

EASY READ INCIDENT

WHAT HAPPENS WHEN THERE IS AN INCIDENT?



What is an **Incident**?

- An event that resulted in harm or could have caused harm, (physical or emotional) to yourself or someone that cares for you
- Incidents can also include damage to property, the environment or cause public alarm
- Any time Life Choice caused you harm.
- Any time Life Choice could have caused you harm.
- When you hurt someone.
- When someone feels that you are going to hurt them.



We **record** what is said and done during the incident including:

- What happened, where it happened and how it happened
- Who saw the incident,
- Immediate action taken
- When you told the supportworker about the incident,



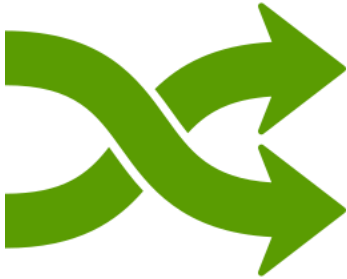
You are important to us, so we:

- Listen and talk to you or your advocate about what happened and how to fix it
- Provide support and assistance
- Make sure you are safe
- Look after your health and wellbeing



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.
- Ask you for your ideas about any changes that would help in the future



If we make changes to correct what happened, we will

- change what we do
- change our policies and procedures
- train our staff
- tell you what we have changed



We are required to report any serious incidents to the NDIS Commission.

- Reportable incidents are death, serious injury, abuse, neglect, sexual misconduct and restrictive practices (seclusion and restraint)