

## Incidents

This information sheet is about how incidents are treated within our organisation. You can ask for help to read this document, let us know if you would like us to help you.



### What is an incident?

An incident is when something goes **wrong**. It often means something bad has happened to you or someone else.

For example this may include:

- Any time someone caused or could have caused you harm
- Any time you hurt someone else or someone felt you were going to hurt them
- Loss or damage to your belongings
- Taking the wrong medications
- A near miss or close call that could have caused harm



You have the right to feel safe and receive good quality care. If you feel unhappy or unsafe with the services, it is okay to speak up. **Your Best Life**

Disability and Health Services (YBLDHS) will always take action to make sure that you are okay.

### **This incident document will cover:**

- How you can report an incident
- How we will respond to incidents
- What we will need to resolve the incident
- How we will help you
- How to make a complaint



### **How to report an incident**

- If you have been involved in an incident you can report this incident by speaking to, or by writing a letter/email to:
  - Our Corporate Services Manager Kim Helmore PO Box 5253 SCMC, Nambour Qld 4560, emailing [kim.helmore@ybl.org.au](mailto:kim.helmore@ybl.org.au) or calling (07) 5293 9002
  - The staff member who was there at the time;
  - A staff member you trust within the organisation;



### **How we respond to incidents**

- Once an incident is identified our staff will make sure everyone is okay. If there is any immediate danger, staff will call 000.
- We will respond as quickly as possible to any incidents. Staff will report the incident and may need to ask you questions about what happened.
- Incidents that are less serious will be resolved by us.



- We may also let your family or carer know about the incident.



### Reportable incidents

If an incident is more serious, YBLDHS must involve other organisations such as the Police and the NDIS Quality and Safeguarding Commissioner.

Incidents that are more serious will be reported to the NDIS Commission within 24 hours.

Reportable incidents are where someone:

- dies,
- is seriously injured,
- is hurt or treated badly, or is not helped or given care in the way they should be,
- experiences banned sexual or physical contact, or is threatened,
- experiences unwelcome sexual behaviours, or is there when someone else experiences unwelcome sexual behaviours,
- who is vulnerable forms a trusting relationship with someone and the person they trust then abuses them,
- uses a restrictive practice where it has not been approved. A restrictive practice is making someone do something they don't want to do or stopping someone from doing something they want to do. Restrictive practices take away your rights or freedoms.



### What will we need to resolve the incident?

We will need to write the incident down, including what happened and what we did in response. We may ask questions such as:

- What happened?



- What time did it happen?
- Where did it happen?
- Who was there?
- When did you tell someone?

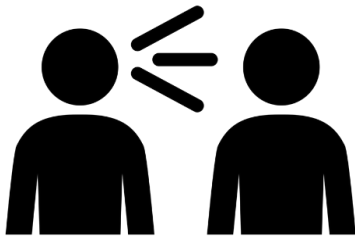
We will listen and talk to you or your advocate about what happened and how to fix it.

### How will we help you?

After the incident we will make sure you feel safe, we will help you to get help such as talking to a counsellor if you need it.

We will take actions to ensure the incident doesn't occur again.

We will make any changes to your supports to make sure the incident doesn't occur again.



YBLDHS will keep talking to you about what happened and will let you know what action we are taking.

### How to make a complaint

- If you are unhappy with how we have handled an incident, you can make a complaint.
- You can make a complaint by speaking to a person you trust or writing a letter/email
- You can write a complaint and send it to Corporate Services Manager PO Box 5253 SCMC Nambour QLD 4560



- You can write a complaint and email it to Corporate Services Manager at [corporateservices@ybl.org.au](mailto:corporateservices@ybl.org.au)
- You can ring us on (07) 5293 9002 to make a complaint, this can be a secret complaint if you don't want anyone to know who made the complaint
- Or you call contact the NDIS directly [How to make a complaint | NDIS Quality and Safeguards Commission](#) ([ndiscommission.gov.au](http://ndiscommission.gov.au)) or call 1800 035 544