



## Incident Management

**Find Wellbeing** has a moral, ethical and legal responsibility to ensure all clients are safe and takes proactive steps to protect them from harm.

**Find Wellbeing's** incident management system identifies, assesses, manages and resolves incidents that occur in connection with providing support or services to a person with disability and have, or could have, caused harm to the person with disability. The system is appropriate to the business' size and the classes of NDIS support it provides.

**Find Wellbeing** will provide support and assistance to people with disabilities affected by an incident (including information about access to advocates such as independent advocates), to ensure their health, safety and wellbeing.

**Find Wellbeing** has additional obligations if an incident is the subject of a complaint (see the Feedback Policy).

Failure to comply with the incident management requirements of the NDIS legislation and rules may lead to the NDIS Commissioner taking compliance and enforcement action against **Find Wellbeing**.

## Procedures

**Find Wellbeing's** Leadership Team must promote best practice, continuous improvement and a service delivery culture that promotes and supports **Find Wellbeing's** safety.

Upon commencement, all team members must undergo an Induction that includes information on **Find Wellbeing's** incident management processes. Team members' knowledge of this policy and procedure and **Find Wellbeing's** incident management system will be assessed. Additional on-the-job and formal training will be provided where required.

Agendas for Quality Committee meetings will include a standing item on Continuous Improvement, including reviews of incidents.

**Find Wellbeing** will use its website to provide clients, families, carers and all other stakeholders with information about this policy and procedure. Information provided will include how to make a complaint to **Find Wellbeing** and to the NDIS Commissioner, how complaints will be addressed and external advocacy and support services that can assist people in the complaints process.

To ensure Clients understand this information, staff will provide it in ways that suit client's needs. This includes using the language, mode of communication and terms that the client is most likely to understand. Methods include providing written information in Easy English, explaining information either face-to-face or over the phone and using interpreters and advocates.

## Privacy and Information Management

All personal information **Find Wellbeing** collects to manage incidents will be handled in accordance with privacy legislation and **Find Wellbeing's** Privacy and Confidentiality Policy and Procedure.

All staff must keep information about incidents confidential. They may only disclose necessary details if they are required to do so by law, or if not disclosing is likely to place the safety, health or wellbeing of any person at risk.

**Find Wellbeing's** Incident Register must be used to record information about incident management and all information regarding incidents will be kept securely in accordance with **Find Wellbeing's** Information Systems Policy. All records regarding incidents must be retained for at least 7 years from the date they were created.

## Incident Identification and Response

### First Response

1. Assess the situation and check for danger. Seek assistance or contact 000 to have the Client removed from a dangerous environment.
2. If the Client requires immediate medical attention, a medical practitioner or ambulance must be called (call Emergency Services on 000), to be conveyed to the nearest hospital emergency department.
3. Where a staff is accused or suspected of harming the Client, any medical practitioner called must be independent to **Find Wellbeing**. The staff in question must be removed from contact with all Client pending an investigation.

4. If another Client is accused or suspected of harming the Client, where possible, they must be removed from contact with other Clients pending an investigation.
5. If the Client has injuries that do not require immediate attention, support the person to see a doctor for assessment and treatment of any injuries, including psychological trauma.
6. Consider the impact of the incident on the other Clients within the setting and provide them with appropriate support.
7. Notify other service providers/service partners known to be working with that Client, if appropriate.
8. If the incident involves an alleged criminal act, contact the Police. Preserve any physical or documentary evidence that may be critical to an investigation by the Police or Find Wellbeing.
9. Where the Client consents, or does not have the capacity to consent, contact the Clients family or next of kin.
10. Provide ongoing support to all affected Clients and staff, taking into consideration that their ongoing needs may change.

Responses to any Client incident should be respectful of the person, culturally appropriate, and empower them to make their own choices and decisions wherever possible. Some Clients may wish to have a support person present to help them with decision-making.

