

# Adelaide Hills Inclusive Counselling

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## Incident Reporting Procedure for NDIS Participants

### 1. STATEMENT

This procedure for the management of incidents is in accordance with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018. According to these rules, an incident is:

- Acts, omissions, events or circumstances that occur in connection with providing supports or services to a NDIS participant with disability and have, or could have, caused harm to the person with disability
- Acts by a person with disability that occur in connection with providing NDIS supports or services to the person with disability and which have caused serious harm, or a risk of serious harm, to another person
- Reportable incidents that have or are alleged to have occurred in connection with providing NDIS supports or services to a person with disability

### 2. PURPOSE

This document specifies systematic procedures for reporting and managing incidents. It also provides a means for reviewing and revising work practices to reduce the risk of the incident happening again.

### 3. PROCEDURE

When an incident occurs, a service provider must do the following:

- Ensure the immediate safety of the NDIS participant and other people involved, and render First Aid if required
- Call 000 – if required (Police, Fire, Ambulance)

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- Notify families, carers and guardians of any incident where the provider, NDIS participant or other person is injured, or requires the assistance of emergency services
- Complete an incident report within 24 hours of the incident occurring
- If required, notify the NDIS Commission (refer below).

### **4. INVESTIGATION AND ASSESSMENT OF INCIDENTS**

Following an incident, the service provider will:

- assess the impact on the NDIS participant
- assess whether the incident could have been prevented
- record the circumstances of the incident and how it was managed in the incident report
- assess what action may need to be taken to prevent or minimise the risk of similar incidents occurring in the future
- assess whether other persons or bodies need to be notified of the incident
- assess whether ongoing support is needed for those who were impacted by the incident
- identify and implement practice improvement measures
- notify the NDIS Commissioner and/or other bodies or agencies, as appropriate
- record outcomes and responses to the incident in the incident report

### **5. NOTIFYING THE NDIS QUALITY AND SAFEGUARD COMMISSION**

The service provider will report to the NDIS Commission within 24 hours, any serious incidents or allegations arising in the context of providing NDIS supports or services, including:

- the death of an NDIS participant
- serious injury of an NDIS participant
- abuse or neglect of an NDIS participant
- unlawful sexual or physical contact with, or assault of, an NDIS participant
- sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity

Also, the unauthorised use of a restrictive practice in relation to an NDIS participant will be reported to the NDIS Commission within 5 days. After which, a final report may be required within 60 business days of submitting the five-day report, as determined by the NDIS Commission.

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In all cases, the following will be assessed:

- whether the incident could have been prevented
- how the incident was managed
- what, if any, changes are required to prevent further similar events occurring.

Notifications to the Commission shall be made using the following forms: **Reportable Incident Notification Form.xlsx**

The completed form will be emailed to the NDIS Commission at:

[reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au).

Further details on reportable incidents are available in: [NDIS Commission Draft Reportable Incidents Guidance for Providers](#)

## 6. RECORD KEEPING

Details of an incident called for in the 'Reportable Incident Notification Form.xlsx', include the following:

- Name & contact details of NDIS participant with disability
- Description of the incident
- Time, Date, and Place of incident
- Name & contact details of NDIS service provider
- Name & contact details of witness
- Impact of incident on person with disability
- Actions taken in response to the incident
- Actions taken to assist the person with disability
- Assessment of incident
- Consultation had with person with disability
- Actions taken to reduce the risk of future incidents
- Whether reported to NDIS Commission, and when
- Whether report provided to the NDIS participant with disability
- Name and contact details of person making report

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## 7. FURTHER DETAILS

Further details may be found in the following documents:

[\*National Disability Insurance Scheme \(Incident Management and Reportable Incidents\) Rules 2018\*](#)

[\*Incident Management Systems Detailed Guidance for Registered NDIS Providers June 2019\*](#)

[\*National Disability Insurance Scheme Act 2013\*](#)