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Reportable Incidents – NDIS Quality and Safeguards Commission

Purpose

The purpose of this bulletin provides tips for Endeavour Foundation employees to highlight the purpose and information that is required when reporting VANE and unauthorised restrictive practice incidents to NDIS Quality and Safeguards Commission.

Summary

- We are mandated to report all actual incidents and allegations of V.A.N.E to NDIS Quality and Safeguards Commission within 24-hours of Client Safeguarding being alerted to the incident.
- We are mandated to report all unauthorised restrictive practice incidents to NDIS Quality and Safeguards Commission within 5-days of Client Safeguarding being alerted to the incident. NOTE if a Support Employee and/or Client is injured whilst we are using an unauthorised restrictive practice this is considered V.A.N.E and must be reported within 24-hours.
- The primary purpose of reporting incidents to the NDIS Quality and Safeguards Commission is to ensure the safety and well-being of people with disabilities, uphold NDIS standards, and foster accountability within the disability sector
- These timeframes are strictly enforced, and organisations may be subject to a serious non compliance notice if the timeframes for reporting are not complied with by an organisation
- Vital information that needs to be captured for reportable incidents include;
 - What were the circumstances leading up to the incident?
 - What risk mitigation strategies have been put in place to keep all supported employees / clients safe?
 - Has the impacted Support Employee's and/or Client's decision maker been notified of the incident? (document communication in journal note)
 - Explain whether the incident could have been prevented? What were the strategies used to de-escalate the situation where applicable?
 - What, if any, remedial action needs to be undertaken to prevent further similar incidents from occurring, or to minimize their impact?
- As reference in [MAN 8001 Client Safeguarding Incident Management Manual](#) With your help – together we can immediately support our clients by – Responding, Reporting, Recording and Reviewing

Further assistance

Please contact Client Safeguarding at customersafeguarding@endeavour.com.au for any advice or further information regarding the content of this Practice Bulletin.

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