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"Supporting a Lifestyle for People with a Disability"

EASY READ INCIDENT MANAGEMENT

WHAT HAPPENS WHEN THERE IS AN INCIDENT?



This document is about what happens if there is an **incident**.



What is an **Incident?**

- Any time a provider caused you **harm**.
- Any time a provided could have caused you **harm**.
- When you **hurt** someone else.
- When someone feels that you are going to **hurt** them.
- A reportable incident (death, serious injury, abuse, neglect, sexual misconduct, restrictive practices)



We **record** what is said and done during the incident including:

- Description of what happened,
- Who saw the incident,
- When you told the worker,
- Management is told what happened.



You are important to us, so we:

- Provide **support** and assistance
- Make sure you are **safe**
- Look after your health and **wellbeing**



We will listen and talk to you or your advocate about what happened and how to fix it.



You should know what is happening so we will:

- Ask you for feedback
- Talk to you about what happened
- Consult with you or your advocate through the process.
- Your ideas about any changes that would help in the future



If we make changes to correct what happened, we will

- change our practices
- change our policies and procedures
- train our staff



There are times that we must tell NDIS Commission if there is an incident.



For Example:
If you or any of our participants are **badly hurt** in any way by anyone.
This is called a Critical or Reportable Incident.



What happens if there is a reportable or **critical incident**?
Management will fill out an **Incident Form.**
The Incident Report is sent to NDIS Commission.