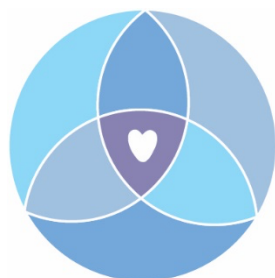


*Accept*  
*Ability Always*  
building♥better♥lives

## Incident Management Policy



This policy is written by Accept Ability Always.

When you see the word 'we', this means Accept Ability Always.



A policy tells you how we will work with you.

This policy is written in an easy to read way.

We use pictures to explain some ideas

**Bold**

Not Bold

We have written some words in bold. This means the letters are thicker and darker.

We explain what these words mean.

# About this Policy



An **incident** is when something goes wrong.

An **incident** might mean someone was hurt, or was nearly hurt because of what happened.

If an **incident** happens, we will work to make sure you and others are safe. We will try to find ways so the incident does not happen again.



This policy will help you know:

- Types of incidents
- How to get help
- How we will manage an incident
- How we can help

## Types of Incidents

There are many types of incidents. Some types are:



- Someone being harmed or abused. This could mean being yelled at or hit. (You can read the Abuse, Neglect and Exploitation easy read policy to learn more).



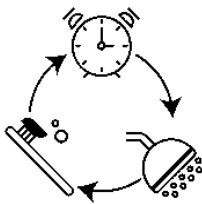
- Someone's things being broken or taken from them



- When someone nearly gets hurt. Like if there was a big spill and someone slipped, but didn't get hurt.



- Taking the wrong medications



- Changes to support routines that are bad for someone's life



- Breaking the law, like stealing or using drugs

## How to get help



If you have been part of an incident or are worried about someone who has had an incident, you can **report** it.

A **report** means telling someone about an incident.



We can help you report an incident if you tell us about it.

Family, an advocate or friends can also help you to report an incident.



If you want to report an incident to Accept Ability Always you can:

- Talk to any staff
- Send an email

[hello@acceptabilityalways.com.au](mailto:hello@acceptabilityalways.com.au)

- Call Christine Figueiredo  
0450 132 088

## How We Will Manage an Incident



Once you tell Accept Ability Always about an incident we will start working on it as fast as we can.

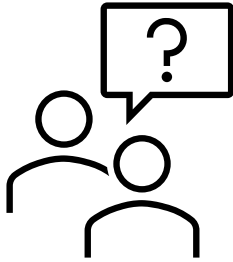
If we need some more time to act on an incident, we will talk to you about this first.



We make sure all our staff know how to respond to incidents and help you.



We may ask you if we can speak with other people to get help. This could be friends, family,



workers, or doctors. It depends on what has happened.

To manage an incident, we need to try and find out what happened. We might ask you and other people who know about the incident questions like:

- What happened?
- What time did it happen?
- Where did it happen?
- Who else was there?
- How do you feel?

We will keep a record of the answers and other information about the incident.

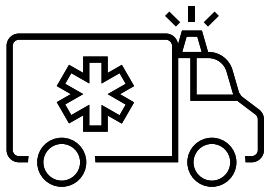
If you are not happy to have other people know or tell us more about the incident, please let us know.

Sometimes we can manage an incident and make everyone safe without getting help from other people.



Sometimes we have to **escalate** an incident because the law says we must.

**Escalate** means to tell someone else because the incident is very serious and people may get hurt.



We must tell **emergency services** if someone is hurt badly or other people are in danger.

**Emergency services** can mean:

- Ambulance
- Police
- Fire Services
- Mental Health



**NDIS** Quality  
and Safeguards  
**Commission**

We must tell the NDIS Quality and Safeguards Commission incidents for someone we work with if:

- They have died
- Had a serious injury
- Said they were abused or neglected
- Someone has hurt or hit them
- Someone did sexual things they did not want
- Used a restrictive practice that no one said was okay

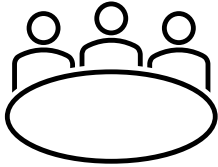
## How we can help



We will uphold your rights and do everything we can to make sure you are safe.



If you are feeling bad after an incident we will talk with you. If you need more help like from a counsellor, we can help you find the right person.



We can help talk to other workers, friends or family to make sure the incident does not happen again.



If Accept Ability Always staff have done the wrong thing we will speak to them.

We will try to teach them to do better. If they have broken serious rules and harmed someone, they may not work with us anymore.



We will check we have done everything we can to manage the incident.

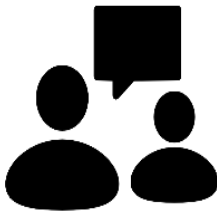
We will change how we do things if this will help an incident not happen again.

You can tell us if you have any ideas about how to manage an incident better.

## More about this Policy



We will help you with any questions you have about this policy. You can talk to any staff at Accept Ability Always.



If you think we have not followed this policy we want to know. You can tell us by:

- Talking to anyone from Accept Ability Always.



- Email  
[feedback@acceptabilityalways.com.au](mailto:feedback@acceptabilityalways.com.au)



- Call Christine Figueiredo on  
0450 132 088



If you are not happy about what has happened you can make a complaint.



**NDIS Quality  
and Safeguards  
Commission**

You can let the NDIS Commission know by:

- Calling 1800 035 544

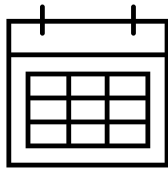


- Filling an online form on [this website](#)



You can let the Health and Disability Services Complaints Office know by:

- Calling 1800 813 583
- Filling an online form on [this website](#)



This policy was written in October 2024.

If we change the policy, we will put a new easy read on [this website](#).