



Fact Sheet: Incident management and reporting for registered NDIS providers

Registered NDIS providers have to meet requirements about incident management and reporting

All providers – registered or unregistered – are responsible for the delivery of quality and safe NDIS supports and services.

If you are a registered NDIS provider, you are required to have incident management system and to notify the NDIS Commission (us) about certain types of incidents.



Your incident management system requirements

Your incident management system must cover incident:

- that occur (or that are alleged to have occurred) in connection with your provision of NDIS supports or services.
- that caused, or could have caused serious harm to a person with disability
- where a person with disability caused, or could have caused, serious harm to another person.

Your system must set out the procedures for identifying, managing and resolving these incidents. This is one part of your quality service delivery.

Your incident management system needs to be appropriate to the size of your organisation and the classes of NDIS supports and services you deliver.

Your system needs to be documented and you need to provide copies in an accessible form to a range of people, including the people with disability to whom you are providing supports or services and all workers employed or otherwise engaged by you. You also need to explain the system to them.

The documentation of the incident management system must, at a minimum, have written procedures about:

- How incidents are identified, recorded and reported
- How you will support, assist and involve an impacted person with disability to ensure their health, safety and wellbeing
- When an investigation into an incident is needed
- When corrective action should be taken.

All incidents that occur in your delivery of NDIS supports and services need to be recorded and managed in your internal incident management system. You need to notify us about certain types of incidents.



When does the NDIS Commission need to be notified about an incident?

You need to notify us within set timeframes about reportable incidents that occur, or are alleged to have occurred, in connection with your provision of NDIS supports or services.

The following incidents are reportable incidents:

- Death of a person with disability
- Serious injury of a person with disability
- Abuse or neglect of a person with disability
- Unlawful sexual or physical contact with, or assault of, a person with disability
- Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity
- The use of a restrictive practice in relation to a person with disability if the use is unauthorised, i.e. not in accordance with an authorisation (however described) of a State or Territory that has an authorisation process in relation to the use of that practice or not in accordance with a behaviour support plan for the person.

You must notify us of all reportable incidents that occur, or are alleged to have occurred, in connection with your provision of NDIS supports and services, even when you have acted and responded to them within your own incident management system.

Depending on the circumstances, key personnel may also be required to notify reportable incidents to other authorities, including police. What will we do next?

When you notify us about a reportable incident, we may take action. This may include:

- Requiring you to deliver more information on the progress or outcome of the incident response and actions taken to safeguard people with disability
- Requiring you to undertake remedial action
- Referring the incident to another authority
- Requiring you to carry out an investigation
- Completing an assessment in relation to the incident
- Any other action we consider reasonable in the circumstances.

Find out more

You can find out more information and resources, including detailed guidance for registered providers about incident management systems and reportable incidents, on our [website](#).

You can contact the NDIS Commission Reportable Incidents Team at reportableincidents@ndiscommission.gov.au or by calling 1800 035 544.

