



NDIS Quality
and Safeguards
Commission

Frequently Asked Questions

My Reportable Incidents Page

June 2019



What is a Reportable Incident in the NDIS?

For an incident to be reportable a certain act or event needs to have happen (or alleged to have happened) **in connection with** the provision of supports or services by the registered NDIS provider. This includes:

- The death of a person with disability.
- Serious injury of a person with disability.
- Abuse or neglect of a person with disability.
- Unlawful sexual or physical contact with, or assault of, a person with disability.
- Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity.
- Unauthorised use of restrictive practices in relation to a person with disability.

For further guidance on what defines a Reportable Incident and the NDIS Commissions expectations see Detailed Guidance for Registered NDIS Providers about Reportable Incidents.

What does ‘in connection with the provision of supports or services by a registered provider’ mean?

A registered NDIS provider is only required to notify the Commission of Reportable Incidents which have occurred or are alleged to have occurred if those incidents happened **in connection with** the provision of supports or services by that provider.

This meaning of the phrase ‘in connection with’ is intended to be broad.

It covers incidents that:

- May have occurred during the course of supports being provided
- Arise out of the provision, alteration or withdrawal of supports.
- May not have occurred during the provision of supports but are connected because it arose out of the provision of supports.

Reportable Incidents could occur in a variety of settings but as long as there is a connection with the service delivery by a registered NDIS provider, then they must be notified to the Commission.

For detailed guidance and examples of the term ‘in connection with’ please see Detailed Guidance for Registered NDIS Providers about Reportable Incidents.

When do I start using the ‘My Reportable Incidents’ page?

On **1 July 2019**, the ‘My Reportable Incidents’ page will be available via the [NDIS Commission Portal](#). This will be the way registered NDIS providers in all states and territories (except for Western Australia) notify the NDIS Commission of Reportable Incidents.

How do I access the ‘My Reportable Incidents’ page?

The ‘My Reportable Incidents’ page is part of the [NDIS Commission Portal](#). Providers can access the Reportable Incident form and information via the ‘My Reportable Incidents’ tile.

Where can I find further guidance on how to use the ‘My Reportable Incidents’ page?

Further guidance on how to login and request access for user profiles and to lodge a notification form can be found in the [Quick Reference Guide](#).

I have recorded details of an incident in my internal incident management system, do I still need to notify the NDIS Commission?

All incidents that happen in the delivery of NDIS supports and services are to be recorded and managed in your internal incident management system.

You must notify all **Reportable Incidents** (including allegations) to the NDIS Commission, even where you have acted and responded within your own incident management system.

Reporting a serious incident or allegation to the NDIS Commission does not replace your existing obligations to report suspected crimes to the police and other relevant authorities.

Who should complete the online notification forms?

In addition to the key personnel roles identified in your registration details, the ‘My Reportable Incidents’ page is two user roles:

- Authorised Reportable Incidents Approver; and
- Authorised Reportable Incidents Notifier

When you first login to the ‘My Reportable Incidents’ page you should nominate the correct staff to each of these positions.

The registered NDIS Provider’s Authorised Reportable Incidents Approver and the Authorised Reportable Incidents Notifier will have access to the online notification forms.

Both the authorised ‘Approver’ and the ‘Notifier’ can complete a notification form however only the authorised ‘Approver’ will be able to submit the form.

What is an ‘Authorised Reportable Incidents Approver’?

You have responsibility to nominate people with the appropriate skills to become Reportable Incident Authorised Approvers within your organisation.

The NDIS Commission suggests the ‘Authorised Reportable Incidents Approver’ is the person you want to have the authority to review and be responsible for submission to the NDIS Commission. This could be the person specified in your incident management system who is responsible for reporting incidents to the NDIS Commission.

The authorised ‘Approver’ will have the ability to submit new Reportable Incidents and view previous Reportable Incidents submitted by their organisation.

What is an ‘Authorised Reportable Incidents Notifier’?

