



NDIS Incident Reporting Procedure

Incidents reportable to the NDIS

It is a contractual and legal requirement that MacMed Healthcare report all reportable incidents to the NDIS that meet their definition of serious and notifiable incidents. This is done through the NDIS Commission Provider Portal.

All reportable incidents must have one NDIS participant impacted by the incident. 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 for sexual activity.

A more detailed report is required within 5 days of submitting the immediate notification. Remaining reportable Incidents are required to be notified to the NDIS Commission within 5 days of the provider becoming aware of the incident. This includes:

- the unauthorised use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a state or territory in relation to the person.

If you need to report an incident or provide feedback to MacMed Healthcare.

- a) Talk to us. Talk to any of MacMed Healthcare's staff in person or call us on PH: 1300 308 184, if you feel comfortable to do so.
- b) Email us: MacMed Healthcare can be contacted on admin@macmedhealthcare.com or via our webpage at <https://macmedhealthcare.com.au/contact/> or <https://macmedhealthcare.com.au/knowledge-center/#useful-links> (feedback form) There is a jot-form available for anonymous reporting. Personal details **do not need to be entered in form.**