



Category, Subcategory and Cause Glossary

This reference glossary provides standard definitions for all categories, subcategories, causes, and reporting fields required when submitting a Reportable Incident in the new NDIS Commission portal.

The definition and interpretation of key information has been **summarised** in this document to assist in the completion of the Reportable Incident form. For more detailed guidance on these terms and reportable incidents in general, refer to the [Reportable Incidents page](#) on the NDIS Commission website.

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Incident terms

- **Sub-category:** The specific type of incident within the category.
- **Cause:** The general description of the factors that led to the incident.
- **Impacted Participant:** A person with disability (PWD) who has been affected by an incident that has occurred during the provision of NDIS supports and services. The Reportable Incident form refers to the impacted participant as “PWD” and “participant”. Each report can only have one impacted participant.
- **Circumstances Leading Up:** What was happening right before the incident occurred.
- **Preventative Actions Taken:** Things staff did beforehand to try to stop the incident from happening.
- **Multiple Participants Impacted:** When more than one person is hurt. You must fill out a separate report for every person.

People involved (as required in section 5)

Option	Definition
Participant	A person with disability receiving NDIS supports or services from your organisation who was involved in the incident, but who is not the participant identified as being impacted by the incident.
Worker (Risk assessed role)	A worker or volunteer of the registered provider who is in a risk-assessed role and requires a NDIS worker screening clearance. This includes roles that are involved in the direct delivery of specified supports or services to a participant and likely to require more than 'incidental' contact with participant(s). This option must be used when linking a risk-assessed worker to a reportable incident.
Provider-related contact (Non risk assessed role)	A worker or volunteer of the registered provider who is in a non-risk assessed role and does not require an NDIS worker screening clearance. This includes roles that do not involve a level of involvement that poses a potential risk to the safety and well-being of participants. This could include management or office-based staff that do not provide direct care to NDIS participants. This option should only be used for workers directly engaged by the provider who are not in risk-assessed roles.

Other	A person involved in the incident who is not directly employed or otherwise engaged by the registered provider in either a risk-assessed or non-risk-assessed role. This may include contracted or agency workers (that are not linked to your profile), family members, NDIS participants not supported by your organisation, carers, advocates, informal supports, visitors, healthcare professionals from another organisation, or members of the public. Provide as much identifying information as possible when selecting this option.
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Incident involvement (as required in section 5)

Option	Definition
Associated (also referred to as the Subject of Allegation)	A worker, participant, or any other individual who is alleged to have been involved in, or contributed to, an incident arising in connection with the delivery of NDIS supports or services to a person with disability. The alleged involvement may result from an intentional or unintentional act or omission. An Associated Person cannot also be the Impacted Person in relation to the same incident.
Witness	A worker, participant or any other person who was present at the time of, or has information about an incident that has occurred in connection with the provision of NDIS supports and services to a participant.
Unknown/Unsure	A worker, participant, or any other individual who it is reasonably believed was present for, or has some awareness of the incident, however their role in the incident is not clear.

Actions and timelines

- **Immediate Safeguarding Actions:** Quick steps taken to keep the participant safe.
- **Key Timelines:** Dates when workers and managers first found out about the incident and/or when supports were commenced.

Categories

The main category of the incident, as per subsection 73Z(4) of the NDIS Act.

- Abuse of a PWD
- Death of a PWD
- Neglect of a PWD

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- Serious Injury of a PWD
 - Sexual Misconduct
 - Unlawful Physical Contact
 - Unlawful Sexual Contact
 - Unauthorised Restrictive Practice

Subcategories and causes

The Reportable Incident form has new fields introduced for Subcategory and Cause.

Each of the Primary Categories will have their own subcategory lists, and each of the subcategories will have their own associated causes.

The lists are designed to be logical, and flow and this document provides a full list of the subcategories, causes and their associated definitions. We have also included the use of an 'other' section where you can add free text to best capture the nature of the incident if a suitable option is not available to you.

- **Sub-category:** The general description of the incident type.
- **Cause:** The general description of the factors that led to the harm of the participant.

In some cases a sub-category or cause may be listed under multiple Primary categories. In this situation, the Commission request that the category of most impact to the participant be selected. For example:

- A medication error occurs but the harm/impact to the participant is low – no hospital visit was required etc. This should be reported under 'Neglect – Medication Error'.
- A medication error occurs where the participant suffers significant harm. This should be reported under 'Serious Injury – Medication Administration'.

Abuse of a PWD

Abuse includes any form of physical, emotional, psychological, financial, systemic or other abuse that occurs or is alleged to occur in connection with NDIS service delivery. This category includes patterns of, or repetitive abuse, punishments and abuse of human rights.

Subcategory	Cause	Definition
Decision making & coercion <i>Actions that restrict a participant from making their own decisions or exerting power and control over a participant impacting their human rights.</i>	Coercive Control	Continued patterns of behaviour that are intended to exert power and/or control over a participant.
	Gaslighting/Manipulation	Deliberately distorting reality, making someone question their own perception of reality and denying facts. The use of indirect, deceptive or underhanded tactics to control or influence a participant.
	Withholding choice and control	Restricting or preventing a participant from making decisions about their own life, supports or preferences.
	Other	Other behaviour that restricts a participant's decision making, choice or control.
Financial or property abuse <i>Improper or illegal use of money (including NDIS funds where they are managed by the participant), property, resources or assets of a participant, including improperly withholding finances and coercing or misleading the participant as to how the funds or property will be used.</i>	Damage to property	Intentional damage to a participant's belongings, home, equipment or other property.
	Exploitation	Taking unfair advantage of a participant for personal, financial or material gain.
	Fraud	The intentional act of deceiving a participant or entity to obtain money, property, services, or a benefit to which they are otherwise not entitled.
	Limit/withhold access to personal finances	Preventing or restricting a participant from accessing or using their own money.
	Misuse or misappropriation of property	The unauthorised, improper, or fraudulent use of a participant's resources—including cash, physical property, and intangible assets.
	Scamming	The use of deception to gain money or possessions from a participant.
	Stealing money/property	Taking a participant's money, belongings or property without permission.
	Other	Other improper use or interference with a participant's money, property or resources.

Physical abuse <i>Non-accidental physical acts towards a participant that are intended to cause hurt or harm. Acts that result in the participant experiencing significant pain, shock or other unpleasant sensation. In some circumstances, acts of physical abuse will also amount to unlawful physical contact or assault, and may cause a serious injury to the participant.</i>	Basket Hold	Subduing a participant by wrapping your arm/s around their upper and/or lower body. Also known as a Bear Hug.
	Biting	Biting a participant.
	Burns/scalding	Inflicting a burn or scald to a participant through heat, liquid, fire or another source.
	Choking/strangulation	Restricting a participant's breathing or airway by choking, strangling or other similar force.
	Cuffs	Using handcuffs or similar restraints to restrict a participant's movement.
	Cutting/wounding	Inflicting cuts, wounds or puncture injuries to a participant.
	Forced meal support	Physically forcing a participant to consume a meal against their wishes. This may include holding their head, forcing their mouth open or using an item to prise their jaw open.
	Forced Restraint/Prone Supine Restraint	Subduing a participant by forcing them into a face-up or face-down position.
	Hair pulling	Pulling a participant's hair in a way that causes pain or distress
	Hitting/slapping/pinching/scratching/kicking	Using physical force such as hitting, slapping, pinching, scratching or kicking a participant.
	Pin downs	Subduing a participant by holding down their limbs or any part of the body, such as their arms or legs.
	Poisoning	Exposing a participant to a harmful substance or dose that may cause illness or injury. This could include chemicals, medications, illicit substances, toxic environments, food poisoning etc.
	Prolonged exposure to harsh temperatures	Intentional exposure to extreme heat or cold. This could be prolonged or short-term exposure.
	Pushing/shoving/Tripping/Rough handling	Using rough physical force that pushes, trips, shoves or handles a participant unsafely.

