



## **Incident Reporting Policy & Procedures**

### **Definition**

A 'Reportable Incident' is defined in section 73Z of the National Disability Insurance Scheme Act 2013 (Cth) (NDIS Act) or section 16 of the NDIS (Incident Management and Reportable Incidents) Rules 2018 as an incident that has occurred, or is alleged to have occurred, in connection with the provision of supports or services by a registered NDIS provider.

As a National Disability Insurance Scheme (NDIS) registered provider operating in Victoria for the provision of support services, it is mandatory for Yarra Ranges Special Developmental School (YRSDS) to record details of all incidents occurring during service delivery and report incidents deemed as 'reportable' to the NDIS Quality and Safeguards Commission (NDIS Commission) and other relevant authorities in a timely manner.

### **Aims**

- To support the provision of high quality services through the full & frank reporting of adverse events and subsequent analysis
- To assure and enhance the quality of programs through monitoring and acting on trends identified through incident reports
- To inform the NDIS Commission, appropriate Ministers, the Secretary, Executive Directors and Regional Directors Department of Education and Training (DET) of significant incidents affecting program participants and/or staff in a timely and accurate manner
- To ensure that due diligence and duty of care requirements are met and any identified deficits addressed
- To support organisational consistency

### **Implementation**

- This policy follows the requirements set by the NDIS Commission and DET.
- In the event of a 'reportable' incident occurring the Program Manager and/or Approved Program Officer will be responsible for notifying the NDIS Commission.
- Incident reporting will be integrated into school based incident / emergency management processes.
- An Incident Reporting folder containing a copy of this policy and other relevant documentation will be maintained, reviewed and updated as required by the Program Manager.
- A Client Incident Register will be maintained, reviewed and updated to record details of all incidents and outcomes by the Program Manager.



- If an incident is deemed to be 'reportable' it will be electronically reported via the NDIS Commission portal and also managed via the school's internal incident / emergency management processes.
- If an incident is deemed not to be 'reportable' it will be managed via the school's internal incident / emergency management processes.
- Incidents and/or near misses which impact staff members will be reported electronically via DET's online Edusafe System and managed and reviewed via the school's internal incident / emergency management processes.
- Incident records will be reviewed as part of quality assurance and to look for trends and warnings of potential risk.
- Staff will be advised of the importance of reporting incidents to senior staff promptly.
- Privacy issues will be considered when making a report and any personal or identifying information will be disclosed only as required to determine the facts of an incident.
- Incidents will be systematically analysed, learnt from and change implemented in an ongoing way to prevent similar events recurring.

### **NDIS Commission Reporting Process**

As per the NDIS Commission Reportable incidents – Detailed Guidance for Registered NDIS Providers June 2019, all reportable incidents, including the use of a restrictive practice causing serious injury, will be notified to the NDIS Commission within 24 hours of becoming aware of the incident. Any unauthorised use of restrictive practices not causing serious injury will be notified within 5 days (see Attachment One – Process for notification of reportable incidents).

The Immediate Notification Form (available both as a written form and an online form) will be completed by YRSDS OSH Program within 24 hours of becoming aware of any reportable incident or allegation occurring, except for an unauthorised use of a restrictive practice or the use of a restrictive practice which is in accordance with an authorisation of a State or Territory but which is not in accordance with a behaviour support plan.

The Five Day Notification form will be completed by YRSDS OSH Program within 5 business days of becoming aware of a reportable incident or allegation of the use of an unauthorised restrictive practice or the use of a restrictive practice in accordance with an authorisation of a State Or Territory but not in accordance with a behaviour support plan (section 21 of the NDIS Rules); and as a follow up notification for all other reportable incidents (section 20 of the NDIS Rules).



<b>Policy review and approval</b> <b>Policy last reviewed</b>	August 25, 2021
<b>Approved by</b>	Janet Taylor – Principal and APO
<b>Next scheduled review date</b>	This policy was reviewed and implemented in August 2021 and will be reviewed on a 3 yearly cycle or more often if necessary due to changes in regulations or circumstance.

References: Reportable incidents – Detailed Guidance for Registered NDIS Providers Jun 2019

- <https://www.ndiscommission.gov.au/providers/reportable-incidents>

### Process for Notification of reportable incidents

