

How we manage Incidents in Identitywa NDIS Service

Guideline

A Guideline provides guidance about Identitywa and the way we do things. When you see the word **we** in this document it means **Identitywa**.



This guideline tells you

- How we manage incidents in our NDIS service.

Who is this guideline for?

- It is for you as an NDIS participant, your family or carer or guardian.



What is an **incident**? Meaning:

- An incident is when something happens that is unusual.
- An incident is an event that harms or brings unhappiness to someone or harms something they own.



An incident may be when:

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



You have the right to feel safe and receive good care.

If you feel unhappy or unsafe, it is okay to speak up.

Identitywa will always take action to make sure that you are okay.

This incident document will cover:



1. How you can report an incident
2. How we will respond to incidents
3. What we will need to resolve the incident
4. How we will help you
5. How to make a complaint.

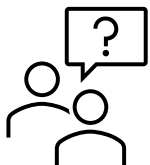
1. How to report an incident

If you have been **involved** in an incident, you can report it. You can do this by



- Speaking to a worker who was there at the time
- Speaking to the supervisor of the worker who was with you when the incident happened
- Speaking to a worker you trust within the organisation.

2. How we respond to incidents



- Once an incident is identified, our workers will make sure everyone is ok. For immediate danger, workers will call Emergency Services on 000.
- Workers will report the incident.
- Supervisor or another person delegated by the CEO or Management may need to ask you questions about what happened. They will support you to resolve the problem and make sure you are safe
- They will support you to access an advocate if you wish to do so
- Incidents that are less serious will be resolved by us
- We may also let your family or carer/guardian know about the incident.



If an incident is more serious, we may involve other organisations, such as the **Police**. This is to make sure you, and everyone else are safe.

There are incidents we must also tell the NDIS Commission.

For example:



- **if you or any of our participants are badly hurt in any way by anyone – we will tell the NDIS Commission within 24 hours.**
- A **restrictive practice** limits the rights or movement of someone with disability. If it happens and it is not in a Behaviour Support Plan, we tell the Commission within 5 working days.
- You can find more information in the NDIS Regulated Restrictive Practices Easy Read Guide [here](#).



3. What we need to resolve the incident



- We need to write the incident down, including what happened and what we did in response.
- We may ask questions such as:

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





4. How will we help you?

- After the incident, we will make sure you and everyone else is safe.



- We will support you to get help such as
 - talking to a professional if you need it
 - have an advocate supporting you



- With your permission we will engage an interpreter if needed to make sure you understand us.



- We will tell you what we found out about the incident



- We will tell you what we do about it



- We tell you how we will try to stop it happening again.



- This may include making changes to your supports or your environment



- We work with the NDIS Quality and Safeguards Commission



- We will keep talking to you about what action we are taking and to see if that helps you to be safe.



5. How to make a complaint?

If you are not happy with how we have handled an incident, you can make a complaint.

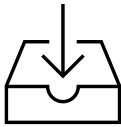
- Your complaint will be treated with confidentiality. We will give you our Managing Complaints Procedure.



- You can have a family member, advocate, or friend to support you when talking to us. We can support you to get 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:

Feedback
Identitywa
PO 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](#)

Are you unhappy with anything at Identitywa? Yes No

Tell us what you are unhappy about:

You can fill out the form in this booklet and send it to:
Feedback
Identitywa
PO Box 278
Leederville, WA 6902.

If you prefer to call and tell us, dial 08 9474 3303 and ask to speak to the Feedback & Complaints Officer.



You can also make a complaint directly with the **NDIS Commission**.

- Call 1800 035 544 (free call from landline) Interpreters can be arranged
- If you are deaf or hard of hearing contact:
 - TTY on 1800 555 677
 - [National Relay Service](#) on 1800 555 727.
- Complete a [Contact Form online](#).



For more information on Complaints, you can find our

- **Complaints and Feedback Policy & Procedure** on the Identitywa Website, [click here](#).
- For the **Easy Read version** you can [click here](#).

