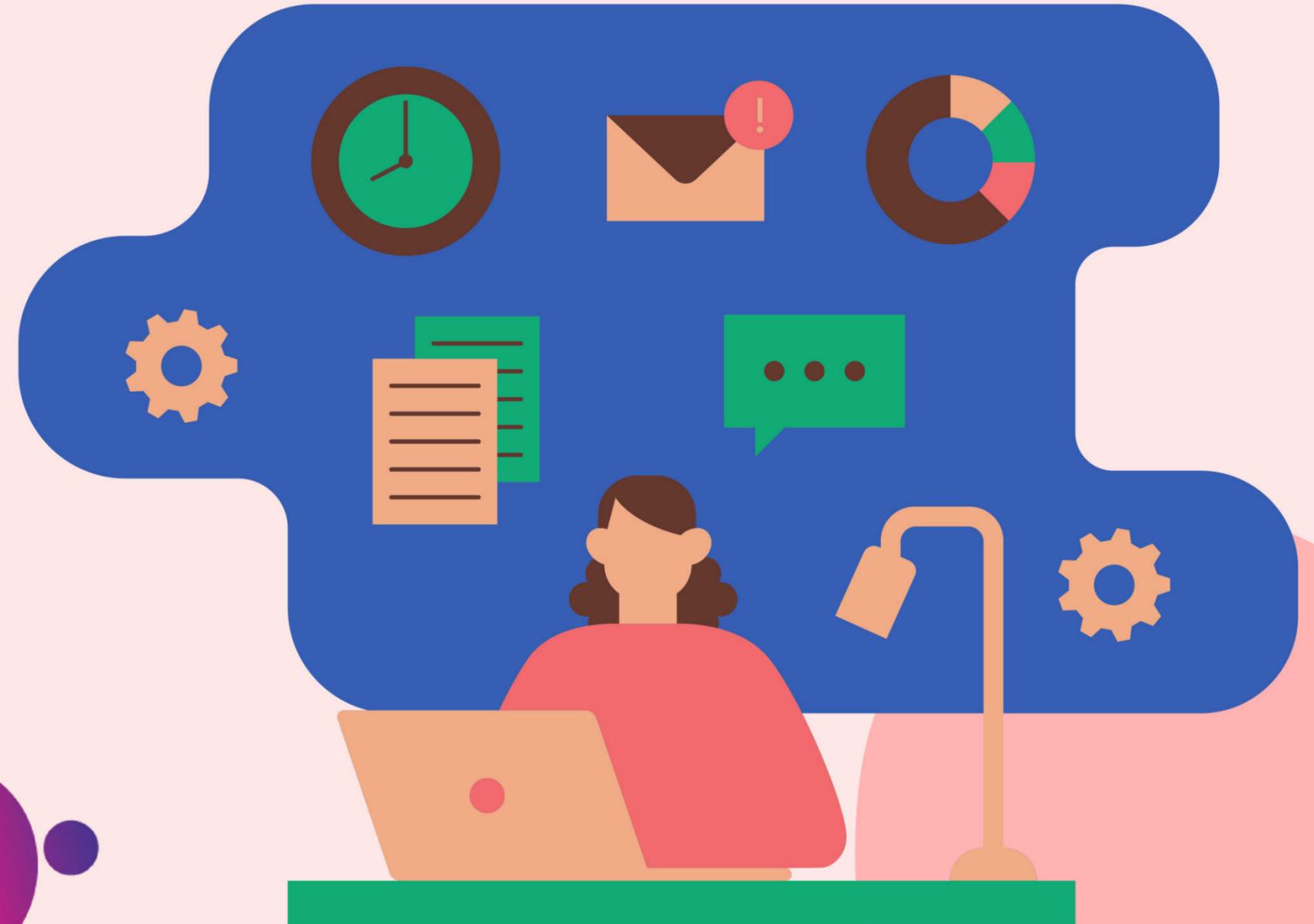


EASY READ

INCIDENT MANAGEMENT & REPORTING

ABILITY CHOICE CARE



WHAT IS AN INCIDENT?

An incident is something that can happen to you during a support shift that could cause harm to you or your support worker. An incident can hurt someone or you may feel that someone is going to get hurt.