	Takedown Techniques	Subduing a participant by forcing them to free-fall to the floor or by forcing them to fall to the floor with support.
	Use of drugs on PWD	Administering or using drugs on a participant without lawful authority or clinical need.
	Use of weapon/item	Using a weapon or object to hurt, threaten or control a participant.
	Other	Other non-accidental physical act that causes pain, distress or harm to a participant.
Psychological / Emotional abuse <i>Verbal or non-verbal acts that cause significant emotional or psychological anguish, pain or distress including verbal taunts, threats of maltreatment, harassment, humiliation or intimidation, or a failure to interact with a participant or to acknowledge their presence.</i>	Blackmail	Threatening to reveal information to control, pressure, cause distress, or force a participant to do something that is demanded
	Bullying/blame	Repeated behaviour that intimidates, blames, belittles or targets a participant.
	Discrimination	Unfair or harmful treatment of a participant because of personal characteristics or identity.
	Excessive supervision	Unnecessarily monitoring or controlling a participant in a way that limits independence or privacy.
	Gaslighting/manipulation	Deliberately distorting reality, making a participant question their own perception of reality and denying facts. The use of indirect, deceptive or underhanded tactics to control or influence a participant.
	Harassment	Unwanted behaviour that intimidates, offends, humiliates or repeatedly targets a participant.
	Humiliation/intimidation	Behaviour that shames, frightens, demeans or pressures a participant.
	Punitive Practices	This may include aversive practices, removal of positive items/activities, limiting community opportunities, overcorrection, denying key needs, degradation or vilification.
	Scare/fear techniques	Using fear, threats or intimidation to influence or control a participant.
	Seclusion	Leaving a participant alone in a room or area and preventing them from leaving.
	Verbal abuse	Using words, tone or language that threatens, insults, humiliates or distresses a participant.
	Other	Other verbal or non-verbal behaviour causing psychological or emotional harm.
	Threats of harm to PWD	A threat to physically, emotionally or otherwise harm a participant.
	Threats to others	A threat to harm another person connected to or important to the participant.

Threats to PWD <i>Threats to cause harm to participant, property or others.</i>	Threats to pets	A threat to harm, remove or mistreat a participant's pet or companion animal.
	Threats to property	A threat to damage, destroy or remove a participant's property or belongings.
	Threats to reputation	A threat to damage a participant's reputation, relationships or standing with others.
	Threats to safety	A threat to place a participant's safety, security or wellbeing at risk.
	Threats to supports and services	A threat to remove, reduce or interfere with a participant's supports or services.
	Other	Other threats intended to frighten, control or cause distress to a participant.
Other	Other - free text	Other abuse-related behaviour not captured by the listed subcategories or causes.

Death of a PWD

The death of a participant that occurs in connection with the provision of NDIS supports or services.

Primary cause of death (if known)	Definition / Description
Accident/Injuries/Falls	An unplanned event resulting in injury that either immediately or eventually results in death.
Age related condition	Death resulting from a condition associated with the ageing process.
Assault/Violence	Any act of violence that results in death.
Bowel condition	Death resulting from a condition affecting the normal function of the bowel, including constipation, bowel obstruction or other gastrointestinal disorder.
Cancer	Death resulting from the progression of a diagnosed cancer.
Choking	Death resulting from partial or complete blockage of the airway.
COVID-19/Influenza	Death resulting from viral respiratory infections.
Degenerative condition	Death resulting from a condition that causes the gradual, progressive breakdown of cells, tissues, or organs, leading to worsening function over time. E.g. Multiple Sclerosis, Motor Neuron Disease, Huntington's Disease etc.
Diabetes	Death resulting from complications relating to diagnosed Diabetes.
Digestive/Eating Disorders	Death resulting from conditions that affect how a participant consumes, digests, absorbs or thinks about food.
Drug/Alcohol toxicity	Death resulting from excessive use, overdose, or adverse effects of alcohol, medications (prescribed or not), or illicit substances.
Epilepsy/Seizure	Death resulting from complications relating to a seizure or seizure disorder.
Heart Disease/Heart Attack	Death resulting from heart disease, including acute events such as heart attacks.
Organ Failure/Disease	Death resulting from a disease / failure that impacts the normal functioning of an organ.
Neglect	Death resulting from an intentional or unintentional failure to provide necessary care, support, supervision or services.
Poisoning	Death resulting from exposure (intentionally or unintentionally) to substances that cause harm when swallowed, inhaled, injected or absorbed.
Polypharmacy	Death resulting from the use of five or more medications, or two or more psychotropic medications at the same time.

Respiratory failure/Disease/Asthma	Death resulting from progression of a diagnosed condition, or an acute event, affecting the lungs or respiratory system, impairing the ability to breathe or oxygenate the blood effectively.
Restrictive Practices	Death resulting from the implementation of any restrictive practice.
Septicaemia/Infection	Death resulting from progression of an infection (bacteria, virus, fungus, or other microorganism).
Stroke	Death resulting from interrupted blood flow to the brain, or bleeding within the brain.
Suicide/Self harm	Death resulting from intentional self-injurious behaviour including suicide attempts or intentional acts of self-harm regardless of intent to die.
Other	Death resulting from another cause not otherwise listed.

Neglect of a PWD

Neglect includes an action, or a failure to act, by a person who has care or support responsibilities towards a participant. Neglect can be a single significant incident where a registered NDIS provider or worker fails to fulfil a duty, resulting in actual harm to a participant, or where there is the potential for significant harm to a participant. Neglect can also be ongoing, repeated failures by a registered NDIS provider or worker to meet a person with disability's physical or psychological needs.

Subcategory	Cause	Definition
Care plans <i>Incidents involving failures in relation to one of more participant specific care plans (Care Plans are personalised, written documents that detail a participant's specific health, personal, and social needs, outlining the support, treatments, and goals to achieve, ensuring consistent, high-quality care across different providers and settings.) Please upload a copy of the selected care plan being used at the time of the incident with the submission of your report.</i>	Expired / Not Reviewed	A required care plan had expired or was not reviewed when needed.
	Inadequate Plans and Report Writing	A care plan or report lacked enough detail, accuracy or clarity to guide safe support.
	Inadequate Training to Plan	Staff were not adequately trained to understand or implement the participant's care plan.
	Incomplete	A required care plan was missing key information needed to guide safe support.
	Incorrect Plan Followed	Staff followed the wrong care plan, another person's plan or an outdated version of the plan.
	Not Followed	A required care plan was not followed when providing support to the participant.
	Not Written by Suitably Qualified Professional	A care plan was developed by a person without the necessary qualifications or expertise.
	Other	Another care plan issue not otherwise listed.
	Failure to Provide Meals	Meals were not provided as required to meet the participant's needs.

Clothing/ food <i>The failure to provide the necessities for a participant's health and wellbeing including access to suitable clothing and fresh food.</i>	Food/Drink Incorrectly Prepared	Food or drink was prepared contrary to the participant's support needs or plan.
	Inadequate Access to Fresh Food / Water	The participant did not have adequate access to, or provision of, fresh food, safe drinking water or fluids.
	Malnutrition	The participant's nutritional needs were not met, resulting in poor or unsafe nutrition.
	Suitable Clothing for Weather Conditions	The participant was not provided with clothing suitable for the weather or conditions.
	Unclean/Ill Fitting Clothing or Shoes	The participant was provided with clothing or shoes that were unclean, unsafe or did not fit properly.
	Withholding Food (consider if URP)	Food was withheld from the participant, or meal sizes were reduced. E.g. there was only sufficient money to purchase groceries to cover 5 days, so meals were reduced to last the week.
	Other	Another clothing or food-related failure not otherwise listed.
Equipment and aids <i>Failure in relation to equipment, aids, assistive technology, and environmental modifications which assist participants to move safely, maintain independence and engage in daily activities.</i>	Access to Communication Aids	The participant was not given access to required communication aids or supports. This could include incidents where an electronic communication aide is not kept appropriately charged or the aid is placed in an inaccessible location.
	Access to Mobility Aids	The participant was not given access to required mobility aids or equipment. This could include placing the participants walker out of reach.
	Access to Other Aids	The participant was not given access to other required aids or assistive technology. This could include accessible specific equipment such as ergonomic cutlery, continence aids etc.
	Maintenance and Repairs	Required equipment or aids were not maintained, repaired or replaced when needed.
	Purchase and Supply	Required equipment or aids were not purchased, supplied or made available when needed. This could include failing to source mobility aids recommended by hospital physiotherapy following discharge.
	Training	Staff were not trained to safely use or support the participant's equipment or aids.

