5 Daniel Street, Nambour QLD 4560
1800 777 723 | info@p2pqld.org.au
www.p2pqld.org.au

Incident Response Guide - Easy Language

This guide explains what to do if something goes wrong, and how P2P responds.

This Guide explains our full Incident Response Policy in simple words. You can read the full policy for all the details.

About us

We are Parent to Parent Association Qld (P2P).
We help people with disability and their families.
We want everyone who we work with to be safe.

In an emergency, call 000 first

If someone is hurt or in danger, call 000.
Once everyone is safe, call P2P on 1800 777 723.

What is an incident?

An incident is when something happens that hurts someone, or could have.

This might be:

- an accident that needs medical help
- damage to someone's things
- someone getting hurt by another person
- something that breaks the rules or the law
- a near miss - something that almost went wrong
- an incident that must be told to the NDIS

If you are not sure if something needs to be reported, it is a good idea to tell us anyway. We can help you work it out.

What to do if something goes wrong

- Make sure everyone is safe - call 000 if someone needs medical help.
- Tell P2P as soon as you can - call 1800 777 723, email manager@p2pqld.org.au, or fill in our online form on the P2P website.
- Tell us what happened - include the details of what happened, when it happened, and who was involved.
- Look after yourself after an incident by talking to someone you trust. We can help connect you with an advocate if you want to.

What P2P will do

We will:

- write down what happened within 2 business days.
- look at what happened and talk to the people who were involved.
- decide what to do next, for example, staff training or changing who we do things.
- tell you what we found out and what we are going to do next.
- use the information we get to make P2P safer for everyone.
- keep the information private and only tell people who need to know.

NDIS incidents

We must tell the NDIS Quality and Safeguards Commission about some incidents.
You can also contact them yourself, anytime by calling 1800 035 544 or send an email to ndiscommission.gov.au

How to contact us

Parent to Parent Association Qld Inc
5 Daniel Street, Nambour QLD 4560
1800 777 723 | info@p2pqld.org.au
Monday to Friday from 9am to 4pm