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.