

Incident Report

DIAGNOSIS AS

Incident Information

Incident ID:	IR_DIA_010
Date & Time:	05/08/2025, 12:13 pm
Location:	ANOTHER TEST
Client:	Emma Williams (CLT984463)
Reporting Staff:	Fred Alale
Status:	Open
NDIS Reportable:	No
Intensity Rating:	2/10
Incident Types:	Self-harm
Witness:	N/A (N/A)

Description

Co-regulation

Staff remained calm, offered emotional presence, and helped regulate the participant's emotional state.

Redirection

Participant was gently guided to a different task, topic, or setting to reduce escalation.

Self-regulation strategy prompted

Participant was reminded to use their own strategies (e.g. deep breathing, sensory tools).

Replacement behaviour encouraged

Staff promoted a safer or more appropriate behaviour (e.g. using words instead of hitting).

Suggested alternative activity

A preferred or calming activity was offered as a substitute.

Environmental control

Adjustments were made to lighting, sound, crowding, or proximity to reduce overload.

Staff withdrawal / space provided

Staff stepped back to reduce stimulation or confrontation.

Increased supervision applied

Additional staff or closer monitoring was initiated.

Positive Behaviour Support strategy used

Intervention aligned with PBS plan (e.g. proactive/reinforcement-based strategy).

PRN medication administered

As per medication protocol and with required authorisation.

Restrictive practice implemented

Time-limited restriction used (e.g. physical, mechanical, environmental) — must be recorded per NDIS rules.

Verbal de-escalation

Used calm tone, validation, and reassurance.

Emergency response activated

Security, emergency services, or on-call support contacted.

Parent / Guardian / Substitute Decision Maker contacted

Family or guardian notified during or after the incident.

Medical support provided

First aid or clinical team engaged.

Debrief offered to participant

Post-incident support provided to participant, if appropriate.

Triggers

- **Lack of choice and control**

Staff Responses

- **Redirection**