Strategies to do this include:

- recognise and acknowledge the impact of the incident on the Client;
- assure the Client that the incident will be taken seriously and dealt with in a fair and equitable manner;
- clearly educate Client about their rights and take their wishes into consideration;
- keep the Client informed of the progress, outcome and any follow-up of incidents;
- if appropriate, identify an advocate or support person, help the Client to make contact with them and keep them informed throughout the process;
- involve the Client in the process of reviewing or investigating the incident, including the opportunity to provide their account of what happened, with communication support if required;
- ensure the Client has the opportunity to provide feedback on the response to the incident; and ensure personal and sensitive Client information is appropriately managed and secured, to mitigate the risk of privacy breaches.

## Incident Reporting

The staff who first becomes aware of an incident must report it as soon as practicable to the most senior staff in the work area and log on **GoHighLevel** as a Critical Incident. The most senior staff in the work area is responsible for reporting relevant incidents to the Police. The report must be made as soon as practicable, once immediate safety and medical needs are met.

All staff must report all Client incidents to their supervisor, the management and Managing Director as soon as practicable.

Details of all incidents, their investigation and review must be recorded in **Find Wellbeing's** Incident Register. The register must include:

- a description of the incident, including the impact on, or harm caused to, any person with disability affected by the incident;
- whether the incident is a Reportable Incident;
- the time, date and place at which the incident occurred (if known) or the time and date the incident was first identified;
- the names and contact details of the people involved in the incident;
- the names and contact details of any witnesses to the incident;
- details of the assessment of the incident;
- the actions taken in response to the incident, including actions taken to support or assist people with disability affected by the incident;
- any consultations undertaken with the people with disability affected by the incident; whether people with disability affected by the incident have been provided with any reports or findings regarding the incident;
- if an investigation is undertaken, the details and outcomes of the investigation; and
- the name and contact details of the person making the record of the incident.

## Reportable Incidents

**Find Wellbeing's** Management Team must take all reasonable steps to ensure that Reportable Incidents are notified to the NDIS Commissioner within the required timeframes.

### Reportable Incidents requiring notification within 24 hours

The Managing Director must report the following incidents to the NDIS Commission **within 24 hours**:

- the death of a person with disability; or
- the serious injury of a person with disability; or
- the abuse or neglect of a person with disability; or
- unlawful sexual or physical contact with, or assault of, a person with disability; or
- sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.

The following information must be provided:

- the organisation's name and contact details;
- a description of the reportable incident;
- a description of the impact on, or harm caused to, the person with disability (this may not be required if the reportable incident was a death);
- the immediate actions taken in response to the reportable incident, including actions taken to ensure the health, safety and wellbeing of people with disability affected by the incident
- whether the incident has been reported to the Police or any other body;
- the name and contact details of the person making the notification;
- if known, the time, date and place at which the reportable incident occurred;
- the names and contact details of the people involved in the reportable incident; and
- any other information requested by the NDIS Commissioner.

Where necessary, the last three pieces of information in the list above can be provided within 5 business days, if it is not available at the time of the initial report.

After the initial report, the following additional information must also be provided to the NDIS Commission within 5 working days:

- the names and contact details of any witnesses to the reportable incident; and
- any further actions proposed to be taken in response to the reported incident.

Information provided to the NDIS Commission within the first 24 hours of an incident must be provided via telephone or using the *Reportable Incident - Immediate Notification Form* available at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au). Information provided after the initial 24-hour period must be provided using the *Reportable Incident – 5 Day Notification Form*.

#### Reportable Incidents requiring notification within 5 business days

The Managing Director and the management must report incidents other than those that fall into the categories listed above to the NDIS Commission **within 5 business days**. All of the information listed above must also be provided for these incidents.

## Instances where information is not required

The following information does not have to be reported to the NDIS Commission if doing so could reasonably be expected to prejudice the conduct of a criminal investigation or expose a person with disability to risk of harm:

- a description of the reportable incident;
- a description of the impact on, or harm caused to, the person with disability;
- the time, date and place at which the reportable incident occurred;
- the names and contact details of the people involved in the reportable incident; and
- the names and contact details of any witnesses to the reported incident.

