

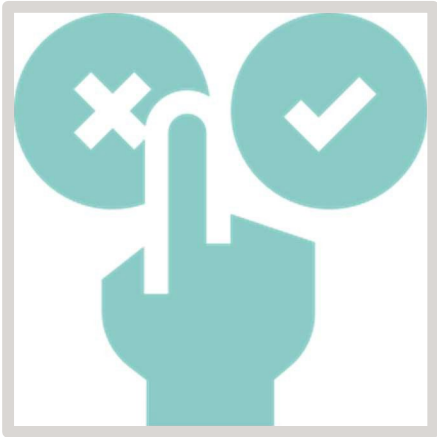





INCIDENT MANAGEMENT

| | |
|---|---|
|  | <p>This document tells you what an incident is and how we manage them.</p> |
|  | <p>There are two types:</p> <ol style="list-style-type: none">1. A general incident2. A reportable incident. |
|  | <p>A general incident is:</p> <ul style="list-style-type: none">● 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. |

INCIDENT MANAGEMENT (EASY READ)

PARTICIPANT (NDIS only)

Local call: 03) 6335 9200
Email: referrals@ilct.com.au

| | |
|---|---|
|  | <p>A reportable incident is when one of the following happens:</p> <ul style="list-style-type: none"> • a death • a serious injury • abuse • neglect • sexual misconduct • unregulated use of restrictive practices. |
|  | <p>If you are involved in an incident you must tell an ILCT staff member, your support worker, support coordinator or a trusted person immediately.</p> |
|  | <p>We will meet with you to record what was said and done during the incident.</p> |



We 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.

INCIDENT MANAGEMENT (EASY READ)

PARTICIPANT (NDIS only)


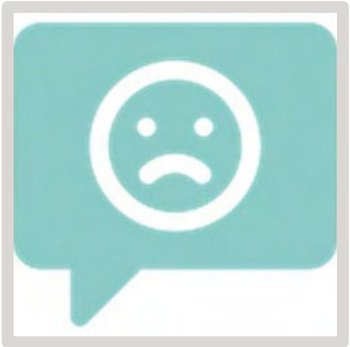


Local call: 03) 6335 9200
Email: referrals@ilct.com.au

| | |
|---|---|
|  | <p>After an incident, ILCT will:</p> <ul style="list-style-type: none"> ● do all we can to make sure you are safe ● provide you with advice and support ● arrange for counselling, family or medical support (if required). |
|  | <p>We will support you by:</p> <ul style="list-style-type: none"> ● fixing the incident quickly ● helping you look after your health and wellbeing (where we can). |
|  | <p>We will regularly keep you up to date with how we are managing the incident.</p> |

INCIDENT MANAGEMENT (EASY READ)




PARTICIPANT (NDIS only)

Local call: 03) 6335 9200
Email: referrals@ilct.com.au

| | |
|---|--|
|  | <p>Reportable incidents</p> |
|  | <p>A reportable incident is when you, or another participant, is very badly hurt or mistreated.</p> |
|  | <p>If a reportable incident happens we must tell the NDIS Commission.</p> |
|  | <p>We must complete an NDIS Reportable Incident Form.</p> <p>Normally this is within 24 hours of the incident.</p> |

INCIDENT MANAGEMENT (EASY READ)

PARTICIPANT (NDIS only)

| | |
|---|---|
|  | <p>ILCT then must send the form to the NDIS Commission using the NDIS portal.</p> |
|  | <p>The NDIS Commission reviews the incident.</p> <p>They will tell us if we need to take any further action.</p> |
|  | <p>We will update you on the NDIS Commission's findings including any actions we must take.</p> |

INCIDENT MANAGEMENT (EASY READ)

PARTICIPANT (NDIS only)

Local call: 03) 6335 9200
Email: referrals@ilct.com.au



We keep everything you tell us private unless we have to because the law says so.



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