

Easy Read Guide

How we manage incidents in our NDIS services



About this guide



This guide is written in an easy to read way. We use pictures to explain ideas.



When you see the word 'we' it means Castlemaine Health.



Some words are in **bold**. This means the letters are thicker and darker.

We explain these words on page 7.



You can ask for help to read this.

A family member, friend or support person may be able to help you.

We can help you too. Just ask us.

What is an incident?



An **incident** is an event that harms or brings unhappiness to someone. Or harms something they own.



We write down all incidents that happen in our NDIS services.

These include:



- Incidents that hurt someone with a disability. Or could have hurt them.
- Acts by someone with a disability that hurt someone. Or could have hurt them.
- Incidents that someone says happened.

What happens after an incident?



When an incident happens to someone with a disability, we write it down.



We write down:

- the name of people who were there
- what happened
- why it hurt
- how we'll help to make it better
- when we'll talk with the hurt person
- how we'll stop it happening again.



We have a special system for keeping this writing in.

We let some people see the system.

Like workers and people who use our services.

Reportable incidents



Some incidents are really serious. We call them **reportable incidents**.

When they happen, we tell the police.



We also tell the NDIS Quality and Safeguarding Commissioner. We tell them within 24 hours (one day)



A '**restrictive practice**' restricts the rights or movement of someone with disability.



If it happens but isn't in a behavior support plan, we tell the NDIS Commissioner. We tell them within 5 working days.

Examples of reportable incidents



Here is a list of reportable incidents that could happen to someone with a disability.

They are just examples.



- Dying or being badly hurt.
- Being hurt or neglected.
- Unlawful sexual or physical contact.
- Sexual misconduct, including grooming for sexual activity.
- Restrictive practice outside of a behavior support plan.

What we do after a reportable incident



If a reportable incident happens, we will make sure everyone is safe.
We look into what happened.



We tell you what we're doing.
We tell you what we found.
We tell you how we'll stop it happening again.



We work with the NDIS Quality and Safeguards Commission.



We make sure it never happens again.

Word list



Incident

An event that harms or brings unhappiness to someone. Or harms something they own.



Reportable incident

An incident so serious that we tell the Police.



Restrictive practice

A practice that restricts the rights or movement of someone with disability.



Artist: Kerri Douglas

Our services are delivered on
the traditional lands of the
Dja Dja Wurrung people.



**142 Cornish Street
Castlemaine Vic 3450
(P) 03 5471 3555**

www.castlemainehealth.org.au