

Incident Management Involving Participant Procedure

Easy Read Version

Version 1.1

Revised on 02/02/2021

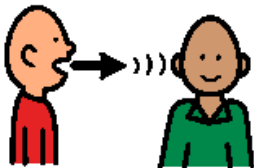
About this document



This document was created by Alkira.

This document is about what we do when there is an incident.

You can get help with this document.



Talk to someone who can read this document with you to support you to understand.



If you want **alkira** staff can support you.

What happens when you tell us about an incident?

This is about what we do when there is an **incident**.



An incident is when something bad happens

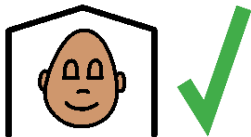
- to you
- to someone else at **alkira**



For example, when someone gets hurt or hurts you.

Why is it important to tell us about an incident?

Tell us about an incident



- To make sure you are safe

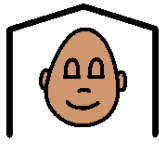


- To make sure other people who are affected are safe

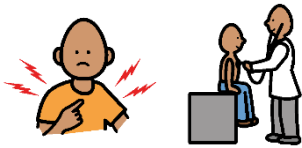


- To help stop it from happening again

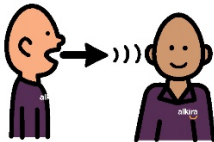
What will we do?



Our staff will help make you safe.



For example, we would support you to see a doctor if you are hurt.

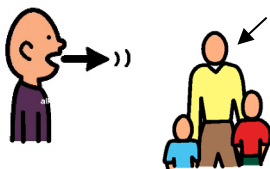


Our staff **must** tell a manager what has happened.



Our staff write a **report**.

A report is a document that has lots of information about the incident.



A manager will tell your **next of kin** unless you tell us not to.

A next of kin is a family member who is closest to you.



You can have an **advocate** instead of your next of kin.

An advocate is someone who can support you to tell us what you need and want.

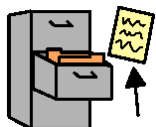


When the report is complete a manager signs it.



We may have to **review** the incident to make sure you are safe.

Review means we will look at the incident again to make things better.



After the review we will keep the report.



A copy of the report may need to go to the

NDIS Quality and Safeguards Commission.

The NDIS Quality and Safeguards Commission is a new part of the National Disability Insurance Scheme. You can find out more about them on [their website](#).

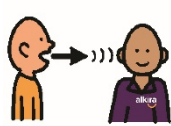


We may check and update your **support plans.**

Your support plans say how we support you to achieve your goals.

Contact us about an incident

To contact us about an incident



- Talk to **alkira** staff



- Call 9890 1365



- Email info@alkira.org.au