## Ongoing Reporting

Should significant new information about the incident relate to a change in the kind of reportable incident or is a further reportable incident the Managing Director and the Management must notify the NDIS Commission as soon as reasonably practicable by phoning 1800 035 544 or emailing [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au).

Once an incident has been reported to the NDIS Commission, the NDIS Commissioner may:

- refer the incident to another person or body with responsibility in relation to the incident (such as a State or Territory agency responsible for child protection);
- require **Find Wellbeing** to undertake remedial action within a certain period;
- require **Find Wellbeing** to conduct an internal investigation and provide a report;
- require **Find Wellbeing** to engage an appropriately qualified and independent expert, at its own expense, to carry out an investigation in relation to the incident and provide a report;
- carry out an inquiry in relation to the incident (whether it has been reported to the Commission or not); or
- take other action considered reasonable in the circumstances.

## Investigating Incidents

For every Reported Incident, or where an investigation is ordered by the NDIS Commission, the Managing Director must appoint an Investigation Manager to determine the appropriate investigative action for an incident and oversee the incident's investigation.

The Investigation Manager may seek advice from other team members if appropriate.

The options for investigative action are:

- **No further investigative action** – This may be appropriate where it can be clearly established that the report of the incident is inaccurate or there is no basis for concern about the safety of the Client or the quality of care the Client is receiving. If the decision is not to undertake an investigation, the grounds for this decision must be supported and recorded with reasoning backed up by evidence. The incident must then be the subject of a review (detailed below).
- **Monitoring and support required** – Certain information may raise issues that do not necessarily warrant an investigation but nevertheless require changes in practices. **Find Wellbeing** may manage these issues by monitoring and supporting affected Staff or Clients, and documenting this on relevant staff and Client files. The incident must then be the subject of a review (detailed below).
- **Internal investigation** – This option may be selected only where Find Wellbeing has the capability to undertake an investigation independently.
- **External investigation** – In other cases, **Find Wellbeing** will need to commission an investigation by an external party to ensure the investigation is robust, objective and expert. The Investigation Manager may commission an investigator, or a person from another organisation, with relevant expertise.

Investigations must take a person-centred and rights-based approach, taking into account what is important to the person with disability impacted by the incident. A person with a disability should be invited to participate in the investigation and be provided with the support they need to do so. The investigation must, however, remain impartial and independent at all times.

All investigations must be completed (including report finalisation) within 28 working days.

**Find Wellbeing** must provide information on investigation progress and outcomes to the person with disability involved in the incident (or their representative) and, with the consent of the person with disability or their representative, any other person.

An investigation report must be completed by the Investigation Manager. A report may also need to be provided to the NDIS Commission within **60 business days** of the initial notification, via [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au).

Investigation reports should include:

- details of any internal or external investigation or assessment that has been undertaken in relation to the incident, including:
  - the name and position of the person who undertook the investigation;
  - when the investigation was undertaken;
  - details of any findings made; and
  - details of any corrective or other action taken after the investigation;

- a copy of any report of the investigation or assessment; and
- whether people with disability affected by the incident (or their representative) have been kept informed of the progress, findings and actions relating to the investigation or assessment.

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The NDIS Commissioner may take further action based on the outcome of an investigation.

Once any actions required as a follow-up to the investigation have been implemented, the Investigation Manager can complete the incident investigation.

## Incident Review

Incident review includes monitoring and acting on trends identified through the analysis of incident information. The purpose of analysing incident data is to learn from patterns of incidents in order to safeguard the safety and wellbeing of individual Community Residents, as well as improve the quality of support.

The *Incident Register* must be reviewed at monthly Quality meetings. The Managing Director and the management are responsible for ongoing monitoring of the Incident Register, in order to analyse and report on incident trends and identify and address any systemic issues underlying incidents.

