

Incident Management

This document tells you what an incident is and how our organisation manages them.

There are two types:

1. A general incident
2. A reportable incident.

A general incident is:

- When a person causes you harm or could have caused you harm
- When you hurt someone else
- When you feel that someone is going to hurt you.

A reportable incident is when one of the following happens:

- A death
- A serious injury
- Abuse
- Neglect
- Sexual misconduct
- Unregulated use of restrictive practices.

If you are involved in an incident you must tell your support worker or a trusted person immediately.

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Our **Practice Manager** will meet with you to **record** what was said and done during the incident.

? Our Practice Manager will ask you:

- **What happened**
- The names of **people who saw** the incident
- **When you told someone** about the incident (date and time)
- Details of the **person you told**
- How the incident **affected you**
- What could be **done** to **stop the incident happening again**.

Your safety is important to us. After an incident **we will provide support or assistance** to help you recover from the incident.

After an incident, **Brain Buddy** will:

- **Do all we can** to make sure you are safe
- Provide you with **advice and support**
- Arrange for **counselling or medical support** (if required).

We will support you by:

- **Fixing** the incident quickly
- Helping you look after your **health and wellbeing** (where we can).

We will regularly **keep you up to date** with how we are managing the incident.

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The **Practice Manager** will **contact you to:**

- **Talk** about what happened
- **Tell you** what actions we will take **to fix the incident**
- Explain to you what **actions** have already been **taken**.

We will ask for your:

- **Feedback** and **thoughts** on how we are fixing the problem
- **Ideas** about any changes that could **help you in the future**.

Our **Practice Manager** investigates the incident to work out what happened and stop it happening again.

We then **complete a review** of the incident **to improve our service** by:

- **Learning** what happened
- **Making changes** to stop it happening again.

Some changes we might make could be to:

- Change our practices
- Change our policies
- Retrain our staff.

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Reportable incidents

A **reportable incident** is when you, or another participant, is very **badly hurt or mistreated**.

If a reportable incident happens **Brain Buddy** must **tell the NDIS Commission**.

We must complete an **NDIS Reportable Incident Form**. Either the:

- Immediate Notification Form
- 5-Day Notification Form.

Brain Buddy then must **send the form** to the NDIS Commission using the **NDIS portal**.

We will **update you** on the **NDIS Commission's findings** including any actions we must take.

We **keep** everything you tell us **private**.



If **you are unhappy** with the way we handled your incident, you can **tell the NDIS Commission**:

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website: **www.ndiscommission.gov.au**



You can contact us on:

03 9851 8200

info@brainbuddycare.com.au