National Disability Insurance Scheme (NDIS) Serious Reportable Incident Template

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| NDIS Serious Reportable Incident | | | | | |
| *NDIS Participant* Given Name: | | | Surname: | DOB: | |
| NDIS Provider:(if known) | | | | | |
| SAHI: | | | Date of incident: (if known) | Date reported to SLS: | |
| LHN; Site | | | | 🞎 *NDIS Participant* box checked on SLS | |
| Clinical Incident Brief (CIB) (LHN CEO to DCE DHW) | | Date sent:  🞎 Signed | | 🞎 Uploaded to SLS | |
| NDIS Participant/Authorised Guardian Consent:    🞎 YES 🞎 NO (if no CE/CEO authorisation required) | | Date obtained: | | 🞎 Documented | |
| CEO Authority to disclose information:    🞎 YES required 🞎 N/A (if consent obtained) | | Date sent:    🞎 Signed | | 🞎 Uploaded to SLS | |
| **External Reporting (in order of priority- following Consent or signed CEO Authority to disclose)** | | | | | |
| **The NDIS Quality and Safeguards Commission:** (Notification –on becoming aware of the incident) | 🞎 Email sent:  [SAReportableIncidents@ndiscommission.gov.au](mailto:SAReportableIncidents@ndiscommission.gov.au)  🞎 Confirmation Email received | | | Reported by: | Date reported: |
| **SAPOL:** (If applicable) | Report number: | | | Reported by: | Date reported: |
| **Non SA Health Agencies -External Minute** | | | | | |
| **Department of Human Services (DHS) CE**  (Notification of all NDIS participant incidents, NDIA will be advised by DHS if relevant) | 🞎 Email sent:  [DHS.Participant.Notifications@sa.gov.au](mailto:DHS.Participant.Notifications@sa.gov.au) | | | Reported by: | Date reported: |
| **DHS Exceptional Needs Unit (ENU)** (Notification only if ENU client or referral made) | 🞎 Email sent: [DHS.EXCEPTIONALNEEDS@SA.GOV.AU](mailto:DHS.EXCEPTIONALNEEDS@SA.GOV.AU) | | | Reported by: | Date reported: |
| **Office of the Public Advocate (OPA)** (Notification only if OPA is authorised Guardian. If NDIS participant has a private guardian OPA does not need to be notified- If unsure call OPA) | 🞎 Email sent  OPAMailbox@sa.gov.au | | | Reported by: | Date reported: |
| [**Health Care Services Complaints Commissioner**](https://www.hcscc.sa.gov.au/) **(HCSCC)** (If applicable where healthcare is being provided by an unregulated/unregistered worker) | 🞎 Email sent  info@HSCC.sa.gov.au | | | Reported by: | Date reported: |
| **SA Health Agencies -Internal Minute** | | | | | |
| **Wellbeing SA: Integrated Care Systems**(Notification of all NDIS participant incidents) | 🞎 Email sent:  [WellbeingSALongStayHealthDischargeProject@sa.gov.au](mailto:WellbeingSALongStayHealthDischargeProject@sa.gov.au) | | | Reported by: | Date reported: |
| **Non-Government Organisation (NGO) Performance Management** **Team** (Notification of all NDIS participants) | 🞎 Email sent:  [Health.NGOPerformance@sa.gov.au](mailto:Health.NGOPerformance@sa.gov.au) | | | Reported by: | Date reported: |
| 🞎 Completed form uploaded to SLS (Save as; New Document>Form> NDIS SRIT) | | | | Date complete: | |

National Disability Insurance Scheme (NDIS) Serious Reportable Incident Template

Purpose

This policy guideline outlines SA Health’s position on appropriately reporting serious incidents in relation to NDIS participants. It describes the process of identifying incidents which have occurred inside and outside of a SA Health service and the required reporting process that needs to occur.

All NDIS providers must follow the [NDIS Incident Management and Reportable Incidents Rules (2018)](https://www.ndiscommission.gov.au/providers/incident-management-and-reportable-incidents) as directed by the NDIS Quality and Safeguards Commission in addition to this policy guideline. This includes SA Health NDIS Providers.

Additionally SA Health requires any serious incidents identified in NDIS care provision to also be notified according to the following instructions regardless of who the NDIS provider is.

If a SA Health staff member identifies an incident of a serious nature that has occurred involving a NDIS participant notification to the patient incident module of the Safety Learning System (SLS) is required. Incidents of a serious nature are then reported to the NDIS Quality and Safeguards (Q &S) Commission ([SAReportableIncidents@ndiscommission.gov.au](mailto:SAReportableIncidents@ndiscommission.gov.au)) and all relevant non SA Health agencies will be informed in a timely way.

