

## **Incident Management Statement for Participants**

### **Plain English summary: What is this all about?**

Sometimes, bad things can happen and people get hurt. Accidents and other bad things can happen even when we've tried hard to make things safe for everyone we work with.

We call these bad things 'incidents'. They may include:

- If you get injured or an emergency happens while you receive supports from us;
- If someone abuses or threatens you with physical or sexual violence, whether at home, in the workplace, in another community setting, at SHFPACT or any other NDIS supports provider;
- If an emergency situation happens;
- If you see these things happen to someone else;

If an incident (a 'bad thing') happens to you when we are working with you, our senior staff will work with you to try to make things better. We will also try to learn from any bad things that happen to you by:

- looking into what happened;
- speaking with you, our staff; and other people affected;
- making changes to what we do to make it less likely that bad things will happen again to you, or to anyone else; and
- keeping good records about what happened, your views, and what we did together to try to make things better for you and others.

We work hard to make sure you are safe with us. If something very serious happens when we are working with you - like a big accident or if someone breaks the law and hurts you - our senior staff will look into it urgently and will also tell the NDIS Commissioner so the NDIA can look into what happened and help you.

If an incident happens to you when you are working with us, you can speak to the people providing your supports or managers in the organisation to help you.

You can:

- come in and meet with us;
- send us an email or text;
- call us on the phone;
- communicate with your preferred augmentative and alternative communication device or method; or
- have a friend or carer contact us for you.

If an incident happens while we are working together, we will work with you to get to the bottom of what happened. We will work hard to try to help you.

You will **not** get into any trouble for contacting us about a bad thing that has happened to you. Contacting us about a bad thing will **not** affect your services - except if we need to make changes to help make you feel safer.

It is OK to make a complaint. We have more information for you about how to make a complaint in our Complaints and Feedback Policy and Statement.

### **Why is there so much information?**

Our Incident Management Policy document is very long and complicated. The NDIS Rules say that:

- we need to think very hard about what we will do if a bad thing happens to someone we are working with;
- we have to have this Policy to write down what we will do if a bad thing happens; and
- we have to have lots of rules about what happens if something very bad happens, to make sure the NDIA knows about it.

It is our job to make sure you understand this Policy. So we provide simple summaries for you.

The Policy also contains lots of procedures for our workers to follow when an incident happens. You can ask to see our whole Policy. Because it is long, we don't provide our whole Policy and procedures document every time.

If an incident happens to you while we are working together, we will work together to try to make things better.

**Who can I contact about an incident?**

1. The person providing you supports at SHFPACT. This will usually be a Community Worker who:
  - facilitates the group work program you do with us (group facilitator), or
  - talks about the things that are important to you (counsellor)

You will be provided with contact details for your Community Worker in the Service Agreement.

2. If you do not want to talk to your Community Worker, you can talk to any other person who works at SHFPACT (for example health educator, receptionist, nurse, doctor, or manager).

Telephone: (02) 6247 3077

Email: [shfpact@shfpact.org.au](mailto:shfpact@shfpact.org.au)

If there is an incident and we want to make sure you are safe and OK, you may be contacted by one of these people even if they are not your usual Community Worker at SHFPACT.

3. You can contact the Executive Director (Chief Executive Officer) at SHFPACT.

Telephone: (02) 6247 3077

Email: [ed@shfpact.org.au](mailto:ed@shfpact.org.au)

4. If you do not want to talk to someone at SHFPACT, or you want to make a complaint or report about an incident that happened at SHFPACT if you do not think we did the right thing:

<b>Contact the NDIS Commission</b> web: <a href="http://www.ndiscommission.gov.au">www.ndiscommission.gov.au</a> phone: 1800 035 544 TTY: 133 677.	<b>Contact the ACT Human Rights Commission</b> web: <a href="http://www.hrc.act.gov.au/complaints">www.hrc.act.gov.au/complaints</a> phone: (02) 6205 2222 email: <a href="mailto:HRCIntake@act.gov.au">HRCIntake@act.gov.au</a>
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You can ask for help if you need an Interpreter.