

Easy Read -

Incident Management

What is an incident and how is it managed?

Prepared for:

Name	
Address	
Date	

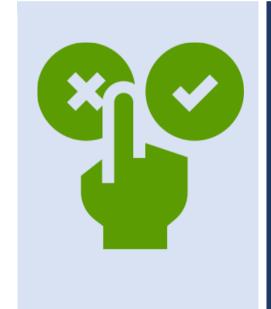


This document tells you what an incident is and how Carneys
Training manages them.



There are **two types**:

- 1. A general incident
- 2. A reportable incident.



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.**



A reportable incident is when one of the following happens:

- a death
- a serious injury
- abuse
- neglect
- sexual misconduct
- unregulated use of restrictive practices.



If you are involved in an incident you must tell our Managing

Director, your support worker or a trusted person immediately.



Our Managing Director will meet with you to record what was said and done during the incident.



Our Managing Director will ask you:

- what happened
- the names of people whosaw the incident
- when you told someone
 about the incident (date and time)
- details of the person you told
- how the incident affectedyou
- what could be done to stop the incident happening again.



Your **safety is important** to us.

After an incident **we will provide support or assistance** to help you recover from the incident.



After an incident, Carneys Training 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).

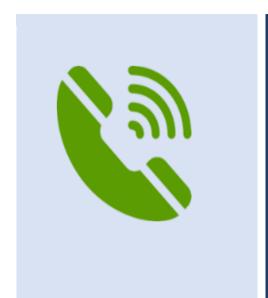


We will support you by:

- **fixing** the incident quickly
- helping you look after your health and wellbeing (where we can).



We will regularly **keep you up to date** with how we are **managing the incident.**



The Managing Director 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**.



We will ask for your:

- feedback and thoughts on how we are fixing the problem
- ideas about any changes that could help you in the future.



Our Managing Director

investigates the incident to

work out what happened and

stop it happening again.



We then **complete a review** of the incident **to improve our** service by:

- learning what happened
- making changes to stop it happening again



Some changes we might make could be to:

- change our practices
- change our policies
- retrain our staff.



Reportable incidents



A **reportable incident** is when you, or another participant, is very **badly hurt** or **mistreated.**



If a reportable incident
happens Carneys Training must
tell the NDIS Commission.



We must complete an NDIS Reportable Incident Form.

Either the:

- Immediate Notification Form
- 5-Day Notification Form.



Carneys Training then must send the form to the NDIS Commission using the **NDIS portal.**



The NDIS Commission reviews the incident.

They will tell us if we need to take any further action.



We will update you on the NDIS
Commission's findings
including any actions we must
take.



We keep everything you tell us private.



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