

# Reportable Incidents & Management - NDIS

## POLICY AND PROCEDURE

### 1. Purpose

- 1.1. To prevent and respond to Reportable Incidents.
- 1.2. Under the NDIS Commission, Subee as a registered NDIS providers must have an incidents management system in place to record and manage reportable incidents.

Note: Response and management system of a reportable incident is different to Subee's regular Incident Policy.

### 2. Scope

- 2.1. This policy applies to all staff employed by Subee Pty Ltd.
- 2.2. Policy is adapted from the National Disability Insurance Scheme Quality and Safeguards Commissioner for the purposes of sections 20 and 21 of the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018. NDIS Standard 4
- 2.3. The legal responsibilities of Subee Pty Ltd and employees are identified in the *Children and Young Persons (Care and Protection) Act 1998*

### 3. Related and Supported Documentation

This policy should be read in conjunction with Subee's:

- Abuse and Neglect Policy
- Restrictive Practice Policy
- Incident Management Policy
- Behaviour Management for Children and Young People Policy
- Mandatory Reporting Policy

### 4. Definitions

- 4.1. Where harm, or potential harm, is caused to or by a person with a disability while they are receiving supports or services by Subee the incident must be recorded and managed following Subee Incident Policy.
- 4.2. Reportable Incidents are incidents (including allegations) that result in:
  - 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
  - the unauthorised use of a restrictive practice in relation to an NDIS participant

### 5. Timeframes & Reports

- 5.1. Reportable incidents will be notified to the NDIS Commission within 24 hours of Subee management being made aware of it. Refer to Immediate notification for.
- 5.2. A more detailed report about the incident and actions Subee has taken in response to the reportable incident will be provided within 5 business days of management being made aware of the incident. Refer to 5-day notification form
- 5.3. Subee management will provide a final report within 60 business days after submitting the five-day report if requested by the NDIS Commission.

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### 6. Notification for incidents that has occurred or is alleged to have occurred in connection with the provision of supports or service

- 6.1 Subee Newlake Team Leader or senior management will notify the NDIS Commission of a reportable incident by Submit an Immediate Notification Form via the NDIS Commission Portal **within 24 hours** of management becoming aware of a reportable incident or allegation.
- 6.2 The 5 day form must be submitted via 'My Reportable Incidents' portal within five business days of becoming aware of the reportable incident. This includes the actions Subee has taken after being made aware of the incident.
- 6.3 Service coordinators, team leaders or management can report a reportable incident 'reportable incident notifier'. Team leaders and/or senior management will review the reportable incident and approve "reportable incident approver" and submit to the NDIS commission.
- 6.4. Support from family, friend, or an independent advocate to support the person with a disability following a reportable incident will be offered. Refer to Subee Advocacy Procedure.
- 6.5 Clients should be offered support and access counselling.
- 6.6 Subee still has existing obligations to report suspected crimes to the police and other relevant authorities.

### 7. Notification for incidents that *did not* occur with the provision of supports or service by Subee Newlake

7.1 Report incident to the local police

7.2 Contact The NSW Ageing and Disability Commission regarding the abuse or neglect of adults with disability in their family, home or community.

Further information is available at

<https://www.ageingdisabilitycommission.nsw.gov.au/home>  
or 1800 628 221 (Mon-Friday 9-5)

### 8. Incident Management

- 8.1 Subee will assess whether policy and procedures were followed by staff and if any, changes are required to prevent further similar events occurring:
  - the impact on the NDIS participant and document in the report (Immediate notification form and 5-day notification for)
  - whether the incident could have been prevented (Feedback Policy)
  - how the incident was managed (Incident Policy & Reportable Incident & Management Policy, Feedback Policy, Abuse and Neglect Policy, Restrictive Practice Policy, Behaviour Management for Children and Young People Policy)
- 8.2 If deemed a risk to clients, staff or business Subee will stand down any staff member accused of a reportable incident till the investigation is completed.
- 8.2 All incidents are registered on TRACK the organisations Quality Information and Management System under CAR's and NCR's. TRACK records are available to auditors as part of their quality assurance process.

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### Helpful links/Resources

**Police** (emergency only) 000

**FACS Child Protection Helpline** 132 111

**FACS Child Protection National  
Disability Abuse and Neglect Hotline** 1800 880 052

**Intellectual Disability Rights Service/Criminal Justice  
Support Network** 1300 665 908

**NSW Ombudsman** 1800 451 524

**Disability Mandatory Reporting:** National Disability  
Abuse and Neglect Hotline 1800 880 052

Responding to alleged abuse and neglect in disability  
services – flowchart

[https://www.ombo.nsw.gov.au/data/assets/pdf\\_file/0011/39494/Responding-to-alleged-abuse-and-neglect-in-disability-servicesflowchart.pdf](https://www.ombo.nsw.gov.au/data/assets/pdf_file/0011/39494/Responding-to-alleged-abuse-and-neglect-in-disability-servicesflowchart.pdf)

**Children and Young People:** FACS Helpline: 132 111

See the following for further information

<https://www.facs.nsw.gov.au/families/Protecting-kids/mandatory-reporters>

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