

# Incident Reporting



NDIS providers, such as The Bidet Shop, are required to notify the NDIS Quality and Safeguards Commission of any reportable incidents that occur or are alleged to occur in connection with the supports or services they provide to people with disabilities.

Reportable Incidents Include:

1. **Death** of a person with disability.
2. **Serious injury** of a person with disability.
3. **Abuse or neglect** of a person with disability, including physical, sexual, emotional, or financial abuse.
4. **Unlawful sexual or physical contact** or **assault** of a person with disability.
5. **Sexual misconduct**, including any sexual behaviour committed against or in the presence of a person with disability (such as grooming for sexual activity).
6. **Unauthorised use of restrictive practices**, which refers to using restraint or seclusion without proper authorization or outside the approved guidelines.

An incident report requires questions relevant to who, what, when, where, how & why to be completed.



It is important to stay vigilant for any of these incidents and report them immediately, ensuring compliance with NDIS requirements. This helps ensure participant safety and accountability across all services provided. for workers at The Bidet Shop (or any organization supporting NDIS participants) to identify and respond to incidents, ensuring they meet NDIS standards and protect people with disabilities:

## 1. Identify, Prevent, and Mitigate Risks

**Prevent Harm:** Always take proactive measures to prevent harm to people with disabilities.

**Assess Risks:** Stay vigilant in identifying risks. If you notice potential hazards related to products or services, report them to your supervisor.

**Consult with Leadership:** If unsure how to manage or prevent a risk, seek guidance from your manager or supervisor.

## 2. Ensure Immediate Safety

**Emergency Response:** Dial '000' for emergencies, such as urgent medical situations or imminent harm.

**Safety First:** Protect yourself and others by ensuring the environment is safe.

**Notify Management:** Inform your supervisor immediately about the incident.

**Follow Procedures:** Adhere to your company's incident management protocols.

## 3. Respond to a Disclosure

**Listen and Support:** If a person with a disability discloses an incident, remain calm, listen, and assure them they are supported.

**Document Details:** Record the exact words of the individual, avoiding leading questions. Use open-ended questions if further clarification is needed.

**Explain Next Steps:** Inform the person with a disability that you are required to report the incident and explain the process.

## 4. Protect Evidence

**Preserve Evidence:** Ensure no critical evidence is lost or tampered with. For example, avoid washing clothing or bedding if the incident involves potential physical evidence.

**In Sexual Assault Cases:** Encourage the victim not to bathe or shower until police arrive, as this may help preserve evidence.

## 5. Record and Report

**Immediate Notification:** Report the incident to your supervisor without delay. Do not assume someone else will do it.

**Document Observations:** Record everything you saw or heard, including witness details, and hand over your notes to your manager.

**Avoid Interrogation:** Do not question the person responsible for the alleged incident—this should be left to investigators.

## 6. Report to Police

**Criminal Allegations:** If the incident involves a criminal offence (e.g., assault or abuse), contact the police following your incident management procedures.

**Communicate Needs:** Inform the police that the individual is a vulnerable person and may need support, such as communication aids.

**Support the Person:** Assist the person with a disability in communicating their needs and preferences to the police.

By following these steps, workers can ensure they are fulfilling their responsibilities while upholding the safety and dignity of NDIS participants.

## Record Information & Control

Our Customer Care Team are responsible for registering all complaints in an authorized Improvement Register for Complaints or Incidents, and other related Improvement Register types, if relevant. The Customer Care Team will manage all information and records until closure and ensure all close-out notifications and paperwork are complete.

Registers are held on a secure network. A file is set up on the secure network drive for every complaint to store and record all related information. For very sensitive major complaints, these have strict security restrictions to authorized personnel.

All documents are kept for a minimum of 7 years.

### Knowledge Requirements:

**Policies and processes** – All workers receive training and support in Feedback, Complaints and Resolution Policies during their induction program and at subsequent refresher training and/or when processes change.

The Bidet Shop Management team facilitates training on the floor to workers to ensure continued awareness of procedures.

**Code of Conduct Training** – Staff are trained to know how to respond to complaints and to meet NDIS Code of Conduct Requirements.

Each client has the right to lodge feedback or make a complaint, therefore please feel free to contact our team by either completing the feedback form on The Bidet Shop website or calling us on 07 5591 7744 or emailing [custcare@thebidetshop.com.au](mailto:custcare@thebidetshop.com.au)