

# **Easy Read Incident Management**



**What is an  
incident and how is it managed?**



This document tells you what an incident is and how Classy Life Pty Ltd., 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 our Service Manager, your support worker or a trusted person immediately.



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



Our Service 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, Classy Life Pty Ltd., 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.



The Service 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 Service 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.



Reportable incidents



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



If a reportable incident happens Classy Life Pty Ltd., must tell the NDIS Commission.



We must complete an NDIS Reportable Incident Form.  
Either the:  
: Immediate Notification Form  
: 5-Day Notification Form.