

## 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 person caused your child **harm**.
- Any time a person could have caused your child **harm**.
- When your child **hurt's** themselves or someone else during therapy
- 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.



Your child is important to us, so we:

- Provide **support** and assistance
- Make sure your child is **safe**
- Look after your child's 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.
- Listen to 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 your child 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.