

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



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



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.



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.