

Keeping Staff Safe



We need to keep our staff safe when they work in your home.

You can help by:



Tell us about anything unsafe in your home



Keep your pets away from staff when they are working



Treat staff with respect and be kind



Tell us if you are sick or unwell



Make sure cleaning products and equipment are safe

Other ways you can help:

- Do safety checks with us
- Fix things that are broken or dangerous
- Keep your home smoke-free
- Make sure your wheelchair or walker is working properly



We will check safety when we first visit you

We will keep checking to make sure everyone stays safe

Keeping You Safe



Your safety is very important to us.



We will make an Emergency Plan with you



Tell us straight away if something bad happens

Who to tell:

- Your support worker
- The TASSK Team Lead
- A person you trust

What is an Incident?



An incident is when something goes wrong or someone gets hurt.

There are 2 types of incidents:

General Incident (Small Problem)

This is when:

- Someone has a small injury
- Someone needs first aid
- Something nearly went wrong but didn't

Critical Incident (Big Problem)

This is when:

- Someone dies unexpectedly
- Someone is badly hurt
- Someone is assaulted or abused
- There is a crime
- There is a fire or natural disaster
- Someone hurts staff badly

What We Do When There is an Incident



For a General Incident (small problem):

- We make sure you are safe

- We give first aid if needed
- We write down what happened

For a Critical Incident (big problem):

- We call 000 for ambulance or police if needed
- We make sure you are safe
- We tell the NDIS Commission within 5 days
- We investigate what happened



We will keep you informed about what is happening



Your information stays private and confidential



We work out how to stop it happening again

Not Happy With How We Handled an Incident?



You can contact the NDIS Commission:



Phone: 1800 035 544

(Free call from home phone)



Website: www.ndiscommission.gov.au

The NDIS Commission can help if you are not happy with how we handled your incident.

Remember



Your safety and our staff's safety are both very important



Always tell us if something is wrong or unsafe



Report incidents immediately so we can help



Ask questions if you don't understand something