Reviews should consider the causes, handling and outcomes of incidents, as well as feedback provided by Staff and Clients. If trends or preventative measures are identified, these must be tracked in the Continuous Improvement Register.

## Responding to Allegations of Abuse

Allegations of abuse to people with a disability – whether by staff, other Clients or third parties - are reportable incidents. Allegations of abuse of staff by Clients should be dealt with in accordance with **Find Wellbeing's** Workplace Incident Management Policy and Procedure.

Irrespective of gender, victims of sexual assault frequently experience negative outcomes including dissociation, posttraumatic stress disorder, depression and anxiety. Victims of physical assault also frequently experience shock, numbness, fear, depression and anxiety. In recognition of this, after an allegation of abuse, additional support and/or a review of support provided to the Client may be required.

## Indicators of Abuse

Indicators of abuse include but are not limited to:

- a client alleges that abuse has occurred, by a staff, another client, or another person;
- a staff observes or is told about alleged abuse;
- a team member suspects that abuse has occurred (for example, a client may have unexplained injuries, a client may be distressed or anxious, or clothes may have been ripped);
- a client's behaviour changes significantly (this might include self-destructive behaviour, sleep disturbances, acting-out behaviour, emotional distress, or persistent and inappropriate sexual behaviour); and
- a client complains of physical symptoms, or a team member observes symptoms (this might include bruising, abdominal pain, sexually transmitted disease or pregnancy).

Where a team member considers that a client's behavioural changes or symptoms may be a result of abuse, they must report their concerns to the Managing Director and the management.

### Immediate Response

**\*\*Note that this guidance is additional to that provided earlier in this Policy and Procedure regarding general Immediate Response requirements. \*\***

#### 1. Ensure a safe environment

Suspicious and allegations of abuse should always be treated seriously. The person's feelings about themselves may be influenced by initial reactions to their suspicion and/or allegation. If abuse is disclosed, or a staff is suspicious of abuse, or becomes aware of abuse, a helpful response may include:

- listening carefully to and reassuring the Client;
- reassuring the Community Resident who disclosed abuse that they did the right thing by telling someone about their concerns; and
- asking the Community Resident what can be done to make them feel safe and explain the actions you will take next.

Staff might also consider contacting specialist victim support services including crisis care, counselling, advocacy, legal information and advice services.

#### 2. If necessary, seek emergency medical assistance

If the person requires immediate medical attention, a medical practitioner or ambulance should be called, or the person taken to the nearest hospital emergency department. Where a staff member is the alleged perpetrator of abuse and requires medical attention, any medical practitioner called should be independent of **Find Wellbeing**.

### 3. Call the Police

Where an immediate police response is required, the staff should call 000. Where a person does not consent to the police being called, see Compulsory Reporting in this Policy and Procedure for guidance on situations where police notification is mandatory.

In the case of alleged sexual abuse that has just occurred, to preserve any forensic evidence, the person should not be showered or bathed or offered drinks or food until after the Police have been contacted and provide further instruction.

### 4. Contact a NSW Health Sexual Assault Service

NSW Health Sexual Assault Services provide free information, counselling, court support, medical treatment and forensic examinations for anyone who has been sexually assaulted. They can also provide testing and prevention for pregnancy and sexually transmitted infections. These services are based in certain hospitals and community health services across New South Wales and they are open 24 hours a day.

People do not need to have reported a sexual assault to the Police to receive help from a NSW Health Sexual Assault Service, if they are over 16 years of age. Contact details for NSW Health Sexual Assault services can be found at:

<http://www.health.nsw.gov.au/kidsfamilies/protection/Pages/health-sas-services.aspx>.

### **Additional Reporting Requirements**

Reports of abuse or neglect of a Client may need to be reported to the NSW Ombudsman. To determine if a notification must be made to the NSW Ombudsman, refer to the NSW Ombudsman's Guide for Services: Reportable incidents in Disability Supported Group Accommodation or call its inquiry line on 02 9286 0907.

