

FEELING SAFE, BEING SAFE

We work hard to keep everyone safe. That means you, your staff and other people in the community.

We think about how accidents can happen and how to prevent them.

ABOUT INCIDENTS

Sometimes accidents happen and sometimes people make mistakes or treat people disrespectfully. We call these things 'incidents'.

This information explains how we try to prevent incidents and what we do if one happens.

HANDLING INCIDENTS

If something goes wrong.

We want everyone to be safe, and to feel safe. If you feel unsafe, you can tell us or someone you trust to tell us. Our staff are trained in what to do if there is a problem or accident. If you don't feel safe to talk to staff, you can ask your family, friends, or an advocate to help. You can also complain to the NDIS Commission.

3-OPE-002-002

IT'S OK TO COMPLAIN

If we don't act safely, or something has happened, tell us. Our contact details are at the end of this page.

You can also contact the **NDIS Commission**

www.ndiscommission.gov.au

PH: 1800 035 544

Advocates

An advocate is someone that can help you speak up so that your needs are heard. The National Disability Advocacy Programme can help you work with an advocate.

Email: disabilityadvocate@dss.gov.au



Registered NDIS Provider



121 Care
2/33 Sixth Avenue
Cotton Tree, Qld 4558.

PH: (07) 5443 9777
FX: (07) 5443 4141
Email:
Contact@121care.org.au
www.121care.org.au



INCIDENT MANAGEMENT

Your safety and well being is important



The information in this brochure is taken from our Incidents and Accidents Management Policy and our Complaints and Feedback Policy. If you would like to read these policies, you can contact us for a copy or visit our website www.121care.org.au

INCIDENT MANAGEMENT

How we manage incidents

REPORT

- Anyone can identify and report an incident.
- Report to your staff, a Manager or the office
- Our staff MUST report all incidents
- An incident should be reported as soon as possible so we can take action
- We will complete an internal incident form and record the details in our incident management system

SUPPORT

- We will ensure the health, wellbeing and immediate safety of the people involved in the incident
- We will be respectful and sensitive in our response to the incident
- We can help arrange support from staff, family, a friend or an advocacy service.

ASSESS

- We will review all incidents to determine:
- why the incident occurred.
- whether the incident could have been prevented and future prevention measures
- how well the incident was managed and resolved.
- who else needs to be notified of the incident?
- the effect of the incident on those involved

NOTIFY

- We are required to report some incidents to the Police or the NDIS Commission
- We follow strict privacy rules to keep your information confidential

INVESTIGATE

- We will investigate the incident and keep you informed
- We work to make sure the incident does not happen again