



Fact Sheet: Information requirements for reportable incident notification

Registered NDIS providers must keep good records and provide the right information in any notification of a reportable incident.

All NDIS providers – registered or unregistered – should have good record keeping procedures in place. This improves accountability, promotes transparent decision-making and helps to ensure best practice.

As a registered NDIS provider, you are required to have incident management systems in place and provide the right information to the NDIS Commission (us) in any notification of reportable incidents.

Your record keeping requirements

You need to have documented procedures and good practices for record keeping, information storage and access to records about incidents that occur in connection with your provision of supports or services to people with disability.



The storage of information and records is a critical part of your incident management practice. Your records should be stored appropriately, acted on appropriately, underpin any incident assessments undertaken and inform your practice improvement.

Your incident management system must specify a place where information about incidents is to be recorded.

Your employees and other people you engage to provide services play an important role in making observations, and supporting collection of information, about incidents involving people with disability. They should be given information and training about this role.

Notification of a reportable incident

When you notify us of a reportable incident, you should do so via the NDIS Commission Portal. You need to provide specific information about the incident and any steps already taken in response to it.

It is best practice to, at a minimum, include information about:

- **Support** – including how you have supported, assisted and involved the person with disability affected by the incident to ensure their health, safety and wellbeing
- **Description of the incident** – including the impact on, or harm caused to, any person with disability
- **Decisions** – details of why you have deemed this a reportable incident
- **Details of the incident** – the time, date and place at which the incident occurred, if these details are known

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- **Contact details** – the names and contact details of the persons involved in the incident and any witnesses to it
 - **The response** – the actions taken in response to the incident, including information that helps the Commission to understand the circumstances and environment in which an incident occurred
 - **Investigation** – if an investigation is undertaken by you in relation to the incident – the details and outcomes of the investigation
 - **Documenter** – the name, position and contact details of the person making the record of the incident or the person notifying us.

This information is important to assist us in assessing how an incident has been managed. It also enables us to review the actions taken in response to the incident.

We may request further information.

Use of information by the NDIS Commission

As far as practicable, we keep confidential records relating to all notifications of reportable incidents, regardless of the results of our oversight role.

We may use this information to:

- Ensure the safety of people with disability
- Oversee how you have responded to an incident and why the incident occurred
- Assess the outcomes and recommendations you have made and the appropriateness of the actions taken
- Determine if there are areas where your incident management systems can be strengthened

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 www.ndiscommission.gov.au

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