access. Finally, the practice may be legally required to hand over information as required by the law and in instances where Mandatory Reporting is required.

List of Documents

#	Name/Link to Document	Next Review Due Date
0001	NDIS Service Agreement	11/12/2026
0002	Initial Emergency Procedure Plan - Immediate Response to Active Crisis	11/12/2026
0003	Incident Management Policy and Procedure	11/12/2026
0004	Incident Report Form	11/12/2026
0005	Incident Report for Emergency Services	11/12/2026
0006	Internal Investigation into Incidents and Complaints Policy	11/12/2026
0007	Whistle Blower Protection Policy	11/12/2026
0008	Final Report of Internal Investigation Report	11/12/2026
0009	Emergency and Disaster Management Plan	11/12/2026
0010	The Incident Register Private Register that only the Director/Lead Therapist has access to.	11/12/2026
0011	Filing Complaints or Disagreements	11/12/2026
0012	Complaints & Disagreements Management Policy	11/12/2026
0013	Cancellation and Non-attendance Policy for NDIS Clients	11/12/2026
0014	NDIS Claiming / Pricing Limits	11/12/2026
0015	Internal Investigation Plan Template	11/12/2026

0016	 NDIS Practice Standards Compliance Document	11/12/2026
0017	 Schedule of Supports for NDIS Clients	11/12/2026
0018	 Secure Client Record Keeping	11/12/2026
0019	 Privacy Policy	11/12/2026
0020	 Onboarding Document for Volunteers	11/12/2026
0021	 Appointment Scheduling Policy	11/12/2026
0022	 Telehealth Session Documentation Template	11/12/2026
0023	 Digital Client Ledger Policy	11/12/2026
0024	 Monthly Summary Page - To Print for Physical Client Ledger	11/12/2026
0025	 Ending this Service Agreement Policy & Template	11/12/2026
0026	 Client Liability Waiver & Agreement	11/12/2026
0027	 Liability Waiver for Volunteers	11/12/2026
0028	 Digital Client Ledger • Private Register that only the Director/Lead Therapist has access to.	11/12/2026
0029	 Improvements Log	11/12/2026
0030	 Continuous Quality Improvement (CQI) Framework	11/12/2026

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