

NDIS Serious Reportable Incidents

Safety Learning System

Topic Guide

SLS Topic Guide – NDIS Serious Reportable Incidents

This Topic Guide outlines SA Health's requirements on appropriately reporting serious incidents into the Safety Learning System (SLS) when an incident has occurred affecting a National Disability Insurance Scheme (NDIS) participant.

The SA Health NDIS Serious Reportable Incident Policy outlines SA Health's requirement for the Department for Health and Wellbeing (DHW), Local Health Networks (LHNs) and Services to meet the [NDIS Incident Management and Reportable Incidents Rules 2018](#) if SA Health was the registered NDIS care/service provider at the time of the incident.

Additionally, SA Health requires any serious incidents that involve an NDIS participant to also be notified according to the following instructions regardless of who the NDIS provider is.

The Policy states:

- > All incidents will be managed according to the [SA Health Patient Incident Management and Open Disclosure Policy Directive](#).
- > All incidents need to be identified, reported, investigated and a response documented. This includes any activities undertaken to ensure the safety and wellbeing of people with disability and workers.
- > All incidents must be reported to relevant departments/units internal and external to SA Health.
- > When entering any SLS notification involving a NDIS participant, ensure that the notification states that the incident relates to a NDIS participant and whether SA Health are the registered service provider (see instructions below).

For further information, refer to the SA Health NDIS Serious Reportable Incident Policy and the [SA Health NDIS Serious Reportable Incident Template](#).

REPORTING AN NDIS PARTICIPANT INCIDENT

In SLS, an NDIS participant is identified through selecting 'NDIS Participant' as the Person Affected Demographic Flag.

<p>Person Affected - Demographic Flag</p> <p>Select all demographic flags that apply</p> <p>This question collects core demographic data to:</p> <ul style="list-style-type: none"> • Differentiate and help interpret patient experience results for shared decision making. • To develop and document a comprehensive and individualised plan that addresses the significance and complexity of the patient's treatment. • Assists in follow up with relevant services. <p>Special Needs Definition: Having an illness or disability that means the person needs additional or specialised services or assistance, eg to enable participation in education.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Aged Care <input type="checkbox"/> Under Guardianship of the CE Department Child Protection <input type="checkbox"/> Under court order (eg custody order) (Child Protection) <input type="checkbox"/> Clinical Trial <input type="checkbox"/> Department of Veterans' Affairs (DVA) <input type="checkbox"/> Hospital at Home <input type="checkbox"/> Mandatory treatment eg for infectious disease (Health Care Act) <input type="checkbox"/> Mental Health - Under inpatient treatment order (Mental Health Act) <input type="checkbox"/> Mental Health - Under community treatment order (Mental Health Act) <input type="checkbox"/> Mental Health - Prescribed treatment (Mental Health Act) <input type="checkbox"/> Mental Health - Care and Control Section 56 (Mental Health Act) <input checked="" type="checkbox"/> NDIS Participant <input type="checkbox"/> Palliative Care <input type="checkbox"/> Prison/person in custody (Department for Corrections) <input type="checkbox"/> Private Patient <input type="checkbox"/> Rehabilitation <input type="checkbox"/> SACAT order (Guardianship and Administration Act) <input type="checkbox"/> For treatment (SACAT order) (Section 32) (1) (C) <input type="checkbox"/> S32 detaining (in a closed facility) (SACAT order) <input type="checkbox"/> Special Needs <input type="checkbox"/> Telehealth medicine/conference <input type="checkbox"/> Workers compensation
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The notifier should then identify the role that SA Health/LHN had at the time of the incidents by answering the question that will appear:

Person Affected - Is SA Health the Registered Provider of the NDIS service?

Select any other patient demographic which is relevant to the patient at the time. For example, whether a patient is a mental health patient.

MANAGING AN NDIS PARTICIPANT INCIDENT

The Manager of the incident is required to verify that the notifier has correctly:

- > Identified when the incident involves an NDIS participant as the patient demographic flag
- > Selected the correct location (exact).

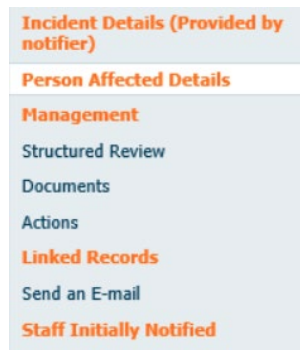
The manager is also required to:

- > Ensure that serious incidents are escalated (using the Clinical Incident Brief) and/or reported to agencies external to SA Health if required (using the NDIS Serious Incident Notification Template).
- > Ensure that any documents that are related to the incident are uploaded and stored within the SLS.

Note: It is strongly recommended that advice is obtained from your local Safety and Quality/Clinical risk management team.

1. Verifying the 'NDIS Participant' Patient Demographic Flag

Please note that the Patient Demographic information is located in a tab called 'Person Affected Details'. This sits between the Incident Details and the Management tabs.

