

## Client Incident Reporting Process

Grow Wellbeing will investigate and respond to all Incidents. The nature of any investigation or actions following an incident will be proportionate to the harm caused and any risk of future harm to people with disability.

For an incident to be reportable a certain act or event needs to have happened (or alleged to have happened) in connection with the provision of supports or services by the registered NDIS provider.

This includes:

- 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 with, 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 with disability for sexual activity
- Unauthorised use of restrictive practices in relation to a person with disability.

### Reporting

If you have either had an incident take place or you believe that an incident has taken place you must complete the client Incident Report Form which is downloadable on the Grow Wellbeing website. This should then be passed on to the Management of Grow Wellbeing as soon as is practicable.

If you are in a position as a mandated notifier you must also report your suspicions on the child abuse hotline.

After the incident has been reported to Grow Wellbeing. The Director of Grow Wellbeing will then report the incident to the NDIS verbally and inwriting using the NDIS Reportable Incident immediate Notification form.

An investigation must take place and the person who reported the incident will be kept apprised of the investigation

When filling in the incident form you must supply as much information as you can. Including:  
the name and contact details of:

- 1) the person making the notification;

- 2) the name and contact details of the persons involved in the incident (alleged victim and alleged offender);
- 3) a description of the incident;

Including:

- a. the nature of any injuries sustained, and details such as time, date and place it allegedly occurred
- b. a description of the impact on, or harm caused to, the person with disability (Note: where the reportable incident is a death this does not need to be provided)
- c. any actions relating to the health, safety and wellbeing of the participant, involved in the incident, including medical treatment provided, or whether the incident has been reported to the police or any other body.

Follow Up

All incidents will be investigated as soon as is practicable. They will also be, depending on the seriousness of the incident, be reported to the NDIS.

The investigation will be in proportion to the nature and significance of the incident and any associated allegations;

1. include the identification of any previous relevant allegations that should be considered regarding the relevant individuals;
2. include a degree of independence appropriate to the seriousness of the incident;
3. adopt a person-centred and rights-centred approach, taking into account what is important to the client;
4. abide by the standard principles of good investigations:
  - a. procedural fairness
  - b. confidentiality and privacy
  - c. appropriate interview techniques
  - d. evidence based
  - e. properly documented
  - f. result in an investigation report