

## Incident Management Factsheet

This factsheet has information about the incident management requirements of registered NDIS providers.

### Key Messages

Registered NDIS providers are required to:

- Take all reasonable steps to prevent all forms of harm of people with disability
- Record, respond to, and manage incidents in accordance with our system and procedures
- Notify the NDIS Quality and Safeguards Commission of reportable incidents as per their processes.

### Clients rights:

- feel safe
- receive a quality service
- have your rights protected

### Providers responsibilities:

- Report incidents so that
  - to ensure the safety of participants
  - to ensure the service delivery is improved
  - to comply with registration requirements
- Ensure their staff are responsible for:
  - notification of all incidents
  - participation in investigation (if appropriate)
  - participation in implementation of recommendations
  - encourage colleagues to notify incidents
  - understand the escalation of incidents

### NDIS Commission responsibilities for reportable incidents:

- investigate reportable incidents
- oversee how the provider is managing the incident
- ensure a prompt response
- provide ongoing support to the participant
- provide training

### Contacting NDIS Commission

- Phone: 1800 035 544
- <https://www.ndiscommission.gov.au/>