



# JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

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Jumbunna is committed to developing an organisational culture that supports the legal and human rights of clients and ensures they are able to exercise those rights as outlined in relevant legislation including the:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- NSW Work Health and Safety Act 2011
- NDIS Practice Standards

Record of policy development		
Version	Date approved	Date for review
Version 1 2018		

Policy context – this policy relates to:	
Standards	NDIS Practice Standards
Legislation	Disability Services Act
Contractual Obligations	NDIS Safeguarding and Quality Commission
Organisation Policies	Child Protection; Incident, Injury, Trauma, and Illness; Code of Conduct; Complaints and Feedback; Confidentiality, WHS
Forms, record keeping, other documents	Incident Register, NDS Reportable Incident Immediate Notification Form, Reportable Incident 5 Day Form

## Policy Statement

Reportable incidents are serious incidents or allegations which result in harm to an NDIS participant and occur in connection with NDIS supports and services. These incidents must be reported to NDIS Safeguarding and Quality Commission.

Jumbunna will ensure it has procedures in place to protect client’s health, safety, and well-being in the event of an incident. These procedures ensure that incidents are acknowledged, responded to, well-managed and learned from.

Reportable incidents:

- The death of an NDIS participant
- Serious injury of an NDIS participant
- Abuse or neglect of an NDIS participant
- Unlawful sexual or physical contact with, or assault of an NDIS participant
- Sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity
- The unauthorised use of a restrictive practice in relation to an NDIS participant

## Time frames

Most reportable incidents must be notified to the NDIS Commission within 24 hours of a provider's key personnel being made aware of it, with a more detailed report about the incident and actions taken in response to it to be provided within 5 business days. Reportable Incident – immediate notification form is to be used and is found on NDIS Quality and Safeguards Commission Website.

The unauthorised use of restrictive practice must be notified to the NDIS Commission within 5 business days of a provider's key personnel being made aware of it. If there is harm to a participant, it must be reported within 24 hours. Email [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au) to access secure document handling or call 1800 035 544. Reportable Incident – 5 Day notification form is to be used and is found on NDIS Quality and Safeguards Commission Website.

This does not replace existing obligations to report suspected crimes to the police and other relevant authorities, in our role as Mandatory Reporters and to the Ombudsman.

## Procedures

Jumbunna will:

- Complete the appropriate workforce screening requirements
- Have a structured induction process for staff
- Have documented procedures for responding to reportable incidents
- Clearly outlined roles and responsibilities
- Ensure all staff are provided with training to help them understand what constitutes a reportable incident and who is responsible for notifying
- Ensure all reportable incidents are investigated
- Ensure corrective action, including staff training, increased supervision and support or risk reviews and management plans are undertaken where identified to be appropriate
- Restorative measures are available if deemed appropriate after investigations
- Records of reportable incidents are to be kept for seven years

Staff responsibility:

- All staff to know and have an understanding of what a reportable incident is
- All staff to be aware of their responsibility to report a reportable incident

- Staff to report to the General Manager or her delegate with concerns about a reportable incident.
- The General Manager to be responsible for carrying out the investigation and reporting to the Commission, within the appropriate time frames
- The General Manager to report to the Management Board members
- The General Manager to be responsible for assessing: the impact on the participant; whether the incident could have been prevented; how the incident was managed; what if any changes are required to prevent further similar events occurring
- The General Manager is responsible for maintaining records confidentially for seven years

This policy is discussed at new staff induction interviews and staff meetings at least annually with a copy in each Staff USB. Regular reminders of policy content are placed in the weekly Staff Newsletter.

The Approved Provider (Jumbunna) delegates to the Nominated Supervisor that all policies and procedures meet the regulations and are followed.

The Approved Provider ensures this by communication with the Nominated Supervisor by informal and formal avenues (e.g., verbal discussion, Committee Meetings, and viewing required paperwork.)

## DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	

<b>Policy Name:</b>	<b>Reportable Incident Procedures</b>	<b>Policy Number:</b>	
Date Approved:	24 August 2023	Approved By:	Board of Management
Date Issued:	31 August 2023	Review Date:	30 June 2025
Version 1.5	This version of the policy was approved 24 August 2023 and replaces the version approved 28 July 2022.		