You have responsibility to nominate people with the appropriate skills to become Reportable Incident Authorised Notifiers within your organisation.

The NDIS Commission suggests the ‘Authorised Reportable Incidents Notifier’ is a supporting team member who can assist the ‘Authorised Reportable Incidents Approver’ to collate and report the required information.

The authorised ‘Notifier’ will have the ability to create new Reportable Incident notifications to be saved as a draft for review and submission by the authorised ‘Approver’. The authorised ‘Notifier’ will need to inform the authorised ‘Approver’ that the Incident is awaiting their review and submission. The ‘Notifier’ can also view past Reportable Incidents they have created through the page.

Who nominates and approves the authorised ‘Approver’ and ‘Notifier’?

Anyone with access to the NDIS Commission Portal can nominate themselves for either of these roles via the ‘Access Request’ section. For detailed instructions, refer to: Quick reference guide - getting access to NDIS Portal.

Access requests for ‘Provider Authorised RI Approver’ and ‘Provider Authorised RI Notifier’ roles will be reviewed and approved by the Provider’s Authorised Access Delegate. Once the request has been submitted, the individual will be responsible for notifying the delegate of the request, to ensure they can obtain approval in a timely manner.

Individuals should only nominate themselves either the ‘Approver’ or ‘Notifier’ role.

The provider is responsible for ensuring the nominated authorised ‘Access Delegate’, ‘Approver’, ‘Notifier’ recorded in the system are up to date and reflect access needs accordingly.

Is there a limit to the number on the number of Provider Authorised Reportable Incident Approvers and Notifiers within my organisation?

No, there is no limit on the number of authorised roles. To request access for someone within your organisation, see [Quick reference guide - getting access to NDIS Portal](#).

When do I complete an Immediate Notification Form?

The immediate notification form must be submitted via the 'My Reportable Incidents' page **within 24 hours** of key personnel becoming aware of a Reportable Incident or allegation.

The immediate notification form **should not** be used to notify the unauthorised use of a restrictive practice, unless the incident has resulted in immediate harm, for example, serious injury, of a person with disability.

When do I complete a Five Day Form?

The five day form must be submitted via the 'My Reportable Incidents' page **within five business days** of key personnel becoming aware of a Reportable Incident and will provide additional information to that provided in the immediate notification form. It is also to be used for incidents involving the unauthorised use of a restrictive practice, other than those resulting in immediate harm of a person with disability.

When do I complete a final report?

You may be required to provide a **final report** at the request of the NDIS Commission. When this is the case, the NDIS Commission will provide this form to you via email.

I submitted an Immediate Notification Form pre July 1 2019. Can I complete the existing Five Day Form in this instance?

Yes. Please complete the existing 5 Day Form to finalise your Reportable Incident notifications.

What information will I be required to give to the NDIS Commission about the incident?

Information may include, but is not limited to:

- Individuals involved in the Reportable Incident.
- A description of the Reportable Incident – including the nature of any injuries sustained, and details such as time, date and place it allegedly occurred.

- A description of the impact on, or harm caused to, the person with disability (Note: where the Reportable Incident is a death this does not need to be provided).
- Actions taken by the provider in response to the Reportable Incident.

Once I have completed the Immediate Notification form, how will I know that the NDIS Commission has received it?

When you submit the form (as the Provider Authorised Reportable Incidents Approver), an acknowledgement message will appear on the screen to let you know that the Commission has received your notification. Please note that if you are the Provider Authorised Reportable Notifier, you will only be able to save the notification as draft. You will then be required to notify the authorised Approver within your organisation to go into the system to review and submit the form.

Once I have completed the 5 Day Notification form, how will I know that the NDIS Commission has received it?

When you submit the form (as the Provider Authorised Reportable Incidents Approver), the status on the left hand side task bar will change to 'Submitted – 5 day'. This indicates that the form has been successfully submitted to the NDIS Commission. Please note that if you are the Provider Authorised Reportable Incidents Notifier, you will only be able to save the notification. You will then be required to notify the authorised Approver within your organisation to go into the system to review and submit the form.

