

Incident Management

What are incidents?

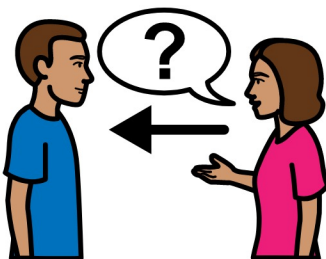


Araluen's most important goal is to protect the health, safety and wellbeing of the people we support. This means making sure that no harm comes to you while you are supported by us, and that you remain happy with how we support you.

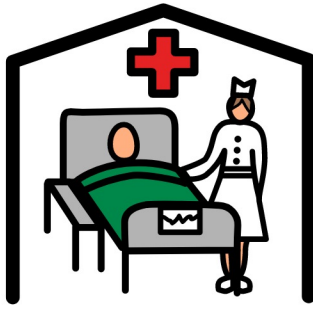


Sometimes things go wrong though, which can affect the health, safety and wellbeing of people. For example, an accident which results in someone getting hurt. When things like this happen, they are called 'incidents'.

What happens when there is an incident?



The first thing that staff will do is check to make sure you and anyone else involved in the incident are ok. This might include checking you for injuries or asking you how you feel about what happened.



If you or anyone else is injured or harmed in any way, staff will make sure you receive medical help. This might mean you have to see a doctor or go to hospital.



NDIS Quality
and Safeguards
Commission

Some incidents need to be reported to the National Disability Insurance Scheme's (NDIS) Quality and Safeguards Commission. They make sure Araluen is providing you with the best support possible.



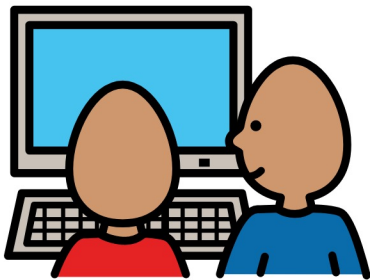
The type of incidents that need to be reported to the NDIS Quality and Safeguards Commission include when a person needs to go to hospital because they were badly hurt, if a mistake is made with someone's medication, or if a participant is treated badly by someone who supports them.



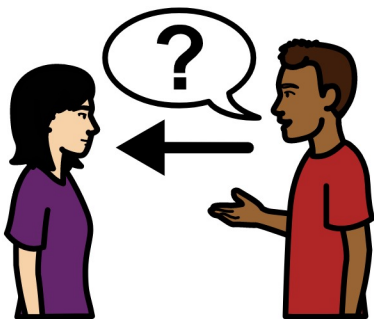
If a participant has been mistreated or hurt by someone meant to be supporting them, Araluen may need to tell the police. The police will find out more about what has happened. Everyone will be told what's happening and why.



Araluen will make notes about any incidents that happen, which are placed into something called an Incident register. This information is private, and no one can read this outside of the staff who support you and Araluen Managers.



Only if someone is in danger or the law requires it, will Araluen share information about incidents you were involved in. A note will be made in your file if this happens, and you will be told. You can see information about incidents that you were involved in at any time.



Staff will talk to you after an incident about what happened. If you are worried or upset, staff may offer to connect you with someone who can help you work through those feelings.

Telling someone when something is wrong



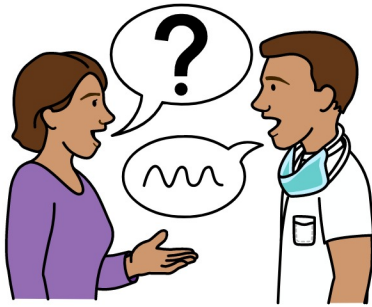
It is important that if you feel that you are being hurt or mistreated that you speak to someone about it. Participants can speak to staff, a Manager, or member or the Quality Team, who will be able to help.

The Quality Team are Araluen staff who work to make sure participants are safe and receive good support. You can email them at QualityTeam@araluen.org or call 0410 652 792.



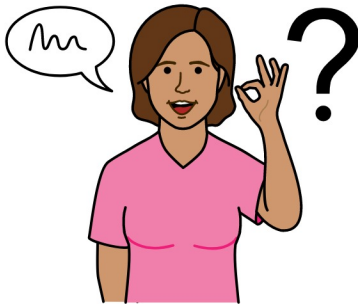
Araluen must listen to anything you have to say and take it seriously. You will not be treated differently for talking about your feelings or experiences. If you want help to talk to Araluen about something, you can use a support person or advocate to help you. If you need help finding a support person or advocate, Araluen can help.

What happens after an incident?



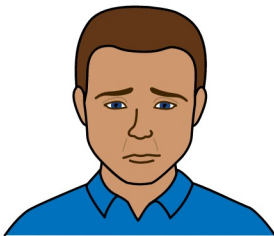
After an incident, Araluen will investigate what happened to try and find out what caused it.

Araluen does this to try and work out how we can prevent the same incident happening again.



Araluen staff may speak to you or the people involved in an incident to try and find out more about what happened.

Staff may also speak to you about the things that have been done to make sure a similar incident doesn't happen again.



If you are unhappy about the way an incident has been handled or have any feedback that may help Araluen do better in future, please tell staff, a Manager or Araluen's Quality Team.



You can always give feedback anonymously (which means people won't know who you are) via Araluen's website:
www.araluen.org/contact/