Failure to act / Reckless act <i>Failure to take action or prevent action that may lead to harm of a participant.</i>	Exposing/Repeated Exposure of a PWD to a High-Risk Situation	The participant was exposed to a known or repeated risk without appropriate action being taken. E.g. Encouraging the participant to visit an individual that is known to be abusive because the worker is friends with them.
	Failure to Demonstrate Duty of Care	Failure to take reasonable steps to prevent foreseeable harm. E.g. The light at the front door outside is broken and no action is being taken to repair it. The participant has tripped on the stairs multiple times while returning home at night.
	Failure to Exercise Sound Judgement	Failure to objectively assess a situation, weigh evidence, and consider consequences to make a reasonable decision. E.g. Worker decides to take a participant on crowded public transport rather than in their own car. The participant is known to be triggered by crowds/noise, and this leads to escalated behaviour and an incident with a community member.
	Failure to Provide Essential Supports / Cessation of supports	Failure to provide basic and necessary requirements including assistance, supports and services. E.g. Provider does not give sufficient notice of cessation of service which includes accommodation.
	Failure to Report Abuse	Known or suspected abuse was not reported through required channels.
	Failure to Seek Immediate Help	Immediate assistance was not sought when the participant needed urgent help or support. E.g. Participant contacts provider's office and requests help as there is a stranger trying to enter their house. Worker takes no action.
	Failure to Take Immediate/Appropriate Action	Appropriate action was not taken promptly to reduce risk or respond to the participant's needs. E.g. Participant discloses suicidal intent, and the worker takes no action to seek support or assistance.
	Worker error/competency	A worker's mistake, lack of skill or lack of competency contributed to the incident.
	Other	Another failure to act or reckless act not otherwise listed.
Medical / Health care and allied health <i>Failures relating to seeking appropriate medical, mental</i>	Failure to access medical or other care	The participant was not supported to access required medical, dental, mental health or allied health care. E.g. The participant expresses they are experiencing chest pain. The worker makes the decision to wait a few hours to see if they improve before taking them to hospital.
	Inadequate plans and report writing	Health-related plans or reports lacked enough detail, accuracy or clarity to guide safe care.

<i>health or allied health support, or providing support as directed by medical, mental health or allied health professionals. (doctors, nurses, dentists, physiotherapists, psychologists, speech therapists and dieticians etc.)</i>	Inadequate provision of NDIS funded medical/allied health services	NDIS-funded health or allied health supports were not provided adequately or as required. This could be failure by a worker to schedule, attend or deliver required appointments e.g. regularly cancelling a participant's appointments.
	Inadequate Wound Care	A wound was not monitored, treated or escalated appropriately.
	Unsuitably qualified professionals	Health or allied health support was provided by a person without suitable qualifications.
	Untrained staff (to procedure)	Staff were not trained to follow a required health care procedure.
	Untreated infection	Signs of infection were not treated, monitored or escalated appropriately.
	Other	Another medical, health care or allied health-related failure not otherwise listed.
Medication error <i>A mistake involving the storage, administration or provision of medication to a participant. This does not include refusal of medication by the participant, but all refusals should be clearly documented.</i>	Ceased Medication	Prescribed or required medication that has been stopped without appropriate authority or direction, or a medication being administered after it has been ceased.
	Expired Medication	Medication was administered or supplied past its expiry date.
	Failure to Administer	A prescribed or required medication was not administered
	Incorrect Day/Time	Medication was administered on the wrong day or at the wrong time. e.g. AM medication is administered instead of PM medication.
	Incorrect Dose	The wrong dose of medication was administered or supplied.
	Incorrect Medication	A medication other than what is scheduled being administered.
	Incorrect Person	Medication was administered or supplied to the wrong person.
	Incorrect Route/Administration	Medication was administered by the wrong route or method. E.g. Suppository medication administered orally,
	Incorrect Storage	Medication was not stored appropriately/safely or was outside of required storage conditions e.g. medication requiring refrigeration was left out.
	Not Appropriately Trained	Medication was handled by a worker who was not appropriately trained. E.g. Insulin administered by a worker that has not completed subcutaneous injection training or a new worker administering medication before completing any medication administration training.

	Not in accordance with plan	Medication support was not provided in line with the participant's medication plan. E.g. scheduled pain relief was not given as the worker felt the participant didn't need it or topical cream prescribed for application to left elbow is applied to whole left arm.
	Other	Another medication error not otherwise listed.
Missing Person <i>A participant whose location is unknown, and there are genuine concerns for their safety, well-being, or welfare. Please advise the NDIS Commission in your report if the participant has now been located.</i>	Circumstances Unknown	The participant's location is unknown, and the circumstances are not clear.
	Forced to Accompany Others	Participant was compelled to go along with someone against their will.
	Forced to Leave Service/Property / Eviction	Services were ceased or the participant was evicted from the premises before appropriate housing was arranged.
	Left Premises Without Support	The participant left the premises without required support or supervision.
	Participant Failed to Return Home	Participant accessed the community independently but did not return at the expected time and has not been contactable.
	Participant Was Not at Home Upon Staff Arrival	Staff arrived at the participant's home to find them not present. There was no prior notice and contact attempts have been unsuccessful.
	Protocol Not Implemented/Existing	A missing person protocol was not in place or was not implemented when required.
Personal care <i>Assistance provided to a participant with their daily living and hygiene routines.</i>	Other	Another missing person circumstance not otherwise listed.
	Bathing / Showering	Required support with bathing or showering was not provided safely, regularly or adequately.
	Continence Support	Required support with continence care was not provided safely, regularly or adequately.
	Duty of Care	Reasonable care was not taken to meet the participant's personal care needs. E.g. a participant who experiences incontinence refuses an initial offer of assistance to change. No further support is offered or escalation occurs, and the participant remains soiled for a significant period of time.
	Failure to Address Personal Needs	The participant's personal care or hygiene needs were not addressed when required. E.g. the participant experiences incontinence during the night and the worker on shift does not take any action to assist, leaving it for the next shift.
	Oral Hygiene	Required support with oral hygiene or dental care was not provided.

	Podiatry	Required support with foot care or podiatry needs was not arranged or provided.
	Prolonged Failure to Address Personal Needs	Personal care needs were not addressed over an extended period. E.g. the participant is not supported to bathe or shower for weeks.
	Skin Integrity	Required support to maintain or monitor skin health was not provided. E.g. regular position changes were not completed as prescribed, leading to the start of a pressure injury.
	Other	Another personal care-related failure not otherwise listed.
Seclusion <i>A participant who is left in a room or a space alone and prevented from leaving. For example, a locked room or being told that they cannot leave even if the door is open. When reported under the Category of Neglect, Seclusion relates to a participant experiencing isolation, exclusion or confinement as a result of failure to provide the required care, support, or supervision, either intentionally or unintentionally.</i>	Inability to Access Staff Support	The participant could not access staff support while secluded or left alone.
	Left Alone for Prolonged Periods	The participant was left alone for longer than was safe or appropriate.
	Secluded to Room or Area	The participant was left alone in a room or area and prevented from leaving.
	Social Isolation	The participant was isolated from social contact, connection or community participation.
	Other	Another seclusion-related neglect concern not otherwise listed.
Shelter and accommodation <i>Provision of basic human right to protection from elements and danger including a participant's home, apartment,</i>	Access to Clean Water	The participant did not have reliable access to clean and safe water.
	Disrepair / Failure to Maintain / Cleanliness	The participant's home or accommodation was not maintained in a clean, safe or usable condition.
	Electrical Hazards / Fire Alarms	Electrical hazards or fire safety systems were not addressed or maintained safely.
	Furnishings	Furniture or household items were unsafe, unsuitable or not provided as required. E.g. the participant only has a mattress on the floor.

