



IDENTIFYING AND RESPONDING TO REPORTABLE INCIDENTS

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

Identify, prevent, and mitigate:

- Incidents whereby there is risk of, or is actual, harm or exploitation; the individual needs urgent medical attention; staff are harmed physically or emotionally; there is damage to property resulting from the individual's behaviour; or other significant events that impact on staff or individual all require internal reporting for follow up and action. These may also include allegations.
- More serious incidents, as noted in the column to the side, need to be reported internally, with One2One obligated to report these to the NDIS Quality and Safeguards Commission. These are referred to as Reportable Incidents.
- As a support worker you must take all reasonable steps to prevent all forms of harm to the consumer, yourself, and others.
- If you identify any potential risks of harm to consumers, talk to your Coordinator immediately and follow their direction.

In the event of an incident occurring:

- 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 further harm.
- Notify your Coordinator immediately after ensuring everyone's safety. If you cannot raise them by phone, send a text message to alert them of the incident.
- If you cannot reach your coordinator in a timely manner, call the One2One office on 6278 3900.

Record and report:

- When you are witness to, or become aware of, an incident or allegation, you must notify your Coordinator ASAP. Do not rely on someone else to do this.
- Discuss the incident and required actions with your Coordinator and follow One2One's Incident Management Policy and Procedures
- Record and report information on a Consumer Incident Report Form as soon as possible, including any safeguarding actions taken. It is imperative that this is done promptly to ensure clarity of information.

How to respond to an allegation or disclosure:

- Do not dismiss the validity of the persons allegations. Listen, respond, and report.
- Listen to the person, writing down the details using their exact words. Avoid leading questions.
- Tell the person with disability that you have reported the incident to your Coordinator and explain what will happen next.

If you are ever IN DOUBT, just ask. If you see something, say something.

One2One 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 we deliver.

Reportable Incidents are:

- The death of a person with a disability
- Serious injury of a person with a disability
- Abuse or neglect of a person with disability
- Unlawful or physical contact with, or assault of, a person with a disability
- Sexual misconduct, committed against, or in the presence of a person with a disability, including grooming of the person with disability for sexual activity
- Unauthorised use of restrictive practices in relation to a person with a disability.

If you are concerned any of these situations are occurring or have occurred, you must report to your supervisor immediately.