It can include damage to different things such as :-

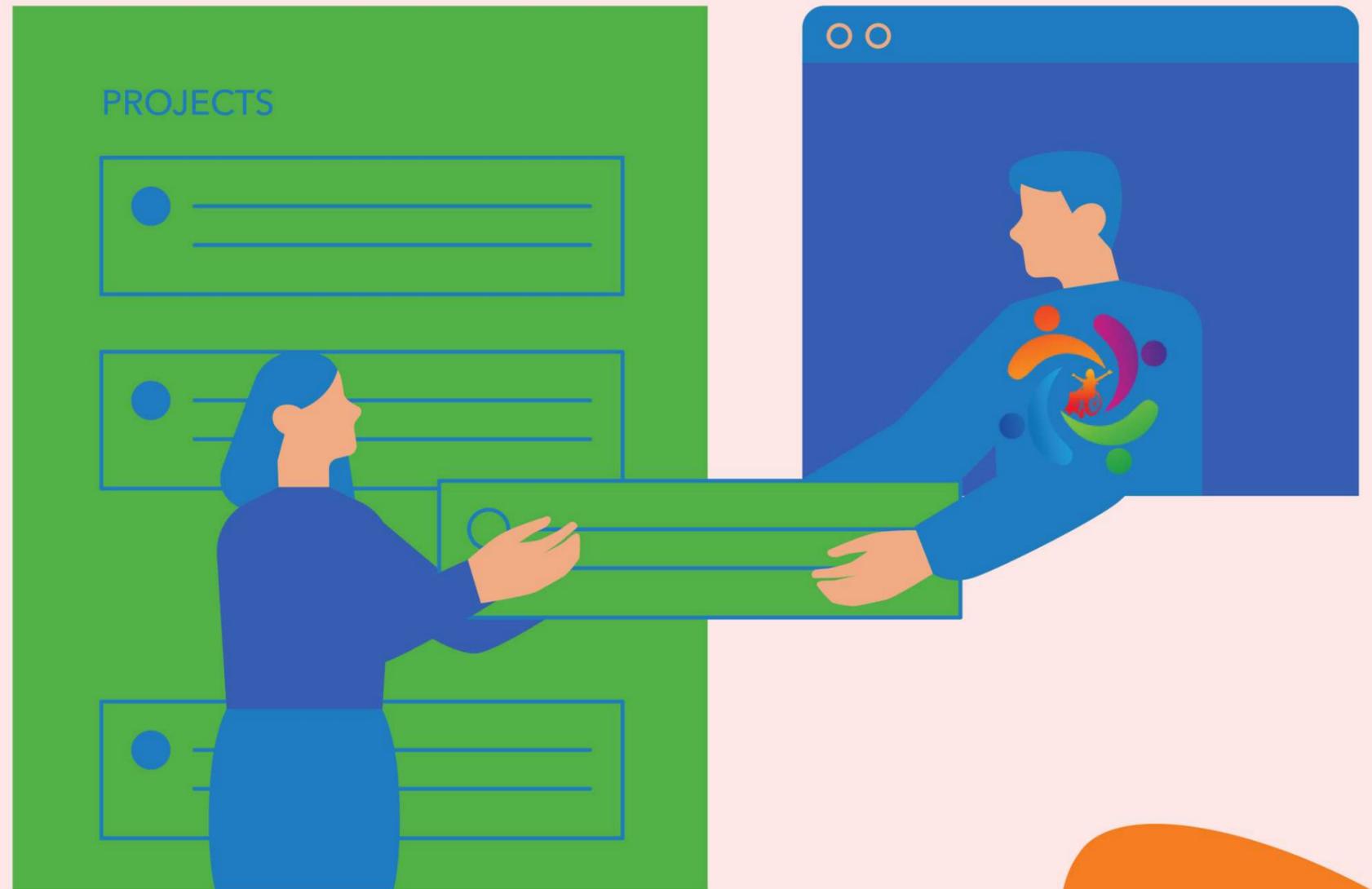
- your home
- your car
- other items



What is a Reportable Incident?

A reportable incident is a matter that must be reported to an external agency other than Ability Choice Care. This could be the following:-

- NDIS Safe Guard Commission- 1800 035 544
- Safe Work NSW - 13 10 50
- Commonwealth Ombudsman- 1300 362 072
- Police - 000





Some serious examples are:

If you are involved in an incident you must tell your Support Coordinator, your support worker, or a trusted person immediately.

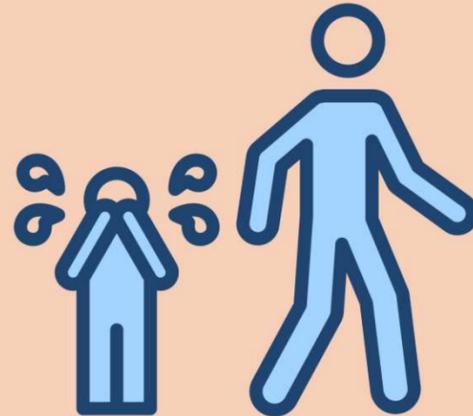
Death of a Participant



Serious Injury



Abuse or Neglect



Unauthorised Restrictive Practises



Sexual Misconduct





About our Staff

Ability Choice Care Staff:-

- Get training about incident reporting when they start working with us
- All incidents must be acted upon and reported as soon as possible to reduce harm to everyone
- Ability Choice Care Management must keep a record of all incidents and what needs to happen afterwards