<i> dwellings or other sites that are attended which could include day programs, workplaces etc.</i>	Hazardous Items / Sharp Objects	Hazardous items or sharp objects were not repaired, secured or removed from the participant's environment.
	Heating/Cooling	Heating or cooling was inadequate to maintain a safe and comfortable living environment.
	Homeless (or at risk of)	The participant was homeless or at risk of homelessness due to lack of safe accommodation.
	Infestation - Insects/Rodents	A large number of insects, rodents or pests are/were present
	Mould Growth	There is or was mould present creating a health or safety concern.
	Neglect to Home and Environmental Supports	Home or environmental supports were not maintained to meet the participant's needs. E.g. Broken handrails on stairs are not repaired,
	Plumbing / Leaks / Dampness	Plumbing, leaks or dampness were not repaired or managed appropriately.
	Security	Security issues were not addressed to keep the participant or property safe E.g. windows don't close, door doesn't lock etc.
Supervisory neglect <i>An intentional or reckless failure to adequately supervise or support a participant that results in, or has the potential to result in, the death of, or significant harm to, the participant and may also involve a gross breach of professional standards.</i>	Distracted From / Non-Responsive to Needs	Staff were distracted from, or did not respond to, the participant's support needs. This might include excessive use of a mobile phone, ignoring requests for help or electing to spend time with other participants.
	Failure to Attend Shift / Left Unattended	Staff did not attend a scheduled shift or left the participant without required supervision. E.g. the worker left the participant alone while they went out to get lunch.
	Failure to Follow Plan/Procedure	A required plan, procedure or supervision arrangement was not followed. E.g. Participant that requires line of sight supervision due to known risks is taken to the community pool and the worker sits in the café.
	Inadequate Staffing Ratios	There were too few staff to safely meet the participant's supervision or support needs.
	Inadequate Training	Staff were not adequately trained to safely supervise or meet the support needs of the participant.
	Neglect resulting in injury/health issue	Neglect contributed to an injury, illness or deterioration in the participant's health. E.g. A worker supporting a child participant is outside on the phone. The child climbs the kitchen cabinets and falls, sustaining an injury.

	Secluded Staff from Participant	Staff separated themselves from the participant in a way that prevented supervision or support. E.g. staff locked themselves in the staff room with no windows or way of monitoring the participant.
	Secluded Participant from Staff	The participant was separated from staff in a way that prevented access to support. E.g. worker did not realise the participant was in the backyard when they locked the house for the night.
	Sleeping on Shift	A staff member slept while responsible for supervising or supporting the participant.
	Other	Another supervisory neglect concern not otherwise listed.
Systemic <i>Failure to recognise, provide, or attempt to provide adequate or appropriate services, including services that are appropriate to the participant's age, gender, culture, disability support needs or preferences, that has a significant physical, emotional or psychological impact on the participant.</i>	Administrative Governance/Record Keeping	Administrative, governance or record keeping failures affected safe or appropriate service delivery. E.g. there is no formal process in place for communicating updates to a participants medication chart which has resulted in medication errors. Minutes from team meetings are not taken or distributed resulting in inconsistent service delivery.
	Emergency/Disaster Planning	Emergency or disaster planning was inadequate for the participant's safety or support needs. E.g. Participant with a ventilator has no back up power in the case of a power outage.
	Funding	Inappropriate use of funding has resulted in exhaustion of a participant's plan, or no action has been taken to request a Change of Circumstances or funding review when new risks to a participant are identified.
	Policy/Procedures	Organisational policies or procedures were missing, inadequate or not followed.
	Rostering	Rostering arrangements did not provide appropriate or reliable support for the participant/s. E.g. consistent rostering errors resulting in missed supports.
	Staffing/Resourcing	Staffing or resourcing was insufficient to safely meet the participant's needs.
	Training	Training systems were inadequate to support safe and appropriate service delivery. E.g. new staff are rushed into supports without completing appropriate training and onboarding.
	Transition Procedures/Continuity Planning	Transition or continuity planning was inadequate to maintain safe and consistent supports.

	Other	Another systemic service failure not otherwise listed.
Other	Other – free text	Other neglect-related behaviour not captured by the listed subcategories or causes.

Serious Injury of a PWD

A serious injury is any injury that occurs (or is alleged to occur) to a participant while NDIS supports/services in connection with and results in significant harm often requiring hospital treatment. A medical event on its' own is not a reportable incident.

Subcategory	Cause	Definition
Burns	Chemical	A serious burn caused by contact with a harmful chemical substance e.g. drain cleaner, bleach etc.
	Cigarettes	A serious burn caused by contact with a lit cigarette or other smoking material.
	Electrical	A serious burn caused by contact with electricity or an electrical source.
	Fire / flame	A serious burn caused by direct exposure to fire/flames.
	Friction	A serious burn caused by repeated rubbing or forceful contact with a surface e.g. carpet burn.
	Hot liquid / water	A serious scald or burn caused by hot liquid, steam or water.
	Sunburn	A serious burn caused by prolonged or unsafe exposure to the sun.
	Touch hot item	A serious burn caused by making contact with a hot object or surface.
	Other	A serious burn caused by another identified source not otherwise listed.
	Unknown cause	A serious burn where the cause has not been identified or confirmed.
Choking / breathing	Food / drink	A serious choking or breathing incident involving food or drink.
	Food / drink - incorrectly prepared	A serious choking or breathing incident involving food or drink not prepared in line with the participant's support needs or care plan.
	Near drowning	A serious breathing incident where the participant was submerged for a period of time, restricting their ability to breathe.
	Object (non-food item)	A serious choking or breathing incident involving an object that is not food becoming lodged in the airway.
	Strangulation	A serious breathing incident caused by pressure or constriction around the neck or airway.
	Suffocation	A serious breathing incident caused by blocked air supply or inability to breathe.
	Other	A serious choking or breathing incident caused by another identified factor not otherwise listed.

	Unknown cause	A serious choking or breathing incident where the cause has not been identified or confirmed.
Concussion / head injury	Fall - medical cause	A serious head injury caused by a fall linked to a medical event or condition. E.g. head injury following a fall associated with a seizure.
	Fall from height	A serious head injury caused by falling from an elevated surface or height.
	Fall - other	A serious head injury caused by a fall not otherwise described.
	Impact from moving / falling object	A serious head injury caused by being struck by a moving or falling object.
	Impact from person	A serious head injury caused by contact or impact from another person.
	Self-harm	A serious head injury caused by intentional self-injurious behaviour such as headbanging against a surface or hitting self in the head.
	Sporting accident	A serious head injury sustained during sport, recreation or physical activity.
	Vehicle Collision	A serious head injury caused by a collision involving a vehicle. This could include incidents where the participant is in a vehicle, or is hit by a vehicle.
	Other	A serious head injury caused by another identified factor not otherwise listed.
	Unknown cause	A serious head injury where the cause has not been identified or confirmed.
Deep cuts / wounds	Fall	A deep cut or serious wound caused by a fall.
	Machinery	A deep cut or serious wound caused by contact with machinery or equipment.
	Sharps / broken object	A deep cut or serious wound caused by a sharp or broken object.
	Sporting accident	A deep cut or serious wound sustained during sport, recreation or physical activity.
	Vehicle collision	A deep cut or serious wound caused by a collision involving a vehicle. This could include incidents where the participant is in a vehicle, or is hit by a vehicle.
	Weapon	A deep cut or serious wound caused by a weapon or item used as a weapon.
	Other	A deep cut or serious wound caused by another identified factor not otherwise listed.
	Unknown cause	A deep cut or serious wound where the cause has not been identified or confirmed.
Significant bruising	Fall	Significant bruising caused by a fall.
	Impact with object	Significant bruising caused by impact with an object.

	Impact from person/Self Harm	Significant bruising caused by contact with another person or self-injurious behaviour.
	Medical condition / Medication symptom	Significant bruising linked to a medical condition or medication side effect.
	Sporting accident	Significant bruising sustained during sport, recreation or physical activity.
	Vehicle Collision	Significant bruising caused by a collision involving a vehicle. This could include incidents where the participant is in a vehicle, or is hit by a vehicle.
	Weapon	Significant bruising caused by a weapon or item used as a weapon.
	Other	Significant bruising caused by another identified factor not otherwise listed.
	Unknown cause	Significant bruising where the cause has not been identified or confirmed.
Fractures / Joint/ muscle injuries	Equipment	A fracture, joint or muscle injury caused by the use of, failure of, or other interaction with equipment. E.g. Injury resulting from a wheelchair malfunction.
	Fall	A fracture, joint or muscle injury caused by a fall.
	Impact from person	A fracture, joint or muscle injury caused by contact or impact from another person.
	Impact with object	A fracture, joint or muscle injury caused by impact from or collision with an object.
	Medical condition / Medication symptom	A fracture, joint or muscle injury linked to a medical condition or medication side effect. E.g. pathological fractures
	Sporting Accident	A fracture, joint or muscle injury sustained during sport, recreation or physical activity.
	Vehicle Collision	A fracture, joint or muscle injury caused by a collision involving a vehicle. This could include incidents where the participant is in a vehicle, or is hit by a vehicle.
	Other	A fracture, joint or muscle injury caused by another identified factor not otherwise listed.
	Unknown cause	A fracture, joint or muscle injury where the cause has not been identified or confirmed.
Medication Administration (resulting in injury)	Ceased medication	A serious injury resulting from a prescribed or required medication that has been stopped without appropriate authority or direction, or a medication being administered after it has been ceased.
	Expired medication	A serious injury resulting from administration of medication past its expiry date.