I want to attach supporting / additional documentation to my Reportable Incidents notification. How do I do this?

You do not need to include attachments with the immediate notification. You will only be able to attach supporting documentation when completing the 5 day notification form. This functionality can be found at the bottom of the left hand side task bar under 'Attachments'. Please note that there is an attachment limit of 10mb per document, and that attachments uploaded cannot be deleted.

I've run out of character limit for a particular field, what should I do?

We expect your report to be concise and factual. Please complete the field with as much information as possible. You can attach any additional / supporting documentation to the form e.g. behavioural support plan, medication management plan, meal plan etc.

My online form has timed out, what should I do?

There is a time out restriction of 30 minutes, due to PRODA requirements. As such, we recommend that you draft the information into a word document and copy/paste it across. Alternatively, scroll to the bottom of the form and select 'Save as Draft' at least every 25 minutes.

I've tried to submit my form but I'm receiving error notifications, what should I do?

Please check to see if all mandatory fields with an asterisks (*) has been completed. If all these fields have been completed and you are still receiving an error notification, please contact the NDIS Commission on 1800 035 544.

I'm experiencing issues and cannot submit my incident notification form, what should I do?

On occasion providers may experience difficulty accessing, using or submitting via the NDIS Commission portal 'My Reportable Incidents' page. This may occur when:

- The registered NDIS provider does not have access to PRODA.
- The registered NDIS provider does not have access to the NDIS Commission Portal.
- There is a technical IT issue the user cannot resolve with the quick reference guides or with the available support and it is outside of business hours.
- The NDIS commission portal is unavailable due to system updates and maintenance.

In these circumstances, providers must take all reasonable steps to resolve the issues within the required timeframe by calling the NDIS Commission for support.

Outside of business hours and if all reasonable steps have been taken, a provider should advise the NDIS Commission of these issues as soon as possible via email to reportableincidents@ndiscommission.gov.au with an email that includes:

- The steps taken to complete the authorised notification form and the presenting issue
- The name of the impacted person
- Describe the immediate response and step taken to ensure the impacted person was safe
- Brief description of the reportable incident
- Whether any other authorities, such as the police, have been notified.

You will receive an automated response from the NDIS Commission acknowledging receipt. As soon as practical, you will need to progress completion of the 24-hour form. If you continue having difficulties please refer to the website for detailed guidance or contact the Commission on 1800 035 544.

If the NDIS Commission portal or "My Reportable Incidents" page is unavailable for a period the NDIS Commission Reportable Incidents team may:

- Provide an authorised form and request the information is submitted via the reportableincidents@ndiscommission.gov.au address; or
- Take the 24 hour notification or further information over the phone.

How does my 'Authorised Approver' know that a draft incident notification requires action?

At present there are no automatic alerts in the 'My Reportable Incidents' page. The authorised 'Notifier' will need to separately inform the Authorised 'Approver' that a draft notification is awaiting their review and submission.

What will the NDIS Commission do after I have submitted a Reportable Incident form?

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.

Will the information I submit to the NDIS Commission be kept confidential?

The information you provide is stored in a secure environment. The NDIS Commission will not release information unless permitted by law or you grant us permission.

Do I need to report the incident to anyone other than the NDIS Commission?

Reporting a serious incident or allegation to the NDIS Commission does not replace your existing obligations to report suspected crimes to the police and other relevant authorities.

Who do I contact if I am experiencing difficulties accessing the ‘My Reportable Incidents’ page or are having IT issues?

If you are experiencing difficulties accessing the page or are having IT issues, assistance is available at Tier1Support@ndiscommission.gov.au.

Who do I contact to give provide feedback about the ‘My Reportable Incidents’ page?

The ‘My Reportable Incidents’ page will continue to be updated throughout the coming months. Please send through, via email, any feedback you may have on the functionality and useability of the page to riportalfeedback@ndiscommission.gov.au.