NDIS Process for notification of reportable incidents for team leaders and managers

Registered provider becomes aware of an incident

Worker providing services responds to the immediate needs of the person and others to ensure safety and wellbeing

Worker follows organisation's incident management system, to do the following:
- Report the incident to relevant personal
- Notify a person's family or support person
- Contact police and/or other agencies (where required)

Provider's relevant personnel determines if the incident is reportable

Reportable incident including the use of restrictive practice resulting in serious injury

Complete NDIS Commission: Immediate notification form (24 hours)

Reportable incident – unauthorised restricted practice not causing serious injury

Complete NDIS Commission: 5 day notification form

NDIS Commission acknowledges receipt and commences oversight

NDIS Commission requests additional information (if required)

NDIS Commission requests additional regulatory action to be taken

NDIS Commission instructs provider to undertake an investigation and/or complete a Final Report (60 day) as deemed appropriate for the incident

NDIS provider continues to manage the incident internally

Y

Y

Y or N

N