	Failure to administer	A serious injury resulting from a required medication not being administered or supplied
	Incorrect medication	A serious injury resulting from a medication other than what is scheduled being administered.
	Incorrect person	A serious injury resulting from medication being administered or supplied to the wrong person.
	Incorrect dose	A serious injury resulting from an incorrect dose of medication being administered or supplied.
	Incorrect day / time	A serious injury resulting from medication being administered on the wrong day or at the wrong time e.g. AM medication is administered instead of PM medication.
	Incorrect route / administration	A serious injury resulting from medication being administered by the wrong route or method. E.g. New Norspan patch is applied to the same area as the previous patch resulting in serious skin integrity breakdown or a suppository medication is administered orally and requires medical attention.
	Participant refusal	A serious injury associated with a participant refusing prescribed or required medication. E.g. participant has refused administration of insulin for multiple days and has developed diabetic ketoacidosis.
	Other	A serious injury resulting from another medication administration issue not otherwise listed.
Self-Harm	Asphyxiation/ near drowning	Self-injurious behaviour involving restricted breathing, asphyxiation or near drowning.
	Burns/ Electrocution	Self-injurious behaviour involving burns, scalds or contact with electricity.
	Collision	Self-injurious behaviour involving deliberate collision with an object or person e.g. participant driving/riding a vehicle intentionally into a tree.
	Eating non-food items	Self-injurious behaviour involving eating or ingesting non-food items.
	Head injury	Self-injurious behaviour resulting in a serious head injury such as repeated head banging against wall, floor or another object
	Hitting self with object	Self-injurious behaviour involving hitting oneself with an object.
	Jumping in front of moving vehicle	Self-injurious behaviour involving moving into the path of a vehicle.

	Poisoning/Overdose	Self-injurious behaviour involving poisoning, overdose or harmful substance use. This could include intentional consumption of illicit substances, chemicals etc.
	Shooting	Self-injurious behaviour involving a firearm or shooting-related injury.
	Starvation and dehydration	Self-injurious behaviour involving refusal or restriction of food, fluids or nutrition.
	Suffocation (Strangulation / Hanging)	Self-injurious behaviour involving suffocation, strangulation or hanging.
	Wounding/Cutting	Self-injurious behaviour involving cutting, wounding or use of a sharp object.
	Other	Self-injurious behaviour resulting in serious injury by another method not otherwise listed.
Substance abuse (resulting in injury)	Alcohol related	A serious injury associated with alcohol use or intoxication.
	Illicit drugs related	A serious injury associated with illicit drug use or intoxication.
	Inhalants related	A serious injury associated with inhalant use or exposure.
	Prescribed medication	A serious injury associated with misuse or adverse effects of prescribed medication.
	Other	A serious injury associated with substance use not otherwise listed.
Other	Other	Other serious injury-related incidents not captured by the listed subcategories or causes.

Sexual Misconduct

Sexual misconduct includes sexual acts against or in the presence of a participant and/or the grooming of a participant for sexual activity in connection with the provision of NDIS supports or services. **This category does not require actual physical contact; inappropriate sexual behaviour alone is enough.**

Given the nature of sexual misconduct, a worker would generally be the subject of allegation.

Subcategory	Cause	Definition
Acts of indecency <i>An act of a sexual nature with or towards a participant but does not have any direct physical contact.</i>	Exposure (flashing)	Exposing private body parts to a participant in a sexualised, inappropriate or distressing way.
	Personal care	Using personal care as an opportunity for sexualised, inappropriate or unnecessary conduct.
	Showing pornography/distressing material	Showing a participant pornography or sexualised material that is inappropriate, distressing or exploitative.
	Watching PWD dressing/undressing	Watching a participant dress or undress without a valid support-related reason or consent.
	Other	Another sexualised act without direct physical contact not otherwise listed.
Crossing professional boundaries <i>Deviating from appropriate conduct in a professional relationship.</i>	Contact outside of hours	Contacting a participant outside support hours for reasons unrelated to their support or wellbeing.
	Rewards/bribes	Offering rewards, gifts or benefits to influence a participant or create inappropriate dependence.
	Special relationship/friendship	Creating a personal or special relationship that goes beyond appropriate professional boundaries.
	Social media/online relationships	Engaging with a participant online in a personal, secretive or inappropriate way.
	Suggestive language	Using sexualised, flirtatious or suggestive words or comments with a participant.
	Threats/punishment	Using threats, punishment or consequences to influence a participant's behaviour or relationship with the worker.
	Use of pornography	Introducing, discussing or using pornography in a way that breaches professional boundaries.

	Use of 'innocent' non-sexual contact/Flirting	Using apparently non-sexual contact, attention or flirting to test or cross professional boundaries.
	Other	Another professional boundary breach with a sexualised or inappropriate element not otherwise listed.
Grooming behaviour <i>Behaviour that is intended to befriend a participant, to persuade them to engage in sexual activity.</i>	Beginning to sexualise a relationship	Gradually shifting a support relationship toward sexualised talk, contact or expectations.
	Bribe/blackmail to engage in sexual activity/imagery etc	Using bribes, pressure or blackmail to obtain sexual activity, images or sexualised behaviour.
	Inappropriate compliments/conversation	Using personal, sexualised or intimate comments to build inappropriate closeness with a participant.
	Inappropriate play/touch/physical contact	Using play, touch or physical contact to test boundaries or normalise sexualised contact.
	Isolation from family/peers	Separating a participant from trusted people to increase dependence, secrecy or control.
	Manipulation to gain trust or gain power	Using deceptive or controlling behaviour to gain a participant's trust, dependence or compliance.
	Online grooming	Using online communication to build inappropriate trust, secrecy or sexualised contact with a participant.
	Overnight stays	Arranging or encouraging overnight stays to create inappropriate access, secrecy or dependence.
	Provision of gifts, rewards or bribes	Giving gifts, rewards or benefits to gain trust, secrecy or compliance.
	Secret keeping	Encouraging a participant to hide contact, conversations or behaviour from others.
	Spending excessive time alone with participant	Spending unnecessary time alone with a participant to increase access, secrecy or influence.
	Threats/punishment/blame	Using threats, punishment or blame to control a participant or maintain secrecy.
	Use of pornography	Using pornography to sexualise, desensitise or manipulate a participant.
	Other	Other behaviour intended to prepare, manipulate or persuade a participant for sexual activity.
	Manipulation	Using manipulation to pressure or influence a participant into sexual activity or compliance.

Sexual coercion <i>Includes abusive behaviours, emotional manipulation, or aggression used to punish, guilt-trip, or force a participant into compliance after they have said "no" to sexual activity.</i>	Negative reactions when declined	Responding with anger, withdrawal, blame or punishment when a participant refuses sexual activity.
	Removing choice about sexual relationships	Limiting or controlling a participant's ability to make decisions about sexual relationships.
	Repeated/persistent attempts to wear someone down	Persistently pressuring a participant after refusal to make them comply with sexual activity.
	Threats/punishment/blame	Using threats, punishment or blame to pressure a participant into sexual activity.
	Use of guilt strategies	Making a participant feel guilty or responsible to pressure them into sexual activity.
	Verbal/emotional pressure	Using words, emotional pressure or persistence to push a participant toward sexual activity.
	Other	Another coercive behaviour used to pressure a participant into sexual activity or compliance.
Sexually explicit comments <i>Inappropriate and misplaced teaching or discussion about sex delivered to a participant.</i>	Asking sexually related questions	Asking a participant sexual questions that are unnecessary, inappropriate or intrusive.
	Discriminatory comments	Making sexualised or inappropriate comments linked to a participant's personal characteristics or identity.
	Flirting	Using flirtatious comments or behaviour with a participant in an inappropriate or sexualised way.
	Verbal Harassment	Repeated or unwanted sexualised comments, remarks or verbal behaviour directed at a participant.
	Inappropriate language/dirty jokes	Using sexual jokes, language or innuendo that is inappropriate or distressing.
	Sexualised comments regarding appearance	Making sexualised or inappropriate comments about a participant's body, clothing or appearance.
	Sexually driven conversation	Starting or continuing conversations focused on sexual topics without a valid support-related reason.
	Sexual 'education'	Providing sexual information or instruction in an inappropriate, unnecessary or exploitative way.
	Other	Another sexually explicit comment or discussion not otherwise listed.

