



## About this document

We are responsible for keeping you **safe** and **happy**.



## This document will help you to understand:

- What an incident looks like
- How we respond to incidents
- How to get help
- How we will help if you are part of an incident
- What information we need from you



## What is an incident?

An **incident** is when something goes wrong to you or to someone else.

There are many types of **incidents**. Some examples are:



- a person experiencing **harm** of any type



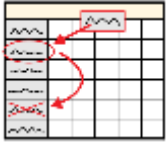
- loss or **damage** of property



- A **near miss** that could have caused harm



- Taking the wrong **medication**



- Harmful changes to usual **support routines**



- **illegal activities**, like theft or drug use.



## How to get help

If you experience an incident or believe someone else may have experienced an incident, you should let us know. This is called **reporting**.

You can report an incident at any time. We can help you to do this.



Family, advocates and friends can also help you.

You can **report** an incident by:



- telling someone that works with you
- sending an email to [feedback@autismsa.org.au](mailto:feedback@autismsa.org.au)
- making a phone call to 8379 6976 or 1300 288 47



If you are still unhappy you can make a complaint to someone else. We can help you if you decide to do this.

You can call:

- **NDIS Quality and Safeguards Commission**

- Phone 1800 035 544



- **Health and Community Services Complaints Commissioner**

- Phone 1800 232 007

- **Child Abuse Report Line**

- Phone 13 14 78.



## **How we respond to incidents**

Once we know about an incident we will respond **immediately**, if possible.



If we cannot do this immediately, we will let you know **when** and **how** we will respond.



We will make sure that our staff know how to respond to incidents.



We might also tell your family or another important person about the incident and ask them to help.



**Less serious** incidents will be resolved by us. We will work with you and any other people involved.



If an incident is **serious**, we may need to speak to other organisations to help us resolve it.

This might include:



- NDIS Quality and Safeguards Commission
- Department for Child Protection
- Child Abuse Report Line



- Department of Human Services
- SA Police
- An external investigator
- Other support services, like a doctor or counsellor



## **What information will we need?**

An incident report includes information about what happened.

We record things such as:

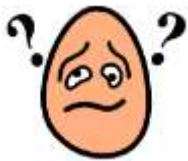
- **Who** was involved?
- **What** happened?
- At **what time** did it happen?
- **Where** did it happen?



## How will we help you?



We will always uphold your **rights** and ensure you are **safe**.



We will give you the **help** you need if you are affected by an incident.



If needed, we will **discipline** any people that did the wrong thing.

For example: If our worker caused you harm or harm to others they will not work with us again.



We will check that we **resolved** the incident properly.



If needed, we will **change** how we do things improve our services and make sure the incident does not happen again.



This might include:

- changing our practices
- changing our policies and procedures
- training our workers