

Incident management

STEP 1



- You see or are told of an incident allegation, such as
 - A hazard in or around a client's home
 - An injury or harm occurring
 - Sexual misconduct
 - Abuse or neglect
 - A restrictive practice

STEP 2



- Support the client/team member and seek medical attention if necessary
- Call At Home Care to report the incident to your Engagement Coordinator and for advice/support
- Complete an incident report form in the At Home Care app

The relevant At Home Care Manager will investigate the incident and will communicate and provide support to you and the impacted person/s. If you are involved in the incident/allegation as part of our investigation will need to contact you.

Corrective actions will be taken by At Home Care and (if required) the governing body.

You and the impacted person/s will be kept informed throughout the incident management process.

The type of incidents such as those mentioned are reportable to the NDIS Commission so it is important these reports are made as soon as they occur.

Further information is available in the **Reportable Incident Accident and Emergency policy** available in the [At Home Care app](#).