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Easy Read – Incident Management

What is an incident and how is it managed?

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| **Badge Question Mark with solid fill** | This document tells you **what an incident is** and how **Compassion SA manages them.** |
| **Document with solid fill** | There are **two types:**   1. A general incident 2. A reportable incident. |
| **Toggle with solid fill** | A **general incident** is:   * When a person **causes you** **harm** or could have caused you harm * when **you hurt someone** else * when you feel that someone is **going to hurt you.** |
| **Warning with solid fill** | **A reportable incident** is when one of the following happens:   * a death * a serious injury * abuse * neglect * sexual misconduct * unregulated use of restrictive practices. |
| **Chat with solid fill** | If you are involved in an incident you must **tell our General Manager, your support worker or a trusted person immediately.** |
| **Meeting with solid fill** | Our General Manager **will meet with you to record** what was said and done during the incident. |
| **Boardroom with solid fill** | Our General Manager will ask you:   * **what happened** * the names of **people who saw** the incident * **when you told someone** about the incident (date and time) * details of the **person you told** * how the incident **affected you** * what could be **done** to **stop the incident happening again.** |
| **Handshake with solid fill** | Your **safety is important** to us.  After an incident **we will provide support or assistance** to help you recover from the incident**.** |
| **First aid kit with solid fill** | After an incident, Compassion Sa will:   * **do all we can** to make sure you are safe * provide you with **advice and support** * arrange for **counselling or medical support** (if required). |
| **Scales of justice with solid fill** | **We will support you by:**   * **fixing** the incident quickly * helping you look **after your health and wellbeing** (where we can). |
| **Chat with solid fill** | We will regularly **keep you up to date** with how we are **managing the incident.** |
| **Telephone with solid fill** | The General Manager will **contact you to:**   * **talk about what happened** * **tell you** what **actions we** will take **to fix** the incident * explain to you what **actions** have already been **taken**. |
| **Chat with solid fill** | We will ask for your:   * **feedback** and t**houghts** on how we are fixing the problem * **ideas a**bout any changes that could **help you in the future.** |
| **Badge Question Mark with solid fill** | Our General Manager **investigates the incident** to work out what happened and stop it happening again. |
| **Document with solid fill** | We then **complete a review** of the incident **to improve our service by:**   * **learning** what happened * **making changes** to stop it happening again. |
| Badge Tick with solid fill | Some changes we might make could be to:   * change our practices * change our policies * retrain our staff. |
| **Document with solid fill** | **Reportable incidents** |
| **Sad face with solid fill with solid fill** | A **reportable incident** is when you, or another participant, is very **badly hurt** or **mistreated.** |
|  | **If a reportable incident happens** Compassion SA must **tell** the **NDIS Commission.** |
| **Document with solid fill** | We must **complete an NDIS Reportable Incident Form**. Either the:   * Immediate Notification Form * 5-Day Notification Form. |
| Lock with solid fill | Compassion SA then must send the form to the NDIS Commission using the **NDIS portal.** |
| **Magnifying glass with solid fill** | The **NDIS Commission reviews the incident.**  They will tell us if we need to take **any further action.** |
| **Chat with solid fill** | We will **update you on the NDIS Commission’s findings** including any actions we must take. |
| Lock with solid fill | We **keep** everything **you** **tell us private.** |
| **Telephone with solid fill** | If **you are unhappy** with the way we handled your incident, you can **tell the NDIS Commission:**   * Call: **1800 03 55 44** (free call from a landline) * Go to their website: [**www.discommission.gov.au**](http://www.discommission.gov.au) |