Other	Other	Other sexual misconduct-related behaviour not captured by the listed subcategories or causes.
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Unlawful Physical Contact

Unlawful Physical Contact encompasses any physical behaviour towards a participant that is an offence under any criminal statute of a state or territory. While the types of physical contact and assault offences that are unlawful will differ between each state and territory, a physical assault generally includes any act by which a person intentionally uses unjustified physical force against a person without the person's consent. A physical assault can also occur if a person causes another person to reasonably fear that unjustified force would be used against them.

Unlawful physical contact with a person with disability is not a reportable incident where the contact with, and impact on, the person with disability is deemed negligible.

Subcategory	Cause	Definition
Actual bodily harm <i>Any injury that is more than temporary or trivial, that may include bruises, cuts, swelling, and significant psychological harm, resulting from an assault.</i>	Bruising	Bruising caused by unlawful physical contact or assault.
	Scratches	Scratches or abrasions caused by unlawful physical contact or assault.
	Minor Fracture	A minor broken bone caused by unlawful physical contact or assault.
	Other	Another non-trivial injury caused by unlawful physical contact or assault.
High Risk Harm – Physical <i>Practices that put a participant at a high risk of being harmed. This can include serious long-term physical or mental injury and even death.</i>	Shoving/Pushing	Forcefully pushing or shoving a participant in a way that creates a high risk of harm.
	Prone restraint (face down)	Holding or restraining a participant face down, creating a high risk of serious harm.
	Supine Restraint (face up)	Holding or restraining a participant face up, creating a high risk of serious harm.
	Basket hold/Physical Hold	Using a physical hold that restricts a participant's movement and creates a high risk of harm. Also known as a bear hug.
	Other	Another physical practice that places a participant at high risk of serious harm.
Serious harm <i>Severe physical or psychological harm often involving threat to life,</i>	Head Injury	A head injury caused by unlawful physical contact or assault.
	Psychological harm - significant/ongoing impact	Significant or ongoing psychological harm caused by unlawful physical contact or assault.
	Temporary Loss of Function	Temporary loss of movement, sensation or bodily function caused by unlawful physical contact.

<i>permanent impairment, or disfigurement.</i>	Other	Other severe physical or psychological harm caused by unlawful physical contact.
Grievous bodily harm <i>A serious physical injury caused to a participant, that may include broken bones, serious wounds, permanent injury or disfigurement, loss of bodily function or severe psychological injury.</i>	Permanent Disfigurement	Permanent visible injury or disfigurement caused by unlawful physical contact or assault.
	Transmission of Disease	Transmission of a disease caused by unlawful physical contact or assault.
	Permanent Disability Caused	A permanent disability or impairment caused by unlawful physical contact or assault.
	Life Threatening Injury	An injury caused by unlawful physical contact that places the participant's life at risk.
	Strangulation	Applying pressure to the neck or airway, restricting breathing or blood flow.
	Wounding	A serious wound or injury that breaks the skin caused by unlawful physical contact.
	Other	Other serious physical injury caused by unlawful physical contact or assault.
Threaten Physical Harm/Assault Verbal or physical act causing a participant to fear immediate unlawful violence.	Participant Perception of Immediate Danger	Behaviour that causes a participant to reasonably fear immediate physical harm.
	Liberty Deprivation (Seclusion)	Preventing a participant from leaving a room, area or situation without lawful authority through threats of harm, not physical locking of doors
	Other	Another threat or act causing fear of immediate unlawful physical harm.
Unjustified physical force <i>The application of physical contact, restraint, or violence against a participant that is unwarranted and unnecessary.</i>	By Another Participant	Unjustified physical force used against a participant by another participant.
	By Another Participant - Alleged	Alleged unjustified physical force used against a participant by another participant.
	By Worker	Unjustified physical force used against a participant by a worker.
	By Worker - Alleged	Alleged unjustified physical force used against a participant by a worker.

	By Family/friends	Unjustified physical force used against a participant by a family member or friend.
	By Member of the Public	Unjustified physical force used against a participant by a member of the public.
	Unknown	Unjustified physical force where the person responsible is unknown.
	Other	Other unjustified physical force not otherwise listed.
Other	Other	Other unlawful physical contact-related behaviour not captured by the listed subcategories or causes.

Unlawful Sexual Contact

Any unlawful sexual contact or assault of a participant that occurs, or is alleged to have occurred, in connection with the provision of supports or services. Unlawful sexual contact or assault encompasses any behaviour of a sexual nature that is an offence under any criminal statute of a state, territory or the Commonwealth.

Subcategory	Cause	Definition
Cyber based sexual offences <i>Use of digital technology for sexual harassment, exploitation, abuse, or non-consensual acts.</i>	Distribution of intimate images	Sharing, sending or making intimate images of a participant available without consent.
	Image based abuse	Creating, possessing, sharing or threatening to share intimate images to harm, control or exploit a participant.
	Online grooming	Using online communication to build trust, secrecy or dependence for sexual exploitation.
	Production of intimate images	Creating intimate images of a participant without consent or where consent cannot be given.
	Sexting	Sending or requesting sexual messages or images involving a participant in an unlawful or non-consensual way.
	Sexual extortion	Threatening or pressuring a participant to provide sexual images, activity or money.
	Other	Another technology-facilitated sexual offence not otherwise listed.
Grievous bodily harm <i>An action that has resulted in a serious injury including psychological harm, physical disfigurement, broken bones, internal injury or disease.</i>	Psychological harm - significant/ongoing impact	Serious and ongoing psychological harm caused by unlawful sexual contact or conduct.
	Serious Lacerations to genitals	Serious cuts or tearing to the genitals caused by sexual contact or assault.
	Sexually transmitted infection / disease	A sexually transmitted infection or disease acquired through unlawful sexual contact.
	Other	Other serious physical or psychological harm caused by unlawful sexual contact.
Intercourse without consent <i>The sexual penetration of a participant without their freely</i>	Forced Intercourse (by/from other PPT)	Sexual intercourse with a participant by another participant without consent.
	Forced Intercourse (by/from worker)	Sexual intercourse with a participant by a worker without consent.

<i>given and ongoing agreement, constituting rape. Also occurs when a participant is unable to consent.</i>	Forced Intercourse (by/from other)	Sexual intercourse with a participant by another person without consent.
	Other	Other sexual penetration of a participant without consent or where consent cannot be given.
Physical force <i>The direct application of bodily power, energy, or strength to a participant, causing impact, movement, or restraint.</i>	Exposure (flashing)	Exposing private body parts to a participant in a sexualised, threatening or non-consensual way.
	Kissing	Kissing a participant without consent, or using force, coercion or deception.
	Oral sex	Oral sexual contact involving a participant without consent, or using force, coercion or deception.
	Sexual intercourse	Sexual intercourse involving a participant without consent, or using force, coercion or deception.
	Sexual touch/interaction	Sexual touching or interaction involving a participant without consent, or using force, coercion or deception.
	Other	Other sexual contact involving physical force not otherwise listed.
Stalking and harassment <i>Unwanted, repeated behaviours that cause fear, distress, or significant disruption that may include surveillance or use of fear of violence.</i>	Stalking and harassment	Repeated unwanted sexualised contact, surveillance or behaviour that causes fear or distress.
	Other	Other stalking or harassment connected to unlawful sexual contact not otherwise listed.
Unlawful sexual contact <i>Sexual touching, act, or conduct performed without consent, involving force, coercion or deception.</i>	'Accidental' touch	Often premeditated, action where a person intentionally touches a participant in a sexual manner without consent, while attempting to disguise the action as an accident or a fleeting, unintended touch.
	Conduct during personal care	Sexual touching or conduct occurring during personal care without consent or legitimate care-related purpose.
	Desensitising PWD to touch	A gradual process of reducing a participant's physical or psychological sensitivity to sexualized contact.
	Oral sex	Oral sexual contact involving a participant without consent, or where consent cannot be given.

