

Our responsibility to you

We have a responsibility to provide supports and services to you in a safe way and to take steps to prevent harm, abuse and neglect.

We aim to minimise the risk of incidents (including near misses). We will ensure the health, wellbeing and immediate safety of the people involved in the incident. We will investigate the incident and keep you informed. We will give you an outcome of our investigation and what actions we have taken to prevent the incident from happening again.

Autism SA has a system to record and manage incidents that occur when we are providing supports or services to our clients.

What is an incident?

An incident is when something goes wrong. It usually means that something bad happened to you or 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 medications
- harmful changes to usual support routines
- illegal activities, like theft or drug use.

How to get help?

If you, or someone else, may have experienced an incident, you should let us know.

You can report an incident at any time. We can help you do this. Family, advocates and friends can also help you report an incident.

You can report an incident by

- telling someone that works with you
- sending an email to feedback@autismsa.org.au
- calling us on 8379 6976 or 1300 288 47

If you are not happy with the way we have managed your incident you can make a complaint to someone else. We can help you if you decide to do this.

- 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 work with you and any other people involved. We might also tell your family or important person about the incident and ask them to help.

We will make sure that our staff know how to respond to incidents. All our staff must report an incident as soon as they can.

Incident reports

An incident report includes as much detail as possible. We record things such as

- The names and contact details of the person impacted by the incident and any other people involved
- What happened and what impact was caused
- How we will support the people affected by the incident
- Any discussions or meetings we have had about the incident
- Any reports or findings we have about the incident
- What we have done to prevent the incident happening again

Serious incidents

If an incident is serious, we may need to involve other organisations to help us resolve it. We may also need to report the incident to other people.

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

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. If our worker caused you harm or harm to others they will not work with us again, and we will report them to other agencies.

We will check that we resolved the incident properly.

If needed, we will change how we do things to 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