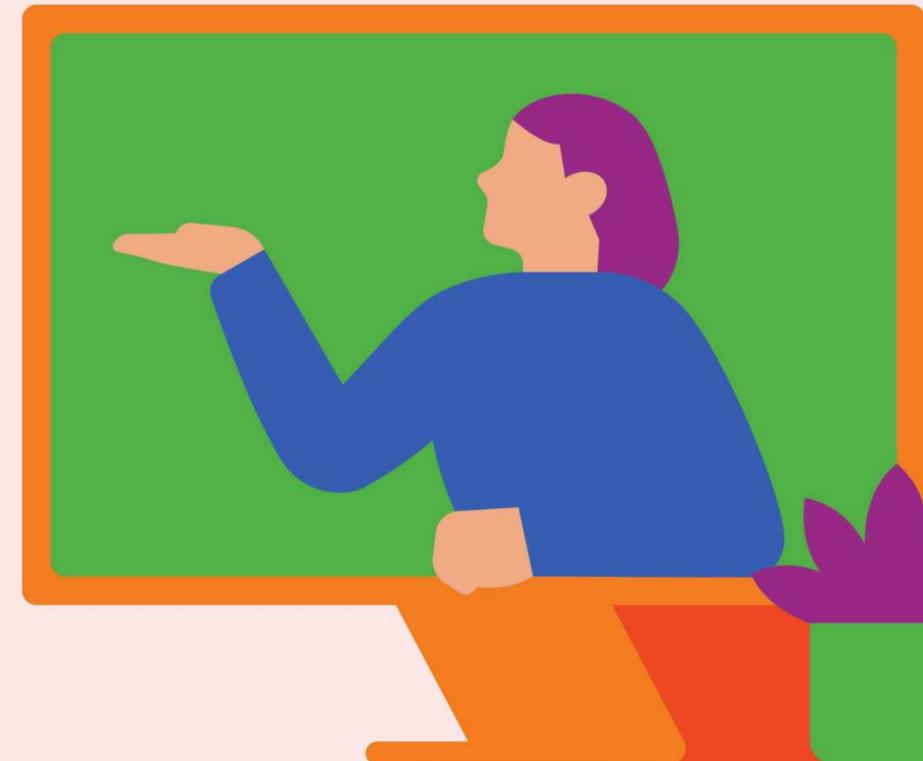
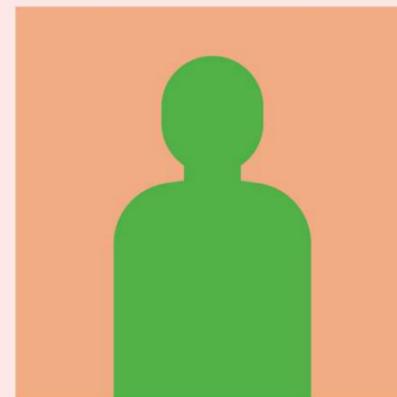
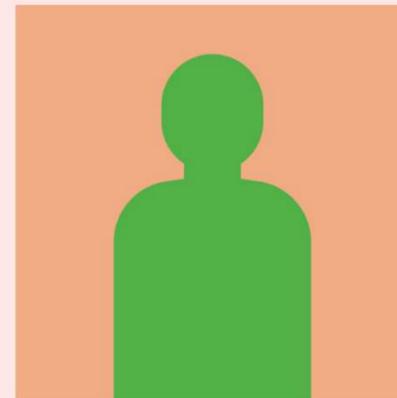
**In an Emergency
Call 000**



Protecting Your Rights

Ability Choice Care will protect Participants and Staff who make a report or tell Ability Choice Care about something they see or experience

The Managing Director will determine if the issue can be fixed or is more serious and needs to involve other people such as the NDIS Commission, Police, preferred Advocates, etc.





The Managing Director

Will tell and advise certain people if something is serious.

If you or a support worker wants to make a complaint or feels distressed after an incident, it is your right to have access to a friend, advocate or professional such as a (psychologist or other) to assist you with your problem and assist you to deal with your feelings and concerns.





Investigations

The Managing Director will assess and investigate any issue without prejudice

The goal is to find the cause of the issue, how it has affected you or another party, and whether it was something Ability Choice Care could have prevented or can stop in the future.





Fixing the Problem

The Managing Director will take action that could include meditation, a verbal or written apology, disciplinary action, dismissal or report to a higher authority

Records, emails and telephones conversations will be kept in secure files.





Incident Register/Database and Review:

Ability Choice Care keep a Database that contains all incidents. Each entry of the register contains the following:

Description of the incident



Is this a reportable incident?



Time, Date and location of incident

Name of all people involved including witnesses



Details of the incident and assessment



Action taken in regard to the incident

ACTION



EASY READ

**FOR MORE INFORMATION
CONTACT US ON
1300 100 011**

www.abilitychoicecare.com.au

**Visit the NDIS Commission
website for updates**



ABILITY CHOICE CARE

