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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.
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| **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.**
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| **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.
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| **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.**
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| **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).
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| **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).
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| **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**.
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| **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.**
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| **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.
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| Badge Tick with solid fill | Some changes we might make could be to:* change our practices
* change our policies
* retrain our staff.
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| **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.
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| 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)
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