

How we manage Incidents in Identitywa NDIS Service



About this guideline.



This guideline is written by Identitywa.

When you see the word, **we** it means Identitywa. This guideline provides information about Identitywa and the way **we** do things



This guideline is written so it is easy to read. The first time we use hard words **we** write them in **blue**. Then we explain what the word in **blue** means.



These guidelines tell you how we manage incidents in our NDIS service.



Who is this guideline for?

- Is for you as an NDIS participant
- Your family
- Your carer
- Your guardian



What is an incident?

- An incident is when something unusual happens.
- It can make someone sad or hurt.
- An incident can also damage things people own.
- Incidents can be small or big.



An incident may be when:

- Somebody gets hurt or could have hurt someone.
- Something gets broken.
- Somebody is taking the wrong medications
- Something that could have caused hurt someone.



- You have a right to feel safe.
- If you feel unsafe you can speak up.
- It is important to tell someone.
- Identitywa is here to help you.
- We want to make sure that you are safe.



This guidance will cover:

- How you can report an incident.
- How we will respond to the incident.
- What we will need to resolve the incident.
- How we will help you.
- How to make a complaint.

How to report an incident

- If something bad happens, you can tell someone.
- You can talk to a worker who saw it.
- The worker can help you with what to do next.
- It is important to tell someone about it.

How we respond to incidents



- When something bad happens, our workers check if everyone is safe.
- If there is danger, they will call for help.
- They call Emergency Services to get help quickly.
- The number they call is 000.



- The workers will report the incident.
- The supervisor or someone else chosen by the CEO might ask you questions.
- They want to know what happened.
- They care about your safety.



Rights

- The supervisor or someone else appointed will help you to find an advocate.
- An advocate is someone who helps you speak up. They make sure your voice is heard, and your rights are respected.



- If a small incident happens, we will fix it.
- We might tell your family or carer about what happened.
- If something bad happens, we might need help. We could ask the Police to help us.



There are some incidents that we must tell the NDIS Commission for example:

- If someone gets hurt badly, we must tell the NDIS Commission.
- We must tell them within 24 hours.
- This helps keep everyone safe.



- A restrictive practice is when someone with a disability is stopped from doing something.
- It can also mean stopping them from moving freely.
- If this happens, it must be in a Behaviour Support Plan.
- If not, we must tell the NDIS Commission within 5 working days.



What we do to resolve the incident?

- We need to write about what happened.
- We might need to ask some questions.
- Writing it down helps us remember and learn from it.
- It is important to be clear and honest.
- We should also write what we did after it happened.



We might ask questions such as:

- What happened?
- What time did it happen?
- Who was there?
- When did you tell someone?



How will we help you?

- After the incident we will be there for you.
- We will help you feel better.
- We will support you to talk to someone who knows how to help.
- We will support you to get an advocate.



Work

- With your permission we will get someone to help with interpreting if you need it.
- This person will help you understand what we say.
- We will explain what we found out.
- We will tell you what happened.



- We will tell you what we will do about it.
- We will try to stop it from happening again.
- We might change your supports.
- We might change your environment.
- We want to help you feel safe.



- We will tell you what we are doing to help.
- We will keep talking to you.
- We want to make sure you are safe.
- We will work with the NDIS Quality and Safeguards Commission.
- They help keep people safe too.



How to make a complaint?

- If you are not happy with how we handled an incident, you can:
- Make a complaint.
- We will keep your complaint private.
- We will give you our managing complaints procedure.



- You can bring someone to help you talk to us.
- This person can be a family member, friend, or advocate.
- An advocate is someone who speaks up for you.
- We can help you find an advocate.



- You can dial (08) 9474 3303 and ask to speak to the **Feedback & Complaints Officer**.
- You can write a complaint and send it to us. You can send your complaint to:

Feedback Identitywa

P.O Box 278

Leederville WA 6902.



- You can send an email to us.
Quality.Feedback@identitywa.com.au
- You can complete a feedback form you find on our website:

[Feedback about Identitywa form](#)



- You can tell the NDIS Commission if you are not happy.
- Call 1800 035 544 for free from a landline.
- They can get someone to help if you need an interpreter.



Deaf

- If you are deaf or hard hearing, you can use TTY at 1800 555 677.
- Or use the National Relay Service at 1800 555 727.
- You can also complete a contact form online .Click here: [Contact Form](#).



- If you want to know more about complaints, you can look at our Complaints and Feedback Policy.
- You can find it on our website.

[click here](#)

- There is an easy read version too.
- You can click on it to read.
- It will help you understand better.

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