



**Rocky Bay**

HEALTH + COMMUNITY

# Incident Management



**Easy English**  
GUIDE

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*your partner in possibility*

## What is a policy



A policy is

- a plan for how to do things
- where rules come from.



An Easy English guide is a summary of another policy.

You can find the other policy on our website

[www.rockybay.org.au](http://www.rockybay.org.au)



Some words are written in **pink**.

We will explain what these words mean.

When you see the word



- **we**
- **our**
- **us**

in this book it means **Rocky Bay**.

## You can get help with this policy



You can get someone to help you

- read this policy
- know what this policy is about
- find out more information.



## What is an Incident?

An incident is when something happens to you.

You might



get hurt



- nearly get hurt



- feel unsafe

or



- something might happen to you that you do not like.



An incident can also be when you

- hurt someone

or



- do something to them that they do not like.



## What will we do

There are things we have to do if there is an incident.

This is called our **response**.



We will

- check everyone is okay

and

- provide first aid if it is needed.



We make sure everyone involved has the support they need.

We will write an **incident report**.

2.



- said

and

- done.



It is important that you tell us everything that happened.

We will **investigate**.

3.



Investigate means we look at

- why the incident happened
- what we can do to stop it happening again.

4.



We will act.

This means we

- fix any problems from the incident

and

- make changes to make it better.

We will check that

- what we did worked

and

5



- it won't happen again.



When you are with us it is our job to keep you safe.



If we make changes to fix what happened, we will:

- change our practices



- change our policies and procedures



- train our staff.



## Reportable incidents



Sometimes when you are badly hurt it is called a **serious incident**.



We have to tell other people.

This is called a reportable incident.



A serious incident might be when you are

- hurt and need to go to hospital



- badly bruised



- break a bone in your body

- die.

We have to tell people like



- NDIS Commission



- Department of Communities



- Police.



We will tell you if we have to tell someone.

We also have to report unlawful things that might happen to you.

For example



- Violence
- Abuse
- Neglect
- Exploitation
- Discrimination



We call this **safeguarding**

You can read about this in our Safeguarding policy.



It is important that you tell us when something happens to you.



We will listen.



We will keep this **private**.

Private means we will only tell the people who can help fix your problem.



We will tell you what is happening.

Sometimes you might feel that



- we took too long to help you

or

- we did not help you properly.



Sometimes you might not want to tell us.



You can speak to the NDIS Commission

You can contact them whenever you want to.



NDIS Quality and Safeguards Commission



**1800 035 544**



Translating and Interpreting Service

**131 450**



[www.ndiscommission.gov.au/about/complaints](http://www.ndiscommission.gov.au/about/complaints)



## Other services can help you



Carer's WA



**1300 227 377**



[www.carerswa.asn.au](http://www.carerswa.asn.au)



People with Disabilities WA (PWdWA)



**1800 193 331**



[www.pwdwa.org](http://www.pwdwa.org)



Kin Advocacy

(Formerly Ethnic Disability Advocacy Centre EDAC)



**1800 659 921**



[www.kinadvocacy.org.au](http://www.kinadvocacy.org.au)



Midlas



**(08) 9250 2123**



[www.midlas.org.au](http://www.midlas.org.au)



SECCA

Sexuality Education Counselling and Consultancy Agency



**(08) 9420 7226**



[www.secca.org.au](http://www.secca.org.au)