

Indicators of incidents

NDIS Quality and Safeguards Commission Table 1

Incident types	Behavioural indicators and physical signs
Physical abuse, unlawful physical contact or physical assault	<ul style="list-style-type: none"> Inconsistent, vague, unexplained, or unlikely explanation for the injury. Unexplained injuries – broken bones, fractures, sprains, bruises, burns, scalds, bite marks, scratches or welts. Other bruising and marks that may suggest the shape of the object that caused it. Avoiding or being fearful of a particular person or worker. Being overly compliant with workers. Frequent and overall drowsiness (associated with head injuries). Out of character aggression.
Sexual contact, sexual assault or sexual misconduct	<ul style="list-style-type: none"> Dropping hints that appear to be about abuse. Bruises, pain, bleeding – including redness and swelling around breasts and genitals. Torn, stained, or bloody underwear or bedding. Repeating a word or sign, such as 'bad', 'dirty'. Presence of a sexually transmitted disease. Pregnancy. Sudden changes in behaviour or character (e.g. depression, anxiety attacks, crying, sweating, trembling, withdrawal, agitations, anger, violence, absconding, sexually expressive behaviour, seeking comfort and security). Sleep disturbances, refusing to go to bed, and/or going to bed fully clothed. Refusing to shower.
Psychological, emotional or verbal abuse	<ul style="list-style-type: none"> Depression, withdrawal, crying or emotional behaviour Being secretive, and trying to hide information and personal belongings. Speech disorders. Weight gain or loss. Feelings of worthlessness about life and themselves; extremely low self-esteem, self-abuse, or self-destructive behaviour. Extreme attention-seeking behaviour and other behavioural disorders (e.g. disruptiveness, aggressiveness, bullying). Being overly compliant.
Neglect	<ul style="list-style-type: none"> Inappropriate or inadequate shelter or accommodation, including unclean and unsanitary living conditions. Weight loss. Requesting, begging, scavenging, or stealing food. Being very hungry or thirsty. Inadequate supply of fresh food. Constant fatigue, listlessness or falling asleep. Dropping hints that appear to be about neglect. Extreme longing for company. Poor hygiene or poor grooming (e.g. overgrown fingernails and toenails, unclean hair, unshaven, unbathed, wearing dirty or damaged clothing). Inappropriate or inadequate clothing for the weather. Unattended physical problems, dental, and/or medical needs. Social isolation. Loss of social and communication skills. Removal of means of communication. Displaying inappropriate or excessive self-comforting behaviours.
Financial abuse	<ul style="list-style-type: none"> Sudden decrease in bank balances. No financial records or incomplete records of payments and purchases. Person controlling the finances does not have legal authority. Sudden changes in banking practices. Sudden changes in wills or other financial documents. Unexplained disappearance of money or valuables. Person does not have enough money to meet their budget. Person is denied outings and activities due to lack of funds. Borrowing, begging, stealing money or food.