

## Obligations of the Parties in Relation to Incident Reporting

Registered NDIS providers are required by Commonwealth law to have appropriate systems in place to respond to any incidents that occur, or are alleged to have occurred, in connection with the provision of supports or services to NDIS participants.

Both parties will report incidents in accordance with the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018*.

### Reporting obligations of the parties:

- YPH is a registered NDIS provider and is therefore required to report all reportable incidents to the NDIS Quality and Safeguards Commission
- [ORGANISATION] is a registered NDIS provider and is therefore required to report all reportable incidents to the NDIS Quality and Safeguards Commission

## Reporting to the State Government, Department of Human Services, South Australian Housing Authority

**The South Australian government requires CHPs to report all critical incidents.**

**Critical incidents may include (but are not limited to):**

- The unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault, and indecent assault) of a tenant, that occurs as a result, or during the delivery of services. The death of a worker or tenant does not in itself constitute a critical or reportable incident. However, if the death involves circumstances that are out of the ordinary then it may constitute a critical incident
- An incident where a tenant assaults or causes serious harm to others (including employees, volunteers, or contractors), as a result of, or during the delivery of services
- Allegations of serious unlawful or criminal activity or conduct involving an employee, a subcontractor or volunteer that has caused, or has the potential to cause serious damage to the community housing sector
- A serious fire, natural disaster, accident, or other incident which will, or is likely to prevent service provision, or which results in closure or significant damage to the premises or property, or which poses a significant threat to the health and safety of tenants

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**Reporting obligations include serious care concerns which include:**

- Exposing a person with disability to serious risks
- Witnessing an act of abuse or neglect without intervening and failing to make an immediate report of the abuse to a manager/supervisor and the state
- Abuse of restrictive practices
- Financial abuse

**Reporting obligations of the parties:**

- CHPs are required under the terms of the Master Agreement to report a critical client incident
- [ORGANISATION] is responsible for reporting all critical client incidents to YPH within 24 hours or as soon as reasonably practical with consent from the client in accordance with Australian Privacy Principles or without consent in accordance with the Department of Premier and cabinet Information Sharing Guidelines

**Related Documents:**

-  Incident Management Policy
-  Critical Client Incident Reporting Form