	Sexual harassment	Unwanted sexual behaviour, comments or contact that humiliates, intimidates or offends a participant.
	Sexual intercourse	Sexual intercourse involving a participant without consent, or where consent cannot be given.
	Touching/kissing	Sexual touching or kissing of a participant without consent, or where consent cannot be given.
	Other	Other unlawful sexual touching, act or conduct not otherwise listed.
Other	Other	Other unlawful sexual contact-related behaviour not captured by the listed subcategories or causes.

Unauthorised Restrictive Practice

This includes any restrictive practice that is not authorised under state/territory law or not included in a participant's Behaviour Support Plan. Restrictive practices involve the use of practices that have the effect of restricting the rights or freedom of movement of a participant. This can include restraint (chemical, mechanical, environmental or physical) and seclusion (keeping someone in isolation). Certain practices place participants at high risk of harm and are associated with adverse and catastrophic outcomes such as long-term psychological or physical injury and death. These include specific forms of physical restraint and punitive approaches. Some of these practices are also prohibited by law in some states and territories. The use of some of these practices may constitute abuse and/or neglect of a NDIS participant and should be reported accordingly.

Subcategory	Subtype	Definition
Environmental Restraint <i>Restriction of a person's free access to parts of their environment, including items or activities.</i> <i>In the case of children and young people, consideration must be given to whether the restriction is age appropriate, in line with community standards, and consistent with child safety and injury prevention practices that would be applied irrespective of whether the child or young person has a disability. Where this is the case, it would not be considered a regulated restrictive practice.</i>	Restricted access to activity	A participant is prevented from freely participating in an activity they would ordinarily want to do or be able to do. It includes telling a person they are not permitted to participate in an activity, refusing to support their participation, or restricting their access to items required for the activity (e.g., restricting access to a cricket bat needed to play cricket).
	Restricted access to alcohol	A participant aged 18 years or over is prevented from buying, consuming or possessing alcohol. It also includes refusing to support a person to lawfully acquire or consume alcohol and when their access to alcohol is limited. Note: Some limitations are part of the responsible service of alcohol or are required under another relevant law, this is not considered an environmental restraint. These laws apply to all people. There are laws in some States and Territories that allow for alcohol-related conditions or restrictions in certain settings, such as boarding houses. These are not considered an environmental restraint.
	Restricted access to cigarettes/vapes	A participant aged 18 years or over is prevented from buying, smoking or possessing cigarettes, nicotine, tobacco or vapes. It also includes refusing to support a person to lawfully acquire or smoke cigarettes or vapes, and when access to cigarettes or vapes is rationed, limited or controlled by others. Note: There are State and Territory laws about where people may smoke (e.g., smoking is prohibited on public transport, in vehicles with children, and may be

		<i>restricted to certain areas under strata laws or other relevant laws.) These restrictions apply to all people and are not considered an environmental restraint.</i>
	Restricted access to community	A participant is prevented from freely leaving their home or service environment to access the broader community and is required to remain on site <i>with</i> support workers or other people. It includes preventing a person from going outside, leaving the property or accessing the community. This may be implemented by locking doors, gates, windows or using other barriers such as high fences. It also includes telling a person they are not permitted to leave, or refusing to support them to access the community. Surveillance technologies, such as alarms and security cameras, may also support the implementation of this restriction when the person is unable to freely exit or believes they cannot leave. Note: <i>the use of containment, as defined in Queensland legislation (i.e., physically preventing free exit from the premises other than by secluding the adult) can be reported under this sub-type.</i>
	Restricted access to electronic devices/internet	A participant is prevented from freely accessing electronic devices or online / media content. This may include restricting access to devices such as iPads, laptops, mobile phones, gaming consoles, the internet or music, movies or games of a particular classification. It may be implemented by locking devices in a drawer or cupboard, placing them out of reach or by blocking access to specific websites or the internet. It may also include telling a person they are not permitted to use a device or the internet, or refusing to support their use. Note: <i>the removal of a person's communication device may constitute abuse.</i>
	Restricted access to finances	A participant is prevented from freely accessing, holding or spending their own money. It may be implemented by locking a person's cash, bank card or deposit book in a cupboard or drawer. It may also include telling a person they are not permitted to spend their money on certain items, or refusing to support them to spend their own money.

		Note: A financial guardian or administrator exercising their legally appointed function is not considered environmental restraint.
	Restricted access to food/drink	A participant is prevented from freely accessing specific food or drinks. It may be implemented by locking fridges, freezers, cupboards or placing them out of reach. It may also include telling a person they are not permitted to have certain food or drink, or refusing to support them to access food or drinks of their choice.
	Restricted access to household items	A participant is prevented from freely accessing specific household items, such as cables, cords, utilities (gas/water), household chemicals or remote controls. It includes removing items, reducing access or controlling when and how the items can be used. It may be implemented by using stove knob covers, latches or locks, securing items in place or closed, storing them in a locked cupboard or placing them out of reach. It may also include telling a person they are not permitted to use the household items, or refusing to support their use.
	Restricted access to object/item	A participant is prevented from freely accessing any item or object that is not covered by, or does not meet the criteria for, restricted access to household items or personal items. It may be implemented by removing the item or object from the person, locking it in a drawer, cupboard or another room or placing it out of reach. It also includes when a person is actively seeking to access an object or item and is told they are not permitted to access it, or where support to use it is refused. Note: Where a provider is responsible for the safe administration of medication, storing that medication securely (for example, in a locked cupboard) is generally not considered an environmental restraint. However, where this restriction is in response to the person attempting to self-harm through the misuse of medication, this would be considered an environmental restraint.
	Restricted access to personal items	A participant is prevented from freely accessing their own belongings. It may be implemented by locking items in a drawer, cupboard or another room or placing them out of reach. It may also include telling a person they are not permitted to have or use a personal item, or refusing to support their use.
	Restricted access to places/venues	A participant is prevented from freely entering or attending a specific location or community facility that they would ordinarily be free to access. This may include shopping centres, licensed premises, playgrounds and other community venues. It

		may be implemented by preventing their access, telling a person they are not permitted to attend a place or venue, or refusing to support their access.
	Restricted access to room/area	A participant is prevented from freely accessing part(s) of their environment that they should ordinarily be able to enter, such as a bedroom, kitchen or communal areas. It includes locking doors, gates or using other barriers. It also includes telling a person they are not permitted to access the area, or refusing to support them to access the space. Note: Some areas may be restricted due to their purpose, such as a staff room, a co-tenant's bedroom or an industrial kitchen or laundry. These spaces are used by workers and co-tenants and restricting entry without an invitation is <i>not</i> considered an environmental restraint.
	Restricted access to sharps	A participant is prevented from freely accessing sharp objects such as scissors, knives or razors. It may be implemented by locking sharp items in a drawer or cupboard, securing them or placing them out of reach. It may also include telling a person they are not permitted to use sharp items, or refusing to support their use.
	Restricted access to specific people	A participant's access to particular individuals or groups is restricted or limited. This may include situations where a person is prevented from seeing, communicating with, or interacting with a particular individual or a defined category of people. Note: <i>a lawful order that prohibits a person from contacting, associating with, or approaching a protected person is not considered a regulated restrictive practice. However, where a provider enforces compliance with a lawful order, these actions may amount to the use of environmental restraint.</i>
Seclusion <i>The sole confinement of a person with disability in a room or a physical space at any hour of the day or night where voluntary exit is prevented, or not facilitated, or</i>	Seclusion to setting or premises / Containment	A participant is alone inside a setting/premise and is prevented from freely exiting. It can occur in settings such as forensic disability units, aged care memory units, supported independent living (SIL) environments and group homes. It includes where locked doors, controlled entry and exit, perimeter barriers, constant supervision or surveillance monitoring are used to prevent free exit. Containment or seclusion to a setting or premises also includes when staff withdraw to a staff room or other space due to an identified risk of harm and the person remains alone in the setting and unable to freely exit.

