

# Access4u.

## Incident Reporting Process



If relevant, contact Emergency Services.

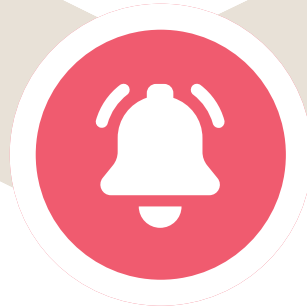


If a customer or a member of staff was injured, notify your direct manager/coordinator or the Disability Specialist Services Manager immediately.

If out of hours, please call the respective on call number.

**Remember:** It is the responsibility of all employees, volunteers, contractors and students to ensure that all NDIS reportable incidents are reported immediately to Access4u management. If you have any queries, call

Joe Gannon on 0451 721 066,  
Louise Wheatley on 0431 426 753 or  
Madison Leach on 0431 426 756.



Complete an incident report form within 24 hours and forward to your manager/coordinator, and cc [incidents@access4u.org.au](mailto:incidents@access4u.org.au).

**Note:** Do not send a copy to anyone outside of Access4u. Management will forward to relevant parties (e.g. family, practitioners, etc.)



The Disability Specialist Services Manager or Quality and Compliance Officer will notify the NDIS Commission, if the incident was a Reportable Incident.



Access4u management will notify families, guardians and advocates.



Management will investigate and, where necessary, take remedial action.

# Access4u. Incident Reporting



An incident is an unexpected or unplanned event that has the potential to result in harm to a person or property.

## Examples:



Medication error



A person falls, slips, trips over, etc.



Missing person



Medical event - e.g. choking or swallowing issues



Behaviour escalation - verbal, physical or property damage

## Things to consider while responding and reporting an incident:

### WHO

Who is reporting?  
Who was involved?  
Who needs to be notified?

### WHERE

Where did the incident occur?

### WHAT

What happened?  
What type of incident?  
What actions did you take?  
What damage was done?

### HOW

How did the incident occur?  
How was the incident discovered?  
How did others respond to your actions?

### WHEN

When did the incident occur?  
When did other people arrive?

### WHY

Why did the incident occur and what were the precipitating factors?

# Access4u. Incident Reporting

## When and how do I report?

If you are unsure if what you have experienced is an incident, call or email the relevant coordinator to seek clarity.



Access4u is **required to report incidents and use of all restrictive practices to the NDIS Quality and Safeguarding Commission.**

It is therefore important that all incidents are submitted by staff who witnessed and/ or were involved in the said event.

You will receive a link to the incident report, and you can submit this through email.

## Documentation Requirements

Internal documentation - Incident Report.



If you do not have a copy of the form, please contact one of our coordinators and they will assist.

QR Codes that are provided by the practitioners are not linked to our Incident reporting processes. If a practitioner has this in place, you are still required to complete an Incident Report for Access4u reporting requirements and to ensure we are aware of circumstances and can provide advocacy and support where required.