NDIS Reportable Incidents

**Specific types of serious reportable incidents include:**

* 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 (excluding, in the case of unlawful physical assault, contact with, and impact on, the person that is negligible/insignificant)
* Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity
* The use of a restrictive practice in relation to a person with a disability, other than when 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 that person.

How to report and manage on SLS

* SLS Topic Guide
* [SLS Reporting link](http://sls.sahealth.sa.gov.au/live/)

Useful Links/Resources

* [SA Health - NDIS Clinical resource page](http://inside.sahealth.sa.gov.au/wps/wcm/connect/public%20content/sa%20health%20internet/clinical%20resources/clinical%20programs%20and%20practice%20guidelines/safety%20and%20wellbeing/national%20disability%20insurance%20scheme%20ndis/national%20disability%20insurance%20scheme%20ndis)
* [Patient Incident Management and Open Disclosure Policy Directive](http://inside.sahealth.sa.gov.au/wps/wcm/connect/non-public+content/sa+health+intranet/business+units/health+system+development/office+of+the+chief+executive/policies/directives/patient+incident+management+and+open+disclosure+policy+directive)
* [The NDIS in each State- South Australia page](https://www.ndis.gov.au/understanding/ndis-each-state/south-australia)
* [The NDIS Quality and Safeguards Commission](https://www.ndiscommission.gov.au/sites/default/files/documents/2019-06/detailed-guidance-reportable-incidents-detailed-guidance-registered.pdf)
* [NDIS Reportable Incidents guide](https://www.ndiscommission.gov.au/sites/default/files/documents/2019-06/detailed-guidance-reportable-incidents-detailed-guidance-registered.pdf)
* [National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.](https://www.legislation.gov.au/Details/F2018L00633)

Document Templates

* [Clinical Incident Brief Template](https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/resources/clinical+incident+brief+template)
* CEO Authority to Disclose HCA 2008 –Page 4
* Minute External communication to non SA Health departments/agencies –Page 5
* Minute Internal communication to SA Health agencies/DHW units –Page 6

**LHN/ Service Safety and Quality**

* **SLS incident review**
* **CIB to CE SA Health** within 24 hours
* **SAPOL notification** (if applicable) & record report number
* **Wellbeing SA notification** (Internal Minute template) [WellbeingSALongStayHealthDischargeProject@sa.gov.au](mailto:WellbeingSALongStayHealthDischargeProject@sa.gov.au)
* **NGO Performance Management Team** (Internal Minute template) [Health.NGOPerformance@sa.gov.au](mailto:Health.NGOPerformance@sa.gov.au)
* **CARL notification** (If applicable) [https://my.families.sa.gov.au](https://my.families.sa.gov.au/)

**Obtain CE/CEO Authority to Disclose**.

\*If consent to share and report incident details not obtained

**DHS Exceptional Needs Unit (ENU)**

Only if NDIS Participant is under the care of ENU

[DHS.EXCEPTIONALNEEDS@SA.GOV.AU](mailto:DHS.EXCEPTIONALNEEDS@SA.GOV.AU)

**DHS- Chief Executive (CE)**

All NDIS participant related incidents

[DHS.Participant.Notifications@sa.gov.au](mailto:DHS.Participant.Notifications@sa.gov.au)

**Office of the Public Advocate (OPA)**

Only if NDIS Participant has an appointed OPA Guardian

(If private guardian appointed OPA notification not required)

[OPAMailbox@sa.gov.au](mailto:OPAMailbox@sa.gov.au)

**Health Care Services Complaints** **Commission (HCSCC)**

For circumstances where healthcare is being provided by an unregulated/unregistered worker

info@HSCC.sa.gov.au

**Table 1**

**Serious incident involving the NDIS participant**

Including suspected or alleged

1. death
2. serious injury
3. abuse or neglect
4. unlawful sexual or physical contact or assault,
5. sexual misconduct committed against or in the presence of, including grooming for sexual activity
6. The unauthorised use of restricted practises.

**NDIS Serious Reportable Incident Guideline Flow Chart**

**Decision Making Capacity assessment of NDIS Participant**

**NO CAPACITY**

Obtain Consent from authorised guardian to report to relevant authority

Document in Medical Record

Consent not obtained or refused

by authorised guardian or client does not have a guardian or relative/parent

**NDIS Participant**

SA Health service becomes aware of a suspected/alleged serious incident (See Table 1)

**Report made in Safety learning System (SLS)**

* Reporter checks *NDIS Participant*  in demographics list in SLS incident report

**Report incident to NDIS Quality and Safeguards Commission by email:** [SAReportableIncidents@ndiscommission.gov.au](mailto:SAReportableIncidents@ndiscommission.gov.au)

Confirming response email will be received

**CAPACITY**

NDIS Participant informed and consent\* obtained to report incident

Document in Medical Record

**Further report to:**

(External Minute template)