

EASY READ INCIDENT

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 hurt badly in any way by anyone.

This is called a Critical or Reportable Incident.



What happens if there is a reportable or critical incident?

The Director will fill out an Incident Form.

The Incident Report is sent to NDIS Commission.