



MADE TO HELP  
HELPING PEOPLE

# STAFF INCIDENT REFERENCE CARD

Quick guide for responding to incidents



## CALL 000

- ! When a person suffers a serious injury and requires medical treatment or any other situation you require emergency services.
- ! If there has been an alleged or suspected criminal offence.
- ! If there is ongoing danger to anyone.

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### 1. Check everyone is safe



After an incident, check to make sure you and everyone around you are safe, including participants and other staff members.

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### 2. Tell your supervisor about the incident



- Contact your supervisor and tell them about the incident as soon as possible.
- **Made to Help: 0412 491 254**
- They will contact the NDIS Commission within 24 hours and provide all information about the incident and complete the relevant form.



#### NDIS Contact Information Centre



**Call:** 1800 035 544 (9 am – 5 pm)



**Email:** [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au)



**Website:** [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

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### 3. Help improve our organisation



Work with management to review the incident and discuss how we can improve our practices and services to avoid the incident happening again.



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