

Incident Management

What are incidents?

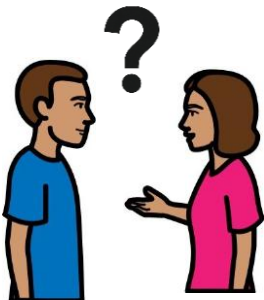


Araluen wants to keep you safe and well.
We want you to be happy with your support.



Sometimes things can go wrong.
Someone may get hurt.
This is called an incident.
Ready for the next section.

What happens when there is an incident?



Staff will first make sure you and everyone else involved is safe.
They may check for injuries.
They may ask how you feel about what happened.



If you or someone else is hurt, staff will make sure you get medical help.

You may need to see a doctor or go to hospital.



Some incidents must be reported to the NDIS Quality and Safeguards Commission.

The Commission helps make sure people receive safe and good support.



Incidents that must be reported to the NDIS Quality and Safeguards Commission include:

- when someone is badly hurt and needs to go to hospital
- when there is a medication mistake
- when a participant is treated badly by a support worker



If a participant is hurt or treated badly by someone supporting them, Araluen may need to tell the police.

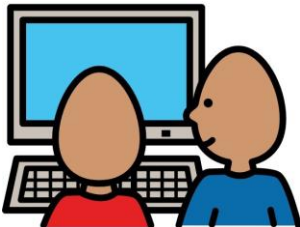
The police may investigate what happened.

We will tell you what is happening and why.



Araluen keeps a record of all incidents in an Incident Register.

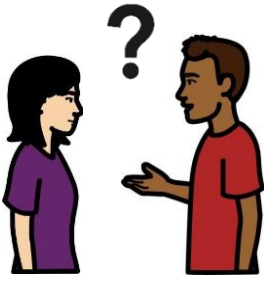
This information is private.



Araluen will only share information about your incident if someone is in danger or the law says we must.

If this happens, we will tell you and make a note in your file.

You can ask to see information about any incident you were involved in.



Staff will talk with you about what happened. If you feel worried or upset, staff can help you get support.

Telling someone when something is wrong

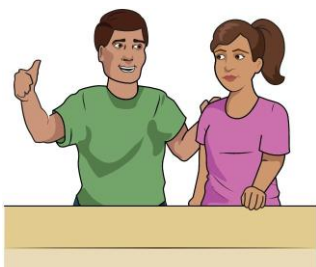


If you feel hurt or mistreated, it is important to tell someone.

You can talk to staff, a Manager, or the Quality Team. They can help you.

The Quality Team helps make sure participants are safe and receive good support.

You can email QualityTeam@araluen.org or call 0384573059.



Araluen will listen to you and take you seriously. You can speak up without fear of being treated differently. A support person or advocate can help you, and Araluen can help you find one. You should be involved in decisions after an incident.

What happens after an incident?



After an incident, Araluen will investigate what happened.

This helps us understand why the incident happened.

We do this to help stop the same thing happening again.



Araluen staff may talk to you and other people involved in the incident to find out what happened.

Staff may also talk to you about what has changed to help stop a similar incident happening again.



If you are unhappy with how an incident was handled, please tell staff, a Manager, or the Quality Team.

You can also tell us if you have ideas that could help Araluen do better in the future.

You can give feedback without giving your name.

You can use the Feedback, Complaints or Compliments link, or visit

www.araluen.org/contact/

Raise a complaint,
provide feedback, or
give us a compliment



To all participants, families, staff and community members:
Scan this QR code to submit an Araluen Feedback form.