

Serious-Reportable Incident Process*Date Created: 10 June 2018**Review: 18/05/2024***1. Purpose**

This process is to provide information and guidance to the responsibilities of Guides 4 Sight's employees on the reporting of serious incidents when carrying out services for people with disability.

2. Scope

Serious incidents must be reported to the NDIS Quality and Safeguards Commission, under the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018*. This process applies to any person employed by Guides 4 Sight who must escalate any incidences via their management team to the Senior Manager.

3. Legislation

[The National Disability Insurance Scheme Act 2013](#)

[The National Disability Insurance Scheme \(Incident Management and Reportable Incidents\) Rules 2018](#)

4. Definitions

- **Alleged perpetrator:** Someone, who it is thought, acted against a person with disability or was responsible for an event's occurrence.
- **NDIS:** National Disability Insurance Scheme
- **Commission:** NDIS Quality and Safeguards Commission
- **'Employees'** includes office staff, support workers, coordinators, casual staff, volunteers or contractors who represent Guides 4 Sight in any capacity.

5. Reportable Incidents

All disability sector organisations are required to submit a serious incident report when any of the following reportable incidents have occurred to a person with disability:

1. The death of a person with disability.
2. Serious injury of a person with disability.
3. Abuse or neglect of a person with disability (see types of abuse below).
4. Unlawful sexual or physical contact with, or assault of, a person with disability (excluding, in the case of unlawful physical assault, contact with, and impact on, the person that is

- negligible).
5. Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.
 6. 4. The use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person or a behaviour support plan for the person.

Types of Abuse:

- Emotional Abuse: non-physical behaviour (e.g. threat, insult, humiliating someone, texting/emailing/ringing excessively, stalking, isolating someone etc.)
- Financial abuse: illegal/improper exploitation; using another person's money or other resources improperly e.g. controlling someone's pension or bank account without consent.
- Physical abuse: inflicting physical injury to another person. This may be done by children or adults. (eg biting, hitting, punching, burning, bashing, using a weapon, kicking etc)
- Psychological abuse: intimidating behaviour which leads another person to be fearful, anxious, or apprehensive. (eg threatening someone without using violence) harassing someone, isolating someone from others; destroying another person's property.

6. Process

All serious incidents are to be reported verbally by the employee, as priority, to the Senior Manager at Guides 4 Sight. If they are indisposed, an email or text message should be sent and marked as urgent.

The employee must fill out an Incident Report form and submit it to the Senior Manager within 12 hours of the incident occurring/being observed. The incident should then be logged by the appointed senior staff member on the Serious Incident Register (SIR).

The Senior Manager has 24 hours from the incident occurring to have the report submitted via the NDIS Commission Portal, except for reporting the use of a restrictive practice which you are required to report to the Commission within 5 business days of this occurring or being observed.

<https://www.ndiscommission.gov.au/providers/ndis-commission-portal>

Lodging an SIR does not transfer the responsibility to the Commission.

Quick Reference Guides of the Commissions SIR Portal can be found

<https://www.ndiscommission.gov.au/resources/qrg>

6.1 Logging an incident

Appointed Senior staff member needs to log in via their Guides 4 Sight PRODA account in order to access the portal.

To log in you will need:

PRO205 – DATE CREATED 10/06/2018

Sighted Guides Pty Ltd ACN: 618 133 412 Trading as Guides 4 Sight ABN:91618133412

1. Username
2. Password to access

[PRODA Link](#)

For more detail on the steps for reporting to the NDIS Commission or if you are not able to access the Commission portal, refer to the steps on the following link:
<https://www.ndiscommission.gov.au/providers/registered-ndis-providers/reportable-incidents-0>

7. Guides 4 Sight Employees and Management Team

Employees involved in the incident at all levels, are to work with the Senior Manager or appropriate manager to assist with;

- Providing support where needed.
- Responding and managing the incident.
- Contacting and working with Police or other appropriate services as needed.
- Collection of information regarding the incident.
- Reviewing and investigating incident.
- Lodgement of the Serious Incident information into the applicable SIR.
- Evaluation of practices to reduce / illuminate situation occurring again.

Client Contact and Communication Process:

Guides 4 Sight Senior Management will immediately communicate with all affected clients and staff relating to the incident. It is our duty of care to explain to clients our incident, investigation, communication, and action process (as above). This will be done via the clients preferred method, a face-to-face meeting, phone call, email, or video call. All Guides 4 Sight processes will be thoroughly explained, and any additional evidence will be gathered and submitted to the NDIS Commission Portal as soon as possible. Any emergency services or applicable location information will also be gathered and submitted as evidence. We will listen and work with our clients and staff to offer resolutions and communication solutions.

8. What happens once an SIR is lodged with the Commission

When the NDIS Commission is notified about a Reportable Incident they may take action.

This may include:

- Requiring the provider to deliver more information on the progress or outcome of the incident response and actions taken to safeguard participants.
- Referring the incident to another authority / body with responsibility in relation to the incident.
- Requiring the provider to carry out an internal investigation.
- Requiring the provider to engage an appropriately qualified and independent expert to

carry out an investigation.

- Requiring the provider to undertake remedial action.
- Carrying out an inquiry in relation to the incident.
- Taking any other action, the Commissioner considers reasonable in the circumstances.

9. Further Information NDIS Quality and Safeguarding Commission

Website with information on Incident Management and Reportable Incidents:

<https://www.ndiscommission.gov.au/providers/incident-management-and-reportable-incidents#res>

https://www.ndiscommission.gov.au/sites/default/files/2022-02/detailed-guidance-incident-management-systems-detailed-guidance-regi_1.pdf

Email address: reportableincidents@ndiscommission.gov.au

Phone number: 1800 035 544

Serious Incident Reporting Process		PRO205
Date	Changes	Authorised
10/06/2018	Created document	CMT
26/11/2018	Numbering of section 6, 6, 7 corrected to 6,7,8	CMT
06/05/2019	Review	CMT
23/09/2019	Reviewed: updated links to DoC	CMT
24/03/2020	Reviewed and updated links to DoC SIR and training details	CMT
27/04/2020	Updated	AJB
19/05/2020	Updated	KLD
01/12/2020	Updated – in compliance with the NDIS Quality and Safeguards Commission	AJB
14/12/2020	Updated – More information on how to report to NDIS Commission	AJB
14/01/2021	Added ‘detailed guidance’ hyperlink under ‘further information’ and double checked all updates as per AJB	VRP
27/05/2021	Updated and formatting edited	VRP
18/11/2021	Updated – Client Communication Process	VRP
18/11/2022	Reviewed	MSA
18/05/2023	Reviewed and added new logo	MSA