

QF168	NDIS REPORTABLE INCIDENT HANDLING CHECKLIST
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NDIS Reportable Incident Reference Number:		Customer:		
Item #	Item	Assignee	Due Date	Date Complete
1	Incident is reported to Service Delivery Officer (SDO)/Customer Relations Officer (CRO), entered into CIMS, identified as reportable and escalated to the Chief Operating Officer (COO) and General Manager Accommodation and Services (GMAS).	SDO/CRO		
2	Quality and Engagement Officer (QEO) views CIMS and logs the Reportable Incident in the Incident Management Register (<i>this may also be required to be logged in the Feedback and Complaints Register if the initial source is through feedback</i>).	QEO		
3	Folder created in Complaints folder in 'G' Drive for saving all information into regarding the incident.	QEO		
4	Request/s for information assigned to relevant departmental personnel with timeframe for response.	QEO		
	Information Requested:			
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5	Information is sent to COO or GMAS for logging a 24 hour report.	QEO		

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6	COO or GMAS submits a 24 hour report to the NDIS Safeguarding Commission through the portal.	COO or GMAS		
7	NDIS reference number for the Reportable incident is forwarded by COO or GMAS to QEO and the Incident Management Register updated.	QEO		
8	GMAS follows up with a 5 day report to the NDIS Safeguarding Commission and forwards the NDIS reference number to the QEO.	GMAS		
9	Incident Management Register is updated.	QEO		
10	When confirmation is received from the SA Complaints (NDIS Commission) the Incident Management Register is updated and the incident closed out.	QEO		
11	Improvements identified through the investigative process are added to the Continuous Improvement Register.	QEO		
12	GMAS reviews the Reportable Incident to determine:			
	➤ whether the customer profile needs updating	GMAS		
	➤ whether the risk assessment for the customer needs updating	GMAS		
	➤ whether the support plan needs updating	GMAS		