INCIDENTS FACT SHEET

REF No. SP-DOC-005

Accidents and other incidents can happen even when we've tried hard to make things safe for everyone we work with. If an incident happens to you when we are working with you, our staff will work with you to try to make things better.

What is an Incident?

- Any time you experience, or could have experienced, harm.
- Any time you cause harm to someone else.
- A near miss that could have caused harm.
- Loss or damage to property
- Some incidents are 'reportable' or 'serious'. These might be death, serious injuries, abuse, sexual misconduct or restrictive practices.

Reporting an incident

Anyone can identify and report an incident, for example, a staff member, or a participant or a family member. An incident should be reported as soon as possible. If the incident is serious (reportable) we must tell the NDIS within 24 hours.

If you experience an incident or believe someone else may have experienced an incident, you should let us know by:

- Phone: **(02) 4349 5500** or
- Email: **AskHR@fairhaven.org.au**

Privacy

All personal information that we collect to manage incidents will be handled in accordance with privacy legislation and Fairhaven's Privacy and Confidentiality Policies and Procedure.

How Fairhaven deals with incidents

Respond

- We check that everyone is OK and provide first aid if needed.
- Call '000' if someone needs urgent medical care or there is ongoing danger or an immediate risk of harm to anyone.
- We will provide you with supports that are respectful while taking care of your safety and well-being.
- We will help you to contact an advocate if you need one.

Report

- All incident details are recorded in Flowlogic (our Customer Relationship Management System) and reported to Fairhaven management in accordance with our Incident Identification and Reporting Procedure.
- If the incident is serious, we will also report it to the NDIS
- If a crime has been committed, we will report it to the police.

Investigate

- All reported incidents are investigated in accordance with our Incident Investigation and Closure Procedure.
- We investigate how and why the incident happened.
- We may need to talk to you about the incident to learn more about what happened.
- You can have someone to help you tell us about it. We will work with who you prefer, such as an advocate, support person, family member or interpreter.
- Everyone involved will be able to tell us about what they think happened.
- After we have all the information, we will make a decision about what to do.
- Our decision can include changes to how a service is provided, changes in support workers or extra training for support workers.
- We will make sure we tell everyone involved about what we learnt and our decision.

Review

- We will use our investigations to improve our services
- We make changes to our system, policies and procedures to stop the incident from happening again.
- We will ask you how you think we handled the incidents and what changes you think can be made.

If you are not happy with the outcome

You can ask us to review the incident or if you choose to, we can support you in making a complaint to the NDIS Quality and Safeguards Commission.

A complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines)
- or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.

This Fact Sheet is a summary of Fairhaven's Incident Management Policies and Procedures. If you would like a copy of these documents please contact the People and Culture Manager: Phone: (02) 4349 5500 Email: AskHR@fairhaven.org.au