

Behaviour Incident Reporting for Support Workers



Contents

Behaviour Incident Reporting for Support Workers	1
 Comprehensive Guide: Behaviour Incident Reporting for Support Workers	3
◆ 1. What is a Behaviour Incident?	3
◆ 2. When Must You Write a Behaviour Incident Report?	3
◆ 3. Purpose of Behaviour Incident Reporting	4
◆ 4. How to Write a Behaviour Incident Report	4
◆ 5. What to Include in a Behaviour Incident Report	5
◆ 6. Example Behaviour Incident Report	6
◆ 7. Best Practices for Support Workers	7

Comprehensive Guide: Behaviour Incident Reporting for Support Workers

◇ 1. What is a Behaviour Incident?

A **behaviour incident** is any event where a participant displays behaviours of concern that:

- Cause **harm** to themselves, others, or property.
- Place the participant or others at **risk of harm**.
- Disrupt daily activities, community access, or routines.
- Lead to the use of **restrictive practices** (authorised or unauthorised).

Examples of behaviours of concern:

- Aggression (hitting, kicking, biting, throwing objects).
 - Verbal aggression (yelling, threats, abusive language).
 - Self-harm (head banging, cutting, swallowing objects).
 - Absconding (running away, wandering).
 - Property damage (breaking furniture, smashing windows).
 - Sexualised behaviour of concern.
 - Behaviour that triggers **restrictive practices** (e.g., seclusion, restraint).
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◇ 2. When Must You Write a Behaviour Incident Report?

Support workers must complete a **behaviour incident report** if:

- A participant's behaviour causes injury, distress, or damage.
- Behaviour places **anyone at risk** (participant, staff, public).
- There is a **pattern of escalating behaviour** that needs monitoring.

- A **restrictive practice** was used (whether authorised or unauthorised).
- The behaviour leads to a **reportable incident** under NDIS rules.
- A **near miss** occurs (e.g., participant attempts to abscond but is stopped safely).

 **Important:**

- **All restrictive practices (authorised or unauthorised) must be reported internally.**
 - **Unauthorised restrictive practices are also reportable to the NDIS Commission** (within 5 business days).
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◇ 3. Purpose of Behaviour Incident Reporting

- To **protect participants and staff** by identifying risks.
 - To support **positive behaviour support planning (BSP)**.
 - To ensure **patterns are identified** (e.g., triggers, frequency).
 - To provide **evidence for clinical review** or specialist input.
 - To meet **NDIS compliance** and organisational policy requirements.
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◇ 4. How to Write a Behaviour Incident Report

 **Key Writing Principles:**

- Be **objective and factual** – describe what happened, not what you think or assume.
 - Use **neutral language** – avoid judgemental terms (“bad behaviour”), instead write “Participant shouted loudly, clenched fists.”
 - Record **chronologically** – step-by-step timeline of the event.
 - Report **immediately** after the incident (or as soon as safe).
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◇ 5. What to Include in a Behaviour Incident Report

Form Sections (NDIS-compliant):

1. Basic Information

- Participant name & NDIS number
- Date, time, and location of incident
- Names of staff and witnesses

2. Incident Description (Facts Only)

- Behaviour observed (e.g., “Participant threw a chair across the room”).
- What happened before the incident (possible triggers).
- How long the incident lasted.
- Who was affected (staff, other participants, property).

3. Impact of Behaviour

- Injuries (participant, staff, others).
- Emotional impact (distress, fear, anxiety).
- Property damage.

4. Response / Actions Taken

- De-escalation strategies used (calm talking, redirection, giving space).
- First aid provided, if required.
- Restrictive practices used (type, reason, duration, authorisation status).
- Emergency services involved (police, ambulance).

5. Outcome

- Participant state after the incident (calm, tired, withdrawn).
- Supports provided (quiet space, medical review, reassurance).

6. Follow-up Required

- Supervisor notified.
- Family/guardian informed.
- BSP review required.

- Incident reported to NDIS Commission (if reportable).

7. Staff Completing Report

- Name, signature, date/time.
 - Supervisor review and sign-off.
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◇ 6. Example Behaviour Incident Report

Participant: John Smith

Date/Time: 13 Sept 2025, 2:15 pm

Location: Day Program Activity Room

Description of Incident:

During art class, John became agitated when asked to share paint with another participant. He began shouting loudly, saying, “No, it’s mine!” John then pushed the paint jar off the table, spilling it on the floor. He clenched his fists, stood up, and attempted to push the other participant.

Impact:

- No physical injury.
- Other participant distressed and crying.
- Paint jar broken, room needed cleaning.

Actions Taken:

- Staff used calm verbal reassurance and offered John an alternative paint set.
- Provided John with space to settle for 10 minutes.
- No restrictive practice used.

Outcome:

John calmed down after 15 minutes, rejoined the group, and continued the activity.

Follow-up:

- Supervisor notified.
- Family to be updated.
- BSP review suggested to address sharing triggers.

Report Completed by: Mary Jones (Support Worker)

Supervisor Review: Signed 13/09/2025 – Mark Lee

◇ 7. Best Practices for Support Workers

- Always **report, even if behaviour seems minor** – small patterns matter.
- Use **behaviour-specific descriptions** (not “bad behaviour,” instead “threw object, shouted loudly”).
- Record **triggers** and **responses** to improve future behaviour planning.
- Maintain **confidentiality and dignity** – reports are professional documents.
- **If in doubt – write the report.**

If you are in doubt, please call your line manager asap.

Disclaimer:

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