

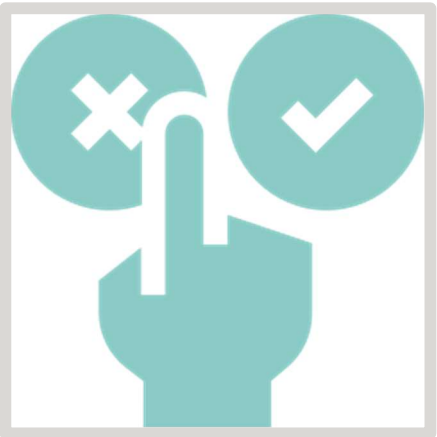




INCIDENT MANAGEMENT

 A teal speech bubble containing a white question mark.	<p>This document tells you what an incident is and how we manage them.</p>
 A teal document icon with a folded top-right corner and a white question mark in a circle at the bottom right.	<p>There are two types:</p> <ol style="list-style-type: none">1. A general incident2. A reportable incident.
 A teal hand icon pointing upwards towards two circular icons: one with a white 'X' and one with a white checkmark.	<p>A general incident is:</p> <ul style="list-style-type: none">• When a person causes you harm or could have caused you harm• when you hurt someone else• when you feel that someone is going to hurt you.



	<p>A reportable incident is when one of the following happens:</p> <ul style="list-style-type: none">• a death• a serious injury• abuse• neglect• sexual misconduct• unregulated use of restrictive practices.
	<p>If you are involved in an incident you must tell an OC Connections manager, your support worker, support coordinator or a trusted person immediately.</p>
	<p>We will meet with you to record what was said and done during the incident.</p>



We will ask you:

- what happened
- the names of **people who saw** the incident
- **when you told someone** about the incident (date and time)
- details of the **person you told**
- how the incident **affected you**
- what could be done to stop the incident happening again.




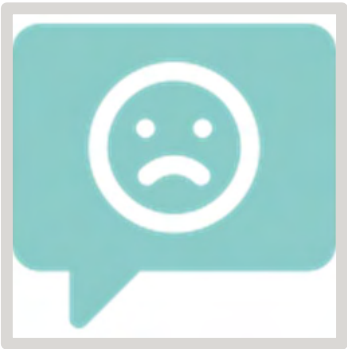


Your safety is important to us.

After an incident **we will provide support or assistance** to help you recover from the incident.



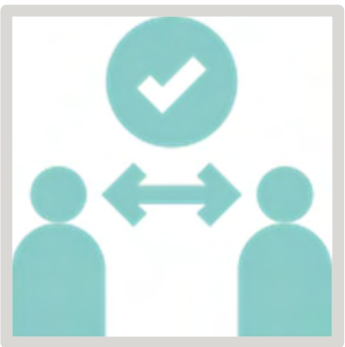


 An icon of a person with a stethoscope around their neck, representing a medical professional.	<p>After an incident, OC Connections will:</p> <ul style="list-style-type: none">● do all we can to make sure you are safe● provide you with advice and support● arrange for counselling, family or medical support (if required).
 An icon showing two hands holding a person, symbolizing support and care.	<p>We will support you by:</p> <ul style="list-style-type: none">● fixing the incident quickly● helping you look after your health and wellbeing (where we can).
 An icon showing two people with a checkmark above them and double-headed arrows between them, representing communication and updates.	<p>We will regularly keep you up to date with how we are managing the incident.</p>



	<p>Reportable incidents</p>
	<p>A reportable incident is when you, or another participant, is very badly hurt or mistreated.</p>
	<p>If a reportable incident happens we must tell the NDIS Commission.</p>
	<p>We must complete an NDIS Reportable Incident Form.</p> <p>Normally this is within 24 hours of the incident.</p>



 An icon representing a document or form with a padlock, symbolizing a form to be submitted.	<p>OC Connections then must send the form to the NDIS Commission using the NDIS portal.</p>
 An icon representing three people sitting at a table, symbolizing a meeting or review.	<p>The NDIS Commission reviews the incident.</p> <p>They will tell us if we need to take any further action.</p>
 An icon representing two people with a checkmark above them and a double-headed arrow between them, symbolizing communication and a final check or update.	<p>We will update you on the NDIS Commission's findings including any actions we must take.</p>



We keep everything you tell us private unless we have to because the law says so.



If **you are unhappy** with the way we handled your incident, you can **tell the NDIS Commission:**

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website:

www.ndiscommission.gov.au