

**Q329**

**SERVICE DELIVERY INCIDENT FACTSHEET**

**Incident Examples**

- Reportable death or death in custody
- Non-reportable death, e.g. expected, natural causes
- A missing customer considered to be at significant risk to themselves or others
- A significant injury
- Child protection incident/notification that is sexual in nature, caused immediate harm, or resulted in injury requiring hospitalisation, or death
- Sexual assault (including allegations)
- Sexual misconduct or grooming
- Physical assault or accidental injury that required hospitalisation
- Physical assault or accidental injury that did not require hospitalisation
- Possible involvement by the Police or other emergency services
- Recognising a customer who may be at risk of suicide or seriously injuring someone else
- Services to clients ceased or were disrupted as a result of an incident, for example a house fire
- Staff misconduct including breach of duty of care to the customer (for example medication error, bullying, abuse, negligence), theft, unauthorised use of restraint
- Medication administration errors
- Catheter or colostomy accidents
- Poor quality of care
- Alleged fraud
- Threats made to customers
- Workplace hazard (environmental or other) that while manageable, is assessed as having a strong likelihood of escalating and threatening safety and service continuity
- Any incident or hazard or near-miss not considered high or critical
- Slip, trip and/or fall
- Car accident
- Any incident where emergency services are called
- Inconvenience caused to customer
- Minor or insignificant property damage

**Q329**

**SERVICE DELIVERY INCIDENT FACTSHEET**

**We must record any incident that occurs in connection with our services**

This means incidents that:

- may have occurred during the course of supports or services being provided;
- arise out of the provision, alteration or withdrawal of supports or services; and/or
- may not have occurred during the provision of supports but are connected because it arose out of the provision of supports or services.

These should be recorded in a CIMS Incident Card.

**Some incidents must be reported to the NDIS Quality & Safeguarding Commission**

A reportable incident is the following:

- 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, 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 for sexual activity
- The unauthorised use of a Restrictive Practice

**Allegations** of an event that would be a Reportable Incident **MUST** be acted upon as a Reportable Incident and follow the same reporting requirements.

For Reportable incidents the following information be provided:

- A description of the reportable incident
- A description of the impact on, or harm caused to the Customer
- The immediate actions taken in response to the incident including actions taken to ensure the health, safety and wellbeing of the person with disability, and whether the incident has been reported to police or any other body
- If known the time and place at which the incident occurred
- Names and contact details of the persons involved in the incident

**Reportable Incidents** should be reported to Sarah Maynard OR Noel Cornwill.

Incidents should be reported to Sarah Maynard AND Russell George.

**MAKE SURE YOU CREATE AN INCIDENT CARD!**