

# Identifying and responding to incidents: 6 step guide for workers

It is your responsibility to prevent, respond to, and report incidents that may occur when providing supports or services to people with disability.

## 1 Identify, prevent and mitigate

- You must take all reasonable steps to prevent all forms of harm.
- If you identify any risks of harm to people with disability talk to your employer.
- Ask your manager or supervisor if you are unsure about how to identify, reduce, and prevent risks to people with disability

### When an incident does occur

## 2 Ensure immediate safety

- Call '000' if someone needs urgent medical care and/or if there is an immediate and serious risk of harm to you or others.
- Make sure you and the people around you are safe from harm.
- Notify your manager or supervisor.
- Follow your incident management procedures.

## 3 Respond to a disclosure

Sometimes you will not see an incident, but a person with disability will tell you ('make a disclosure') about it. In these circumstances:

- record and report this information as per your incident management procedures and tell your supervisor or manager as soon as possible
- reassure and support the person with disability by staying calm and explaining what will happen next
- listen to the person, writing down the details using their exact words. If you need more information to form a general understanding of the allegation, ask open questions, and avoid leading questions
- tell the person with disability that you have to report the incident.

## 4 Protect evidence

If it is your job to gather the initial information about a reportable incident, you must protect any evidence. For example, depending on the incident:

- do not disturb any evidence that may be required for an investigation
- if there is an alleged sexual assault, try to delay the victim bathing or showering until police arrive
- do not wash the person's clothing or bedlinen, but keep these things safe.

## 5 Record and report

If you become aware of a reportable incident you must notify your manager or supervisor as soon as possible. Do not rely on someone else to do this. Follow your workplace incident management procedures, including:

- record what you have seen and heard, including the details of any witnesses
- give your manager or supervisor any notes you have taken
- do not interview the person who is allegedly responsible for the incident.

## 6 Report to Police

Any allegation of a criminal offence against a person with disability must be reported to the police. Follow your incident management procedures, and:

- if appropriate, report the alleged offence as soon as possible
- tell the police that the impacted person is a vulnerable person and let them know if they will need communication aides or other supports
- support the person with disability when they are dealing with the police so that their wishes are made known.

**NDIS providers must notify the NDIS Commission about a reportable incident that occurs, or is alleged to have occurred, in connection with the NDIS supports or services you deliver.**

Reportable incidents are:

- 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.



NDIS Quality  
and Safeguards  
Commission



**Contact Us | Call: 1800 035 544 (free call from landlines).**

Our contact centre is open 9.00am to 4.30pm in the NT, 9.00am to 5.00pm in the ACT, NSW, QLD, SA, TAS and VIC Monday to Friday, excluding public holidays.

Email: [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au) | Website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

**Responding to incidents at your service** (who to contact, etc):