Incident management

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NDIS providers must have an incident management system to record and manage incidents related to providing NDIS supports and services to people with disability.

Processes to manage incidents

An incident management system is a set of processes and procedures used to identify, assess, record, manage and resolve incidents.

You must manage incidents when a person with disability has either:

- been harmed, or could have been harmed – this includes acts, omissions, events or circumstances
- caused serious harm, or a risk of serious harm, to another person.

If you are a registered provider, you must also appropriately manage [reportable incidents](#) that are alleged to have occurred.

Learn more about how to develop and improve your incident management system: [Incident Management System Guidance](#).

Resources

Incident Management System Guidance

PDF 561KB   Listen to PDF   DOCX 404KB

Related information

- NDIS Code of Conduct
- Reportable incidents
- Notify us of changes or events
- Complaints about you

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