

# Easy Read - Incident Management

	<p>This document tells you <b>what an incident is</b> and how organisation <b>manages them.</b></p>
	<p>There are <b>two types:</b></p> <ol style="list-style-type: none"><li>1. A general incident</li><li>2. A reportable incident.</li></ol>
	<p>A <b>general incident</b> is:</p> <ul style="list-style-type: none"><li>• When a person <b>causes you harm</b> or could have caused you harm</li><li>• When <b>you hurt someone</b> else</li><li>• When you feel that someone is <b>going to hurt you.</b></li></ul>
	<p><b>A reportable incident</b> is when one of the following happens:</p> <ul style="list-style-type: none"><li>• A death</li><li>• A serious injury</li><li>• Abuse</li><li>• Neglect</li><li>• Sexual misconduct</li><li>• Unregulated use of restrictive practices.</li></ul>
	<p>If you are involved in an incident you must <b>tell your support worker or a trusted person immediately.</b></p>





# Easy Read - Incident Management

	<p>Our [redacted] <b>will meet with you to record</b> what was said and done during the incident.</p>
	<p>Our [redacted] will ask you:</p> <ul style="list-style-type: none"><li>• <b>What happened</b></li><li>• The names of <b>people who saw</b> the incident</li><li>• <b>When you told someone</b> about the incident (date and time)</li><li>• Details of the <b>person you told</b></li><li>• How the incident <b>affected you</b></li><li>• What could be <b>done to stop the incident happening again.</b></li></ul>
	<p>Your <b>safety is important</b> to us.</p> <p>After an incident <b>we will provide support or assistance</b> to help you recover from the incident.</p>
	<p>After an incident, [redacted] will:</p> <ul style="list-style-type: none"><li>• <b>Do all we can</b> to make sure you are safe</li><li>• Provide you with <b>advice and support</b></li><li>• Arrange for <b>counselling or medical support</b> (if required).</li></ul>
	<p><b>We will support you by:</b></p> <ul style="list-style-type: none"><li>• <b>Fixing</b> the incident quickly</li><li>• Helping you look <b>after your health and wellbeing</b> (where we can).</li></ul>
	<p>We will regularly <b>keep you up to date</b> with how we are <b>managing the incident.</b></p>
	<p>The [redacted] will <b>contact you to:</b></p> <ul style="list-style-type: none"><li>• <b>Talk about what happened</b></li><li>• <b>Tell you</b> what <b>actions we</b> will take <b>to fix</b> the incident</li><li>• Explain to you what <b>actions</b> have already been <b>taken.</b></li></ul>

# Easy Read - Incident Management

	<p>We will ask for your:</p> <ul style="list-style-type: none"> <li>• <b>Feedback</b> and <b>thoughts</b> on how we are fixing the problem</li> <li>• <b>Ideas</b> about any changes that could <b>help you in the future.</b></li> </ul>
	<p>Our [redacted] <b>investigates the incident</b> to work out what happened and stop it happening again.</p>
	<p>We then <b>complete a review</b> of the incident <b>to improve our service by:</b></p> <ul style="list-style-type: none"> <li>• <b>Learning</b> what happened</li> <li>• <b>Making changes</b> to stop it happening again.</li> </ul>
	<p>Some changes we might make could be to:</p> <ul style="list-style-type: none"> <li>• Change our practices</li> <li>• Change our policies</li> <li>• Retrain our staff.</li> </ul>
	<p><b>Reportable incidents</b></p>
	<p>A <b>reportable incident</b> is when you, or another participant, is very <b>badly hurt or mistreated.</b></p>
	<p><b>If a reportable incident happens</b> [redacted] must <b>tell the NDIS Commission.</b></p>
	<p>We must <b>complete an NDIS Reportable Incident Form.</b> Either the:</p> <ul style="list-style-type: none"> <li>• Immediate Notification Form</li> <li>• 5-Day Notification Form.</li> </ul>
	<p>[redacted] then must send the form to the NDIS Commission using the <b>NDIS portal.</b></p>

# Easy Read - Incident Management

	We will <b>update you on the NDIS Commission's findings</b> including any actions we must take.
	We <b>keep</b> everything <b>you tell us private</b> .
	If <b>you are unhappy</b> with the way we handled your incident, you can <b>tell the NDIS Commission</b> : <ul style="list-style-type: none"><li>• Call: 1800 03 55 44 (free call from a landline)</li><li>• Go to their website: <a href="http://www.discommission.gov.au">www.discommission.gov.au</a></li></ul>
	You can contact us on: