

Incident response: Is everyone safe?



NDIS Quality
and Safeguards
Commission

It is everyone's responsibility to ensure the safety and wellbeing of people with disability.

Call '000'

Call '000' if someone needs urgent medical care or there is an immediate risk of harm to you or the people around you.

Is everyone safe?

Make sure you and the people around you are safe from harm. Implement your workplace incident response plan.

Tell someone

Tell your manager or supervisor about the incident. If required, they will notify the NDIS Commission.

Call '000'

You may become aware of an incident by witnessing signs of possible abuse, being told about an incident by a person with disability, or directly witnessing the incident.

When an incident occurs, you must take action to ensure the safety and wellbeing of yourself and the people around you.

Call emergency services on '000' if:

a person suffers a serious injury and requires medical treatment

there has been an alleged or suspected criminal offence

there is ongoing danger

any other situation you believe may require emergency services.

Is everyone safe?

When an incident occurs, take action to make sure you and the people involved are safe. This may include people with disability, workers, or other people who are there when an incident happens.

Example: If a person with disability suffers a serious injury and needs medical treatment, contact emergency services on '000' immediately.

Tell someone

Your workplace incident management system includes procedures about how to identify, manage and report incidents, and a response plan. Follow the steps in your incident management system and response plan.



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

To report an incident, or to make a complaint if you have a concern about the NDIS supports and services being delivered, contact the NDIS Quality and Safeguards Commission (NDIS Commission).

Email: reportableincidents@ndiscommission.gov.au | **Website:** www.ndiscommission.gov.au