### **Advising Parties involved of Police Report**

In relation to a victim of assault, the staff who first becomes aware of an allegation must advise the person that the allegation will be reported to the police.

In relation to an alleged perpetrator, the staff should consult with police as to whether the person should be told of the report to police. It is important that any steps taken do not undermine action that police may instigate.

## Dealing with the Police

At the time of contact the Police must be advised if the Client has a cognitive disability or mental illness and needs support of an independent third person during interview or when a statement is being taken. Cognitive disability can include intellectual disability, acquired brain injury and dementia.

Where the Client uses an alternative form of communication, such as symbols, signs or facilitated communication, an independent third person can usually assist the Client in communicating with the police. It is the responsibility of the Police to contact the independent third person.

## Assisting the Police

The police should be assisted in conducting their investigation. The investigation may involve the police taking photographs of any physical injuries. The police may need staff assistance to explain this procedure to the Client.

In relation to preserving evidence of sexual assault, it is helpful to:

- encourage the victim not to shower or change, or, if the victim feels they must shower or change, ask them to put the clothing they were wearing at the time of the assault in bags, which should be sealed, labelled and secured; and
- where possible, lock the door to the room or restrict access to the area where the assault occurred so any physical evidence inside that area remains undisturbed.

It is not necessary for a victim to decide immediately about whether to be involved in a police investigation and/or prosecution. People may be distraught in the immediate aftermath of an assault and sometimes change their minds later. Some evidence, however, will only be present in the immediate period following assault. Forensic evidence collected at this time will assist police investigation, should the victim wish to proceed at a later stage.

## Where the Client is the Alleged Victim

Where the Client is the alleged victim of an assault, **Find Wellbeing** staff must assist them to make an informed decision whether to participate in the police investigation. Staff should advise the Client that the matter has been referred to the Police, and that the Police may investigate the incident and may want to interview the Client and take a statement. The Client may choose whether or not to participate in the police investigation.

Clients with an intellectual/cognitive disability or a mental illness must have an independent third person present during any interview. The role of the independent third person is to facilitate communication, ensure that the Client understands his or her rights, and to support them. Police are responsible for arranging the independent third person. Find Wellbeing staff should not act as the independent third person.

The police will decide whether or not to proceed with charging. If the matter is taken to court, the client will most likely be required to give evidence.

### Support and Advocacy

The response by the Staff to a Client's disclosure of assault can be central to the Client's ongoing safety and their recovery from the trauma of assault. Following an allegation of assault, it is important to:

- listen to and support the Client;
- reassure the Client that they did the right thing by talking about the assault;
- ensure the Client's, and others' immediate safety, health and wellbeing needs are met such as medical attention and referral to other specialist/victim support services;
- ensure the Client's specific support needs are addressed including access to communication aides and resources;
- tell the Client what you plan to do next; and
- with the Client's consent, engage family, significant others, an independent key support person or advocate to support the Client and advocate on their behalf.

A key support person may include a family member, significant other, or advocate who are independent of the perpetrator and/or service. The role of the key support person is to provide support and advocacy and ensure Client's rights are respected in relation to any subsequent investigation or action taken. A key support person should be someone who preferably knows the Client well and has their trust.

Specialist victim support services may include crisis care, counselling, advocacy, legal information and advice.

For Clients who are from culturally and linguistically diverse communities or from Aboriginal and Torres Strait Islander communities, staff should consider referring the Client to specialist agencies or staff for additional support. It may also be necessary to arrange an interpreter. Where the Client uses a language other than English or is deaf, an interpreter of the same sex as the Client should be arranged as soon as practicable to interpret for the Client, police and other persons involved in the process.

Some victims may be reluctant to speak to an interpreter because they fear that what they say may be passed on to their local community. In this case, it is possible to request a telephone interpreter from another state, or to not disclose the victim's name to the interpreter. When using an

interpreter directly, consideration should be given to arranging an interpreter who is not associated with the Client or his or her immediate cultural community.

