



interaction
empowering people

INCIDENT MANAGEMENT POLICY

Easy Read Guide



YOUR RIGHTS



You have a right to feel safe



You also have a right to live somewhere that doesn't have violence, abuse, or **discrimination**



Discrimination is when someone treats you differently because of your age, disability, gender, religion, sexual preference or something else you can't change



Interaction respects your rights, and wants you to live in an environment free from any violence, abuse, or discrimination

HOW INTERACTION WILL RESPOND?



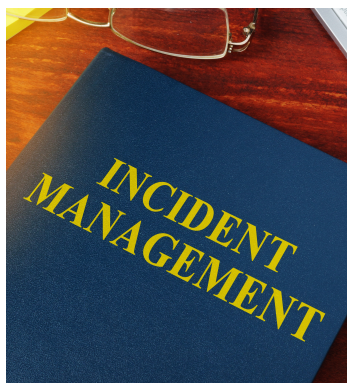
If there is a situation that has caused harm to you, Interaction will respond to it



Interaction has clear processes in place that will handle **incidents**



Incidents means an event or situation where something negative has happened



Staff who are working with you will report the incident to management

INCIDENT MANAGEMENT



If there is an incident, staff are required to complete an incident form



To fill out the form, staff may ask you for information about the incident



The information can be about:

- What happened
- If there are any injuries
- Your contact details



Staff want as much information as you can give so we can help you

INCIDENT MANAGEMENT



Sometimes the staff will contact your family or guardian to tell them about the incident, if you consent



This depends on the seriousness of the incident, and whether we need to investigate it further



Staff will discuss the ways they will respond to the incident with you



Sometimes this can look like:

- asking you for feedback
- changing how you receive support to keep you safe
- making an appointment with your GP or specialist

REPORTABLE INCIDENTS



Reportable Incidents are serious incidents which can result in harm to you. Staff will follow guidelines and report it to the NDIS Quality and Safeguards Commission



Examples of reportable incidents are:

- Death of a participant
- Abuse of a participant
- Unlawful sexual or physical contact with a participant
- The use of a **restrictive practice** without consent



Restrictive practices are not allowing someone to do something for their own safety



For example, if someone keeps hurting themselves, it may be required to put a restrictive practice in place to keep them safe

REPORTABLE INCIDENTS



If there is a reportable incident, Interaction may need to conduct an investigation to work out what happened and how to avoid it happening again



Sometimes the staff will contact your family or guardian to tell them about the incident, if you consent



Interaction might also have to report it to SafeWork NSW, or the police if relevant



All incidents and related records will be kept confidential