<i>it is implied that voluntary exit is not permitted.</i> <i>In circumstances where the use of seclusion results in the denial of a person's basic needs this may constitute abuse or neglect.</i> <i>Where differentiating between seclusion and environmental restraint consideration should be given to whether the person is physically alone and unable to freely leave the space.</i>	Seclusion to a room	A participant is confined inside a room on their own and is prevented from freely exiting. It includes where the doors or windows are locked or when the person believes they cannot leave. Note: A person choosing to spend time in a room on their own for privacy or a specific activity is <i>not</i> considered seclusion.
	Seclusion to yard/outside	A participant is confined to an outside location (e.g., yard) on their own and is prevented from freely exiting. It includes where doors or gates are locked to prevent exit or re-entry or when the person believes they cannot leave or re-enter. Note: A person choosing to spend time outside on their own for privacy or a specific activity is <i>not</i> considered seclusion. The miss-use of this practice could result in harm, abuse or neglect if used in inappropriate conditions, considering the time of day, weather conditions and the person's access to basic needs and facilities.
	Other (mandatory free text)	Used as a last resort for any form of seclusion that is not covered by, or does not meet the criteria for, the other listed sub-types. Details must be provided.
Mechanical Restraint <i>The use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.</i> <i>Devices should be prescribed by an appropriately qualified health or allied health professional, meet relevant Australian safety standards</i>	Bed Rails	Rails attached to, or built into, the side of a bed to prevent a person from falling or leaving the bed without support. When used as a mechanical restraint, their primary purpose is to influence the person's behaviour. Note: Use of bedrails for therapeutic or non-behavioural purposes is <i>not</i> considered a mechanical restraint.
	Belt	A device worn around a person's waist to restrict a person's movement. It may be made of leather or other strong materials, with or without padding. When used as a mechanical restraint, its primary purpose is to influence the person's behaviour. For example, this includes when a belt is used to prevent a person from removing their clothing, or when a wheelchair belt is used to prevent a person from freely exiting their chair. Note: Use of a belt (including a wheelchair belt or walk belt) for non-behavioural or therapeutic purposes such as positioning, postural support, or to assist with safe

<i>and only be used for the purpose for which they were prescribed.</i>		transfers is <i>not</i> considered a mechanical restraint. Seatbelts, seatbelt guards and buckle guards when used during transport are also not considered a regulated restrictive practice.
	Buckle Cover (not safe transportation)	A device which prevents a person from undoing their belt. When used outside of transportation and for the primary purpose of influencing a person's behaviour, this constitutes mechanical restraint. Note: Use of a buckle cover or seat belt guard during transportation to ensure compliance with seatbelt laws is <i>not</i> considered a mechanical restraint. Its use for safe transportation is not dependent on whether a person displays behaviours of concern.
	Furniture	Furniture refers to when objects such as beds, chairs and tables, including attachable table trays are used to restrict a person's movement. When used as a mechanical restraint, its primary purpose is to influence the person's behaviour. Note: Use of furniture in ordinary everyday activities for therapeutic or non-behavioural purposes is <i>not</i> considered a mechanical restraint.
	Harness (not safe transportation)	A harness is a vest-like device, typically worn around the torso to restrict a person's movement by securing them to a chair, seat or to anchor points in a vehicle. When used as a mechanical restraint its primary purpose is to influence the person's behaviour. Note: Use of a harness for therapeutic or non-behavioural purposes such as postural support is <i>not</i> considered a mechanical restraint.
	Protective Headgear	Protective headgear is a helmet-like device, typically made of padded or impact-absorbing material, which is worn on a person's head. When used as a mechanical restraint its primary purpose is to influence the person's behaviour. For example, to reduce risk of harm from self-injury or head banging. Note: Use of protective headgear used for therapeutic or non-behavioural purposes such as for epilepsy, postural needs, medical treatment, or safety during contact sports is <i>not</i> considered a mechanical restraint. However, where a person has epilepsy

		and protective headgear is used for the primary purpose of influencing behaviour, this would be considered mechanical restraint.
	Restrictive Clothing	Restrictive clothing is any garment or item of clothing that, when worn, limits a person's freedom of movement. When used as a mechanical restraint, its primary purpose is to influence the person's behaviour. For example, restrictive clothing can include onesies, gloves or mittens. Note: Use of specialised clothing or footwear for therapeutic or non-behavioural purposes is <i>not</i> considered mechanical restraint. For example, gloves worn for warmth, food hygiene, personal safety during domestic tasks or for contact sports are not considered mechanical restraint.
	Safe sleeper/surround beds	A safe sleeper or surround bed is a fully enclosed device or type of bed that prevents a person from exiting their bed. Common features of these beds are zips or locking systems that can only be opened from the outside, high walls made of either wooden rails or nylon mesh, and a mattress. Its primary purpose is to influence the person's behaviour.
	Splints	A splint is a rigid or semi-rigid device that supports, restricts, or immobilises a limb or body part. When used as a mechanical restraint its primary purpose is to influence the person's behaviour. For example, to reduce risk of harm associated with hand or arm biting. Note: Use of a splint for therapeutic or non-behavioural purposes such as medical treatment or as an assistive device is <i>not</i> considered a mechanical restraint.
	Strap	A strap is a strip of material, with or without padding, used to restrain part of a person body or restrict their movement. When used as a mechanical restraint its primary purpose is to influence the person's behaviour. Note: Use of ropes to tie hands or other body parts may constitute abuse.
	Other (mandatory free text)	Used as a last resort for any form of mechanical restraint that is not covered by, or does not meet the criteria for, the other listed sub-types. Details must be provided.

Physical Restraint <i>The use or action of physical force to prevent, restrict or subdue movement of a person's body, or part of their body, for the primary purpose of influencing their behaviour. Physical restraint does not include the use of a hands-on technique in a reflexive way to guide or redirect a person away from potential harm/injury, consistent with what could reasonably be considered the exercise of care towards a person. Supine, prone, pin-down, takedown techniques or basket-holds must never be used. These are considered practices that present a high risk of harm to NDIS participants. If used they must be reported as Unlawful Physical Contact or Abuse. Physical restraints must not inhibit a person's respiratory or digestive functioning, inflict pain, hyperextend joints or apply pressure to the chest or joints.</i>	One-person physical escort	One-person physical escort is when a single person applies physical force to move another person from one location to another. When used as a physical restraint, its primary purpose is to influence the person's behaviour by preventing, restricting or subduing their movement. Note: Physical guidance, hand-under-hand support with daily living skills or reflexively guiding or redirecting a person away from a busy road or potential harm is <i>not</i> considered physical restraint.
	Two-person physical escort	Two-person physical escort is when two people stand on each side of a person and apply physical force to move another person from one location to another. When used as a physical restraint, its primary purpose is to influence the person's behaviour by preventing, restricting or subduing their movement.
	One-person restraint	One-person restraint is when a single person applies physical force to hold a person or part of their body to restrict or subdue their movement while remaining in a stationary position. It can include either standing or seated restraints. A restraint can include holding down one part of the body (e.g., holding down a person's hand) to multiple parts of the body. When used as a physical restraint, its primary purpose is to influence the person's behaviour by preventing, restricting or subduing their movement. Note: Physical guidance, hand-under-hand support with daily living skills or reflexively guiding or redirecting a person away from a busy road or potential harm is <i>not</i> considered physical restraint. Blocking or shielding a strike without applying force to the other person is <i>not</i> considered a physical restraint.
	Two-person restraint	Two-person restraint is when two people apply physical force to hold a person or part of their body to restrict or subdue their movement while remaining in a stationary position. It can include either standing or seated restraints. A restraint can include holding down one part of the body (e.g., holding down a person's hand) to multiple parts of the body. When used as a physical restraint, its primary purpose is to influence the person's behaviour by preventing, restricting or subduing their movement.

		Note: Blocking or shielding a strike without applying force to the other person is <i>not</i> considered a physical restraint.
	Other (mandatory free text)	Used as a last resort for any form of physical restraint that is not covered by, or does not meet the criteria for, the other listed sub-types. Details must be provided.
Chemical Restraint <i>The use of medication or chemical substance for the primary purpose of influencing a person's behaviour. It does not include the use of medication prescribed by a medical practitioner for the treatment of, or to enable treatment of, a diagnosed mental disorder, a physical illness or a physical condition.</i>	This is a look up function for medications by Generic / brand names.	