### **Supporting Clients through the Justice Process**

**Find Wellbeing** will support Clients through the justice process, including police investigation, prosecution and crimes compensation processes as appropriate. This may include:

- ensuring the Client has access to appropriate communication aides and tools to facilitate disclosures and the provision of evidence;
- ensuring the Client has access to a key support person of their choosing;
- alerting police to the need for an independent third person or independent person and the Client's particular communication support needs, and the need for timely interviews to facilitate the recall of information;
- facilitating arrangements with police for interviews and examination of evidence; and
- facilitating arrangements with specialist support services.

Under no circumstances should anyone but the Police interview the Client about the allegation.

### **Where a Community Resident is the Alleged Perpetrator**

The staff must consult with police about whether to inform the Client of the report to police. The police may want to interview the Client and take a statement. Clients with a cognitive disability must have an independent third person present during the interview, and this will be arranged by the police.

The staff must contact the service most directly responsible for the Client's care who will ensure that the Client has legal representation and is assisted during the investigation and hearing.

Under no circumstances should anyone but the police interview the Client about the allegation. It is acknowledged however that some discussion with the Client may be required to establish safety and a basic understanding of what has occurred.

### **Notification of Next of Kin or Guardian – All Clients**

If the alleged perpetrator is the Client's next of kin or legal guardian, the staff must ensure that the immediate needs of the Client and appropriate planned responses are undertaken.

The Managing Director and management must notify the Client's next of kin or guardian where:

- the Client consents to their next of kin or guardian being contacted. If the Client is unable to make an informed decision regarding contact and the Client does not have an appointed guardian, **Find Wellbeing**, the Managing Director and the management should contact the next of kin as appropriate;
- the Client has a legal guardian; or
- the Client is on a guardianship order.

The Managing Director and the management must explain to the next of kin or guardian: the nature of the allegation; the standard procedure for reporting allegations to the police; that the Client may choose whether or not to participate in the police investigation; and any action taken by team members since reporting the allegation.

If the Client is a young person who does not wish their next of kin or guardian to be notified, a decision in relation to notification will need to consider factors including the Client's age and capacity, where they are living and their best interests. If necessary, legal advice should be sought, and if a decision is taken not to notify the next of kin or guardian, this must be clearly documented and placed in the Client's file.

## Ongoing Support

Irrespective of gender, victims of sexual assault frequently experience negative outcomes including dissociation, post-traumatic stress disorder, depression and anxiety. Victims of physical assault also frequently experience shock, numbness, fear, depression and anxiety. In recognition of this, after an allegation of abuse, additional support and/or a review of support provided to the Client may be required.

A quality of support review must also be undertaken by the Managing Director and the management for Clients who are victims or alleged perpetrators of an assault. Agreed actions for the Client's immediate and ongoing needs must be recorded on the Client's Support Plan. This must include:

- steps being taken to assure the Client's safety and wellbeing in the future;
- treatment or counselling the Client may access to address their safety and wellbeing;
- modifications in the way services are provided (for example, same gender carer);
- how best to support the Client through any action the Client takes to seek justice or redress, including making a report to Police; and
- any ongoing risk management strategy required where this is deemed appropriate.

## Staff and Client Debrief and Support

After a serious and traumatic incident, it is likely that high levels of stress will be experienced by those connected with the incident. In relation to a sexual assault, the local Rape Crisis Centre can provide assistance with debriefing and secondary consultation.

General arrangements for staff may include allocating a safe place for retreat, giving the staff the option of being immediately and temporarily relieved of their duties, providing communication with families and offering to organise transport home.

General arrangements to support Clients may include allocating a safe place for retreat and communicating with families.

Clients have a right to complain about **Find Wellbeing** services and they and their key support person/advocate should be alerted to **Find Wellbeing's** Feedback Policy and Procedure and external complaints bodies.