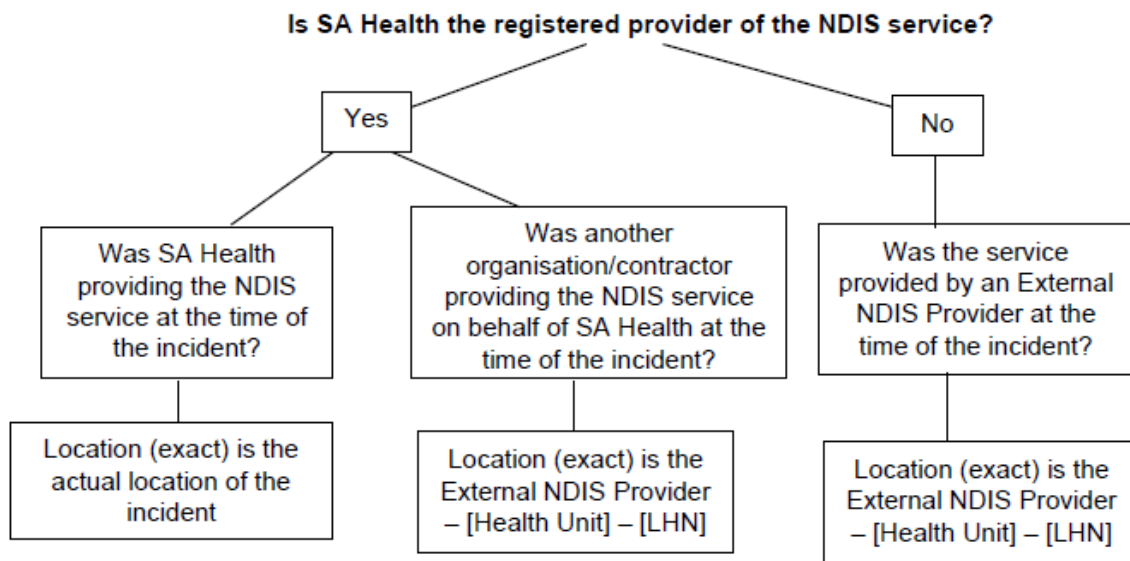


Click to review and ensure NDIS Participant has been selected.

2. Verifying the Location (exact)

The location selected should accurately reflect the relationship that SA Health has to the NDIS participant at the time of the incident. To determine the correct location of the incident, refer to the flowchart below.

Tip: the location of the patient incident can be chose starting from the Location (exact) field and the naming structure will be as follows:



Location (exact): External NDIS Provider – [Health Unit] – [LHN]

The advantage of this is that when the correct Location (exact) is selected by the notifier, the remainder of the Location tree will backfill automatically. The reporter is able to begin typing ‘External NDIS Provider’ into the drop-down box which will reduce the need for scrolling through multiple locations. The Location (exact) can be selected from this list.

An example of the new naming structure for External NDIS Provider incidents is as follows:

Location	
★ LHN	Central Adelaide LHN
★ Cluster	Contracted Services - CALHN
★ Health Unit	Contracted Services - RAH - CALHN

With Directorate and Location (exact) being as follows:

Directorate: External NDIS Provider – [Health Unit] – [LHN]

Location (exact): External NDIS Provider – [Health Unit] – [LHN]

Reporting to an External Agency

There is a section in the Structured Review tab called Reporting to an External Agency. This section only appears if ‘NDIS Participant’ has been selected as a Patient Demographic Flag on the incident.

All serious incidents involving NDIS participants need to be escalated to agencies/departments that are external to SA Health according to the NDIS Serious Incident Notification Template (seek advice from your local Safety and Quality team).

Consent to share and report information should be obtained from the NDIS participant or appointed guardian. If this is not possible or safe to do so:

- > Where the Information Sharing Guidelines (ISG) Policy Directive applies, then the information shared with the relevant entities.
- > Where the ISG is not applicable to report an incident, then a CE/O authority to disclose to an agency external to SA Health should be obtained.

NDIS Serious Reportable Incident Details	
<small>(Click here for the SA Health NDIS Serious Reportable Incident Policy)</small>	
<small>If SA Health is the service provider the Immediate Notification Form must be submitted via the NDIS Commission Portal within 24 hours of key personnel becoming aware of a reportable incident or allegation.</small>	
Who provided the consent to report?	<input type="text"/>
Category of NDIS report	<input type="text"/>
Date of NDIS report	<input type="text"/>

Completion of Management of Incident

SA Health has full responsibility for management of an incident and open disclosure including investigation of the incident and taking action to prevent recurrence if:

- > SA Health was providing NDIS service at the time of the incident
- > SA Health was providing a health treatment service at the time of the incident (eg the NDIS participant was in hospital with pneumonia).

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For both of these, the patient incident location (exact) must be an actual SA Health location, and actions taken to investigate as per the Patient Incident Management and Open Disclosure Policy Directive.

However, if:

- > Another organisation/contractor was providing the NDIS service on behalf of the SA Health at the time of the incident (location (exact) is to an External NDIS Provider)
- > The service was provided by an External NDIS Provider at the time of the incident (Location (exact) is to an External Provider).

The manager is required to provide an Incident Severity Rating (ISR) and ensure that the manager's summary indicates that all relevant agencies have been informed.

NOTE: The option to reject incidents has been limited to nominated users. If you need an incident to be rejected, please contact your local SLS administrator and request the rejection with a detailed reason why it is required.

Record Keeping and Documentation

Use the SLS Documents tab of the incidents to upload and save all documents. This should include the completed Notification Template, Clinical Incident Brief (CIB), CE/O authority to disclose (where applicable), internal and external minutes and any information generated as part of the investigation or actions taken to reduce future risk or improve quality.

For more information

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