



myEmpowerPlan

NDIS SUPPORT SPECIALISTS



Incident Management Policy

Version 1.0 | February 2026

Introduction

myEmpowerPlan is committed to ensuring the safety and wellbeing of participants and staff by implementing a proactive, transparent and accountable approach to incident management. Any incidents, accidents or near misses that occur in connection with daily operations must be assessed, responded to and reported on. Incident management is part of the continuous improvement plan of *myEmpowerPlan* and appropriately responding to incidents reduces the likelihood of reoccurrence.

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Scope and Purpose

This policy outlines *myEmpowerPlan*'s procedure for ensuring all incidents, including near misses, are reported, responded to, managed and reviewed in a timely and

effective manner. It ensures compliance with NDIS incident management obligations and promotes participant safety, accountability and continuous improvement.

This policy applies to all employees, contractors, volunteers and stakeholders of myEmpowerPlan involved in the delivery of NDIS services.

Definitions

Incident	An event that causes, or could reasonably be expected to cause, harm to a participant or others; or a breach of participant rights, privacy or safety.
Reportable Incident	A serious incident involving death, serious injury, abuse, neglect, unlawful sexual or physical contact, or use of restrictive practices, requiring notification to the NDIS commission.
Notifiable Data Breach	A data breach likely to cause serious harm, requiring reporting under the Privacy Act.
Corrective Action	Measures taken after an incident to prevent recurrence.

Procedure for Incident Management

- 1. Immediate Response** – Ensuring participant safety is always the top priority. Call emergency services (000) if there is any immediate risk to life or health. Provide first aid or medical attention as required. Remove any ongoing hazards or threats.
- 2. Internal Notification and Documentation** – All staff must report incidents to their supervisor or plan manager within 4 hours of occurrence. An Incident Report Form must be completed within 24 hours including such information as date, time, location, people involved, description of incident, initial response and support provided.
- 3. Reportable Incidents to the NDIS Commission** – If the incident meets the NDIS reportable criteria, the NDIS commission must be notified within 24 hours. Reportable incidents include:
 - Death of a participant
 - Serious injury

- Abuse or neglect
- Unlawful sexual or physical contact or assault
- Sexual misconduct
- Use of unauthorized restrictive practices.

The NDIS Quality and Safeguards Commission is to be notified via the MyPlace portal, and a follow up full written report must be provided within 5 days.

4. **Participant Support** – Notify the participant (and guardian or nominee if relevant) as soon as it is safe and appropriate. Provide support, counselling referrals, or advocacy services if needed. It is important to remember to respect the participant’s privacy and dignity at all times.
5. **Internal Investigation** – A supervisor or manager will conduct an incident investigation within 5 business days. This investigation will involve interviews with key staff members, determination of the root cause, identification of any breaches of policies or procedures, assessment of whether misconduct or negligence occurred and consideration of correction actions or disciplinary measures.
6. **Corrective and Preventative Actions** – Actions are implemented based on the findings of the internal investigation. These actions may include additional staff training, policy or procedure changes, disciplinary action, process redesign or system improvements. All corrective actions must be recorded and tracked.
7. **Review and Closure** – The incident record is closed once the immediate risk is mitigated, all reporting obligations are fulfilled and corrective actions have been taken. A final review is conducted by a senior manager and a summary is stored in the Incident Register.
8. **Continuous Improvement** – All incidents are reviewed quarterly for patterns and trends. Lessons learned are discussed in team meetings or quality reviews. Systemic issues are escalated to leadership for governance review.

Legal and Regulatory Requirements

The **NDIS (Incident Management and Reportable Incidents) Rules 2018** required all plan management business to have an incident management policy and systems in place. Failing to do so could result in sanctions, including removal from the NDIS Quality and Safeguards Commission’s register. The **Privacy Act 1988 (Cth)** and

Australian Privacy Principles mandates the safe storage of incident records to maintain participant confidentiality.

This policy will be reviewed annually to ensure its effectiveness in managing conflicts of interest. Any breach of this policy will be addressed according to the organization's disciplinary procedures. All incident information will be stored safely and confidentially for 7 years.



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