



Incident Management

EASY READ



This brochure has some hard words.

The first time you see a hard word –

- The word will be **blue**
- We will tell you what the word means



We have written this information in an easy-to-read way.



Sometimes we use pictures to help explain ideas.



You can ask for help to read and understand this information.
A friend, family member or support person might help.



We will explain things clearly and check that you understand.

Your safety is important to us



Sometimes accidents happen, people make mistakes, or people treat us badly. We call these **incidents**.

Incidents are when something goes wrong. It usually means something bad has happened to you or someone else.



Some examples of incidents are:

- Someone experiencing harm or abuse



- Loss or damage of property



- A near miss that could have caused harm



- Taking medications incorrectly



- Changes to your routine that cause harm



- Illegal activities (for example, theft or drug use)

How to report an incident



If you or someone you know has an incident, you will need to **report** it.

When you report an incident, you are letting someone know about it.

You can report an incident at any time. Your Support Coordinator can help you do this.



Family members, friends, service providers or advocates can also help you report an incident.



You can report an incident by:

- Letting your Support Coordinator know
- Sending an email
- Making a phone call



If you believe we didn't manage the incident well, you can make a complaint to the NDIS Quality and Safeguards Commission. We can help you if you decide to do this.

How we respond to incidents



Once we know about an incident, we will respond straight away.

If we cannot respond straight away, we will let you know how and when we will.



The team at YPYW all know how to respond to incidents, and know where to go for extra help.



We can respond to incidents that are less serious. We work with you and anyone else involved to manage and resolve the incident.



You can ask your family and friends to help us manage the incident if you wish.

If an incident is serious, we may need to involve other organisations to help us resolve it.



Depending on the incident, we may need to contact:

- The NDIS Quality and Safeguards Commission
- The Police
- An external investigator
- Other support services, such as a doctor or counsellor

What information will we need?



To look into and resolve an incident, we need to take notes. This is called **record keeping**.



To keep good records, we may ask you things like:

- What happened?
- What time did it happen?
- Where did it happen?
- Who was involved or saw the incident?



If you ever feel uncomfortable sharing information about the incident, please let us know.



You can have family and friends support you when you report an incident too.

How will YPYW help you?



We will always uphold your rights and make sure you're safe.



We will give you the information and help you need if you are affected by the incident.

This might mean referring you to a counsellor or doctor if you're feeling stressed.



If needed, we will discipline anyone who did the wrong thing.

If any YPYW workers caused you harm, they won't work for us anymore.



We will check that we resolved the incident properly.

We may also change how we do things, to improve our service and make sure the incident doesn't happen again.

Who to report an incident to

You can report directly to YPYW by:



- Talking to your Support Coordinator
- Phone – 1300 110 231
- Email – enquiries@yourpathsc.com.au
- Website – www.yourpathyourway.com.au



If you are concerned about your incident, you can also contact the NDIS Quality and Safeguards Commission on 1800 035 544 or at www.ndiscommission.gov.au