



Incident management and reportable incidents: Incident reporting, management and prevention

Effective incident management is essential to providing quality and safe disability supports and services.

About this fact sheet

This fact sheet has information about the reportable incident obligations and incident management system requirements for managers and key personnel of registered NDIS providers. It covers:

- What is a reportable incident?
- When and how to report to the NDIS Quality and Safeguards Commission (NDIS Commission)
- Incident management system requirements

Key messages

Registered NDIS providers are required to:

What	How
Take all reasonable steps to prevent all forms of harm of people with disability.	Implement an incident management system. Detailed guidance is available on our website:
Record, respond to, and manage incidents in accordance with your incident management system and procedures.	Incident Management System Guidance
Notify the NDIS Quality and Safeguards Commission of 'reportable incidents' within specific timeframes.	Log on to the NDIS Commission Portal or contact us.



Prevention is the best way to keep people with disability safe from harm.



NDIS provider obligations

Registered NDIS providers are required to:

- take **all reasonable steps to prevent all forms of harm**. This includes injury, sexual misconduct, violence against, and exploitation, neglect and abuse of, people with disability
- **record, respond to, and manage incidents in accordance with their incident management system and procedures**. This includes all incidents that occur in connection with providing supports or services to a person with disability that have, or could have, caused them harm. It also includes incidents involving an act by the person with disability that could have caused harm to another person
- **notify the NDIS Commission** of reportable incidents.

Preventing incidents

Prevention is the best way to keep people with disability safe from incidents that may cause harm. You should:

- enforce **proactive risk management policies** and procedures
- **inform people with disability** about your incident management practices
- ensure people with disability are **accessing supports in a safe environment** that is **appropriate to their needs**.

Reportable incidents

Whilst a range of incidents may occur in your workplace, a registered NDIS provider must notify the NDIS Commission about what the [National Disability Insurance Scheme Act 2013](#) calls 'reportable incidents'.

When a reportable incident occurs, or is alleged to have occurred, **in connection with the NDIS supports or services you deliver**, you must notify us within set timeframes.



When a reportable incident occurs, or is alleged to have occurred, in connection with the NDIS supports or services you deliver, you must notify us.



Reporting is required even when you have acted and responded to incidents in accordance with your own incident management system.

What to report	Reporting Timeframe
death of a person with disability	24 hours
serious injury of a person with disability	24 hours
abuse or neglect of a person with disability	24 hours
unlawful sexual or physical contact with, or assault of, a person with disability	24 hours
sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity	24 hours
the use of a restrictive practice in relation to a person with disability if the use is not in accordance with a required state or territory authorisation and/or not in accordance with a behaviour support plan.	Five business days

You must notify us of an incident within 24 hours of becoming aware of it. An exception to this timeframe applies to the use of a restrictive practice not in accordance with a required state or territory authorisation and/or not in accordance with a behaviour support plan. In this case, you must notify us within five business days.

Notify the NDIS Commission

You should notify us of reportable incidents via the [NDIS Commission Portal](#).

You need to provide the following mandatory information about the incident, including any steps already taken:

- **description of the incident** – including the impact on, harm caused to, the person with disability (exception for death)
- **details of the incident** – time, date, and place if you know these details



You must notify us of an incident within 24 hours of becoming aware of it.



You should notify us of reportable incidents via the [NDIS Commission Portal](#).



-
- **contact details** – names and contact details of the provider, person making the notification, and any people involved in the incident (including witnesses)
 - **response** – immediate actions taken in response to the incident, including risk assessments, actions to ensure the health, safety and wellbeing of people with disability affected by the incident, and whether it has been reported to police or another body.

It is best practice to provide the following additional information:

- **support** – how you have supported, assisted, and involved the affected person to ensure their health, safety, and wellbeing
- **decisions** – why you consider this to be a reportable incident
- **investigation** – the details and outcomes of any investigation undertaken
- **risk assessments** – what you have done to reduce the risk or prevent similar incidents from occurring.

This information assists us to assess how an incident has been managed and any residual risk of harm to people with disability.

We may request further information from you.

How we use the information

As far as practicable, we keep records about notifications of reportable incidents confidential. They will only be disclosed where we have lawful authority to disclose them.

We may use this information to:

- ensure the safety of people with disability
- oversee why the incident occurred and how you responded to it
- assess the outcomes and recommendations you have made, and the appropriateness of the actions taken.



What we do next

When you notify us about a reportable incident, we may take action, including:

- requiring you to provide more information on the progress or outcome of the incident 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, or engage an appropriately qualified and independent expert to conduct the investigation
- completing an assessment on the incident, including commencing our own inquiry or investigation
- any other action we consider reasonable.

Incident management system

Registered NDIS providers are required to implement and maintain a system to record and manage certain incidents that happen in connection with providing supports or services to people with disability.

Under the [NDIS \(Incident Management and Reportable Incidents\) Rules 2018](#) an incident management system must cover:

- (a)** Acts, omissions, events or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with disability
- (b)** 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
- (c)** Reportable incidents that have or are alleged to have occurred in connection with providing NDIS supports or services to a person with disability.



You must record all these incidents (not just reportable incidents) and ensure you respond appropriately and take steps to prevent such incidents from happening again.

Your incident management system must:

- be appropriate to the size of your organisation and the classes of supports and services you deliver
- set out the procedures for identifying, managing and resolving incidents
- be documented
- be provided to, accessible by, and explained to the people with disability to whom you provide supports or services and all workers you employ or otherwise engage.

Your incident management system must, at a minimum, have written procedures about:

- how incidents are identified, recorded and reported
- how persons with disability affected by an incident will be supported, assisted, and involved to ensure their health, safety, and wellbeing
- who incidents must be reported to
- the person who is responsible for notifying the NDIS Commission of reportable incidents
- when an investigation into an incident and/or corrective action is required
- how affected persons with disability will be involved in managing and resolving an incident.

It is imperative that your staff are trained in:

- how to identify and manage risks
- their incident management responsibilities
- how to comply in practice with incident and risk management procedures.



You must record all incidents (not just reportable incidents).



Detailed guidance to assist you in developing or improving your incident management system is available on our website:

[Incident Management System Guidance](#)

Record keeping

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

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

Refer to the [NDIS \(Incident Management and Reportable Incidents\) Rules 2018](#) for further record-keeping requirements.

Reporting to other agencies

Some incidents may need to be reported to multiple bodies. For example, an unlawful physical assault during the delivery of NDIS supports and services may need to be reported to police as well as us. If it involves a child, child safety authorities may also need to be notified. The reporting and management process for this must be clearly documented in your incident management system.



Guidance to develop or improve your incident management system is available on our website.



Information and record storage is a critical part of your incident management practice.



Reporting of incidents to other agencies must be clearly documented in your incident management system.



Related resources

Below are a list of documents related to this series.



[Benefits of effective incident management](#)



[Reportable Incidents Detailed Guidance](#)



[Detailed Guidance: Expectations of workers](#)



[Incident Management System Guidance](#)



[6 step guide for workers: Identifying and responding to incidents](#)



[NDIS Commission Portal Quick Reference Guides](#)



Contact Us

Call: 1800 035 544 (free call from landlines).

Our contact centre is open 9.00am to 4.30pm in the NT, 9.00am to 5.00pm in the ACT, NSW, QLD, SA, TAS and VIC Monday to Friday, excluding public holidays.

Email: reportableincidents@ndiscommission.gov.au

Website: www.ndiscommission.gov.au