



# Easy Read – Incident Management

What is an incident and how is it managed?

Prepared for:

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This document tells you **what an incident is** and how Wholechild Specialists **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 your clinician, your support worker or a trusted person immediately.**



Our Senior Business Administrator **will contact you to record** what was said and done during the incident.



Our Senior Business Administrator 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.**



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, Wholechild Specialists 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 Senior Business Administrator 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 Senior Business Administrator **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  
Wholechild Specialists must **tell** the  
**NDIS Commission**.



We must **complete an NDIS Reportable Incident Form**. Either the:

- Immediate Notification Form
- 5-Day Notification Form.



Wholechild Specialists 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](http://www.discommission.gov.au)