



THE DISABILITY
TRUST

External Notification Requirements

The Disability Trust has the following requirements for External Notification or Reporting of Incidents or Complaints. Details of the requirements are found in the Policy, Work Instruction or Related Documents listed in the table and are available on the staff Intranet.

Situation	External Body	Relevant Documents
<p>Client/Customer Complaints</p> <ul style="list-style-type: none"> - On request of the complainant - That can not be reasonably resolved internally <p>For complaints involving reportable incidents please see below for additional requirements</p>	<p>NSW Ombudsman or ACT Disability & Community Services Commissioner or National Disability Complaints Resolution & Referral Service (CRRS)</p>	<p>Policy B-07 Policy C-01 RD- B-07-01</p>
<p>Suspected, alleged or actual Abuse of an Adult client</p> <ul style="list-style-type: none"> - On request of the client or advocate - Serious assault/abuse - Abuse by a staff member of TDT <p>For incidents relating to Accommodation Support and Centre Based Respite services please see below</p>	<p>Police National Disability Abuse and Neglect Hotline</p>	<p>Policy D-03 WI D-03-01</p>
<p>Suspected, alleged or actual Abuse of a client under the age of 18</p> <ul style="list-style-type: none"> - That constitutes 'significant risk' - Serious assault/abuse - Abuse by a staff member of TDT <p>For incidents relating to Accommodation Support and Centre Based Respite services or to children in Statutory out-of-home care services please see below</p>	<p>Community Services (FaHCSIA) For abuse by staff</p> <ul style="list-style-type: none"> - Police - Commission for Children & Young People - NSW Ombudsman or ACT Disability & Community Services Commissioner - Office of the Children's Guardian 	<p>Policy D-04 WI D-04-01</p>
<p>Suspected, alleged or actual abuse in Supported Accommodation or Centre Based Respite</p> <ul style="list-style-type: none"> - Sexual abuse (including grooming) - Assault by a staff member - Deception or Fraud - Mistreatment or Neglect - Breach of AVO protecting the client - Unexplained serious injury 	<p>NSW Ombudsman or ACT Disability & Community Services Commissioner</p>	<p>Policy D-03 WI D-03-01 Policy D-04 WI D-04-01</p>
<p>Suspected, alleged or actual abuse of a client in statutory out-of-home care that involves</p> <ul style="list-style-type: none"> - Sexual misconduct - Serious physical assault - Abuse by a staff member of TDT 	<p>For abuse by staff, authorized carers, adult house members or board members</p> <ul style="list-style-type: none"> - Office of the Children's Guardian 	<p>Policy D-04 WI D-04-01</p>



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<p>Suspected, alleged or actual assault or abuse of one client by another within a Supported Accommodation or Centre Based Respite Service</p> <ul style="list-style-type: none"> - Sexual abuse (including grooming) - Serious Injury - Involving a weapon - Systematic or ongoing 	NSW Ombudsman or ACT Disability & Community Services Commissioner	<p>Policy D-03 WI D-03-01 Policy D-04 WI D-04-01</p>
<p>Targeted Community Care (TCC) Clients (inc Mental Health Respite) additional requirements</p> <ul style="list-style-type: none"> - Death, injury, abuse, threats or harassment of a client during service provision - Death, injury, abuse, threats or harassment of staff due to working in this programme - Inappropriate conduct between a client and staff - Property damage resulting in disruption of service - Adverse community reactions to a TCC service - Misuse of funding 	FaHCSIA	<p>External Documents / 'Incident Reporting protocol' & 'TCC Program Incident Reporting Template'</p>
<p>Residents of Licensed Boarding Houses additional requirements (where these requirements are not met by the Operator/Manager of the Boarding House)</p> <ul style="list-style-type: none"> - Death of a resident - Sexual assault (or allegations of) of a resident - Resident being missing for more than 24hours 	Director General Police	<p>Policy D-03 WI D-03-01 Policy D-04 WI D-04-01 Policy E-05 NSW Boarding House Act (2012)</p>
<p>Death of a person under the age of 18</p> <ul style="list-style-type: none"> - Who is funded to receive TDT services - Who has previously received services from TDT and is suspected to have died from abuse, neglect or suspicious circumstances 	Coroner NSW Ombudsman or ACT Disability & Community Services Commissioner Funding Body	Policy E-05
<p>Death of a person over the age of 18</p> <ul style="list-style-type: none"> - Who is funded to receive Accommodation Support (even if 	Coroner NSW Ombudsman or ACT Disability & Community Services Commissioner	Policy E-05



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absent from service at the time of death) - During service provision	Funding Body	
Death of a person in receipt of financial management services	Office of the Protective Commissioner	Policy E-05
Criminal Activity by TDT staff	Police See also sections on abuse of a client above	Policy F-12
Significant Fraudulent Activity	Police (at Boards discretion) Funding Body as per contract	Policy J-02
Serious incidents in which an employee suffers - Death - Serious Injury or Illness - Near miss that could have been fatal - Other incidents where Workers Compensation is payable - Incidents which may result in future serious illness/injury Serious incidents in which others suffer - Death - Serious Injury or Illness	Work Cover Workers Compensation Insurer Business Insurer	Policy H-10 Policy H-11
Potential Insurance Claims	Relevant Insurer	
Serious client incidents (as defined by specific Contracting Agreement)	Funding Body or Contracting agency	Relevant Contract

