

## Easy Read - Incident Management Policy

### About this Form

This policy talks about managing incidents.



### What is an incident?

An incident is when something goes wrong, causes harm, or a near miss.



There are different types of incidents.



General incidents, and reportable incidents.



## General incidents

General incidents are unexpected events that affect support or safety.



These can include small injuries, minor property damage, service problems, or near misses.



## Reportable incidents

Reportable incidents must be reported to the NDIS Commission.



This is our legal responsibility.



These include death of a person, a serious injury, or using a restrictive practice without permission.



They can also include abuse or neglect, or inappropriate contact.



### What we do when an incident occurs

Our team are trained to manage incidents safely.



If an incident occurs, we will check for danger and help you.



We may need to call emergency services.



We will talk to the Director, and write an incident report.



We will investigate why the incident happened.



We will find ways to prevent it from happening again, and record this on our continuous improvement register.



We will talk to you about the outcome.



You have the right to use an advocate or another support person.



## Deadlines

We must abide by legal deadlines to report incidents.



We must report death, serious injury, abuse or neglect within 24 hours.

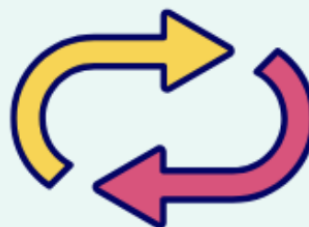


We must report unauthorised use of a restrictive practice within 5 days.



## Staff training

Our team is required to do refresher training every year about incidents.



If a staff member is injured during an incident, they are supported by external programs.



**Need help?**

If you want our help, tell us.



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