

Policy 1.8 – Incident Management

Purpose

Wonderland Community Services (WCS) is committed to ensuring the safety, dignity, and well-being of all participants and young persons accessing our services. This policy outlines how incidents are managed, recorded, reported, and reviewed in accordance with NDIS Practice Standards, Child Safety Standards, and relevant state and federal legislation.

Scope

This policy applies to all WCS staff, volunteers, contractors, and others involved in delivering services to participants and young persons.

Commitment to Safety

WCS ensures that all incidents or concerns involving participants/young persons are:

- Promptly reported
- Accurately recorded
- Handled in accordance with WCS policy, regulatory standards, and applicable laws
- Used as learning opportunities to enhance safety and reduce future risk

WCS will also assist participants in accessing advocacy when concerns relate to violence, abuse, neglect, exploitation, or discrimination.

Incident Categories Covered

WCS's Incident Management System covers the following scenarios:

- NDIS Supports:
 - Any act, omission, event, or circumstance connected to service delivery that caused or could have caused harm to a person with disability.
 - Any act by a person with disability in connection with services that caused or posed a serious risk of harm to others.
 - Any reportable incident or allegation as defined by the NDIS Commission.
- Child Safety Supports:
 - Any act, omission, event, or circumstance in connection with service delivery that caused or could have caused harm to a young person.
 - Any act by a young person causing or risking serious harm to another.
 - Reportable incidents or allegations under child safety frameworks.

Incident Management and Review Process

All incidents are reviewed by:

- Client Care Officers
- Site Managers
- CEO/Director

Objectives:

- Minimise recurrence
- Ensure appropriate authority notification
- Provide support to affected persons
- Ensure documentation is complete and accurate

Information Recorded for Each Incident

The Incident Management System will include:

- A clear description of the incident and any harm caused
- Whether the incident is reportable
- Date, time, and location of the incident (or when it was discovered)
- Names and contact information for those involved and any witnesses
- Actions taken in response (e.g., first aid, de-escalation, reporting)
- Investigation details (if applicable)
- Name, role, and contact details of the reporting staff member

First Aid Protocol

- All WCS staff are required to obtain First Aid certification as soon as practicable.
- Senior staff (CEO, Site Managers, Senior Administrators) must hold valid First Aid certification.
- If needed, staff must consult medical services (e.g., GP, ambulance, poisons hotline) for guidance.

Recording First Aid Incidents:

- A “First Aid Form” must be completed by the staff member administering care.
- Forms are available via the WCS website and app and should be submitted immediately via the auto-send function.
- Parents/guardians will be informed at an appropriate time and may request a copy of the form.

Non-Reportable Incidents

These include incidents that do not meet reportable thresholds but still require attention.

- Recorded and reviewed by Client Care Officer/Site Manager
- Mitigations put in place to prevent recurrence
- Guardians/supports may be contacted as needed
- If the risk cannot be managed appropriately, alternative service referrals may be made

Reportable Incidents

As a registered NDIS provider, WCS must report specific incidents to the NDIS Commission within required timeframes:

Timeframes for Notification:

- Most reportable incidents: within 24 hours
- Unauthorised restrictive practices: within 5 business days

Reportable Incidents Include:

- Death of a person with disability
- Serious injury
- Abuse or neglect
- Unlawful sexual or physical contact
- Sexual misconduct (including grooming)
- Unauthorised use of restrictive practices

WCS Responsibilities:

- Notify the NDIS Commission promptly
- Record internal follow-ups, investigations, and actions
- Cooperate with any external or independent investigation
- Follow NDIS Commission guidance: [NDIS Commission Reportable Incidents](#)

Incidents Involving Restrictive Practices

WCS supports some authorised restrictive practices in Short-Term Accommodation (e.g., non-PRN chemical restraint).

Note: Due to the short duration of stay and variability in needs, only limited restrictive practices are supported. Medium- to long-term accommodation may be offered when necessary, pending service suitability and managerial discretion.

If restrictive practice results in an incident:

- Reported and managed through normal incident management procedures
- Included in the required Restrictive Practice Reporting per NDIS Commission: [Restrictive Practice Report Guide](#)

Reactive Practices

Hands-on techniques used reflexively to protect people from immediate harm (e.g., guiding a person away from danger) are not considered unauthorised restrictive practices unless:

- A serious injury occurs, or
- Another reportable condition is triggered

These are subject to regular incident recording protocols.

Communication with Participants/Young Persons

WCS ensures that participants/young persons and their support network are informed of relevant incidents.

Communication channels include:

- Website: Policy available under “POLICIES”
- Coordinator of Support: Receives incident report when applicable
- Guardian or Participant: If no Coordinator exists, report is sent to guardian or participant and discussed by a senior staff member

DATE	PERSON/S	DETAILS
04.08.2025	Becci Fazldeen	Review and update
20.01.2025	Ashleigh Davis	Review and update
02.09.2024	Bronwyn McMullen	Review and update
08.11.2021	Toni Mehigan	Policy created