



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.



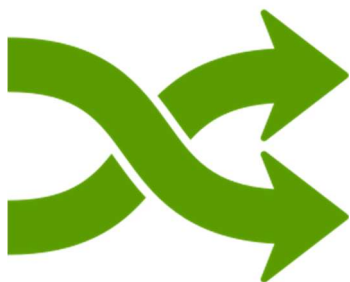
You should know what is happening so
we will:

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 **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.