

# 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 provider 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**



**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**