## Where a Staff is the Alleged Perpetrator

After reporting to the police, the Managing Director must be immediately notified of the report.

Depending on the nature of the allegation, the Managing Director's response regarding the alleged perpetrator should comply with **Find Wellbeing's** Human Resources Policy and Procedure. Responses include redirecting the team member to alternate duties that do not involve direct Client care or standing the team member down.

## Where a Team Member is the Alleged Victim

Allegations or assaults where a **Find Wellbeing's** staff is the alleged victim should be dealt with in accordance with **Find Wellbeing's** Workplace Incident Management Policy and Procedure.

## Child Safety

The Child Protection Act 1999 defines critical incidents as responding to and reporting events which negatively impact, or have the potential to negatively impact, on the safety, well-being, and best interests of a child in care and is covered in-depth in a separate policy.

There will be occasions where a child under Child Safety will also be a NDIS participant.

Incidents are divided into Critical Incidents, Major Incidents and Incidents of significant concern which includes circumstances in which **Find Wellbeing** is concerned that a child in care has suffered, is suffering or is at an unacceptable risk of suffering, significant harm caused by physical or sexual abuse.

## Workplace Health and Safety Queensland (WHSQ)

By law, certain incidents are notifiable to WHSQ. An incident is notifiable if it arises out of the conduct of a business or undertaking and results in the death, serious injury or serious illness of a person, or involves a dangerous incident.

- Violence toward workers, volunteers, work experience students, contractors or individuals by a participant.
- Violence toward another person by workers, volunteers, work experience students, contractors or individuals.
- Serious injury, incident or accident to a worker, volunteer, work experience student, contractor or visitor including the amputation of any part of the body, a serious head, eye, skin, lacerations or spinal injury.
- Death of a worker, volunteer, work experience student, contractor or visitor.
- Sexual abuse or harassment (actual or alleged) toward workers, volunteers, work experience students, contractors or visitors.
- Abuse of a worker, volunteer, work experience student, contractor or visitor or allegations or suspicion of abuse.
- Dangerous events.

Queensland Police Service (QPS)

If police are not required to attend immediately, complete an online form or contact Policelink on 131 444

- Adult sexual assault
- Domestic violence
- Home break-in
- Missing person
- Property damage and graffiti
- Suspicious activity
- Violence that cannot be contained by **Find Wellbeing**
- Vehicle accident or incident
- Vehicle break-in or theft

## Procedures

### Support Staff

What to do in an emergency:

1. Safe to do so, the participant must be protected immediately by removal from the situation.
2. Dial 000 and ask for Ambulance, Fire or Police and describe the nature of the incident and the assistance required.
  - a. If overhead power lines have fallen notify the relevant electricity entity or Police.

3. Administer first aid if required.
  - a. Do not touch anyone who is receiving an electric shock. Turn off power or free the person with non-metallic items.
  - b. Nothing should be or moved unless it is to administer first aid, or there is further risk of property damage.
  - c. Nothing further should be touched upon the determination that the Participant is deceased.
4. **Find Wellbeing** Administration or “On Call” must be called and notified fully of the incident verbally in the first instance.
5. Follow all reasonable instructions from the coordinator.
6. Any witnesses to the incident should be noted for later reference.
7. The staff member must then record an Incident Report including as much relevant information as possible.

### **Management**

Administration, On Call and Coordinators will:

1. Document all information and take appropriate steps to secure the safety of all persons involved in the interim.
2. Immediately contact a director and advise of the incident and seek further instructions.
3. Provide Support Staff with instructions
4. A director will complete the notification to the NDIS Commission or give appropriate directions to the coordinator.
5. A director will notify other appropriate people depending upon circumstance, incident notification should occur as soon as possible after the above mandatory responsibilities are attended to.
6. Notifications are brief until official investigation and reports are complete.
7. No information should be given to an external authority until legal representation is gained.

It is important that the on-call coordinator record all

### **Relevant legislation**

National Disability Insurance Scheme Act 2013

National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018