

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



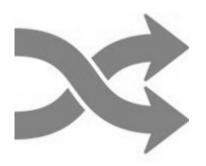
We will listen and talk to you or your advocate about what happened and how to fix it.



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.