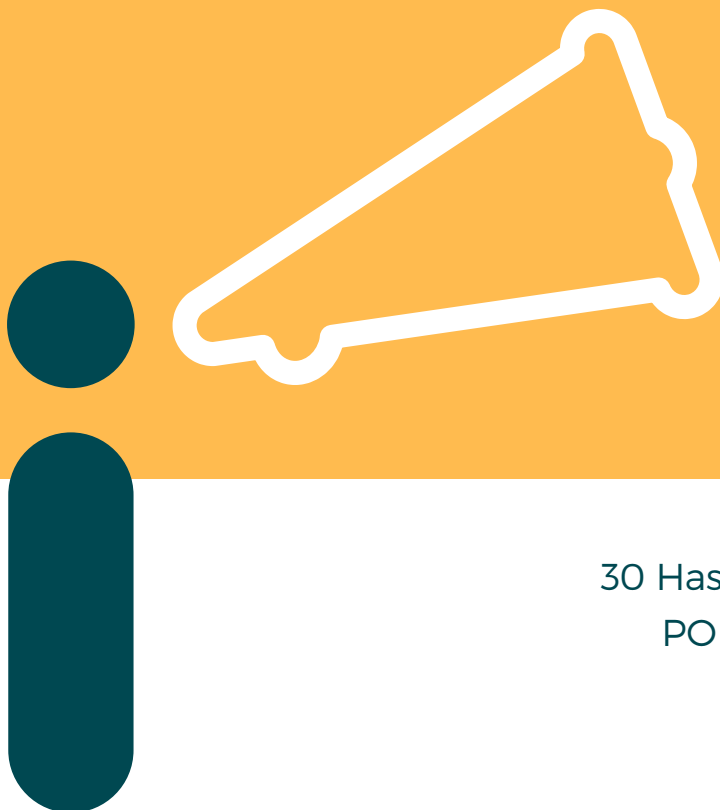


# **Incidents** Easy Read



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This book is about  
**How we manage an incident at Avivo**

This information is written in an easy to read way.

We use pictures to explain some ideas.

You can ask for help to read this information.

A family member, friend or support person may be able to help you.

When you see the word **we** in this book it means **Avivo**

This book is a shorter version of another document.

You can ask us for a copy of the longer document

### Incidents Process

This book tells you about

- what an incident is
- and
- what we do if an incident happens.

### Like when we are helping someone

- in their home

or

- in the community.

Sometimes we are told about incidents that have happened already.



avivo





### What is an incident?

An **incident** is something that happens and

- hurts someone
- or
- could have hurt someone.

An incident may

- make someone feel unsafe
- or
- harm something they own.

An incident may be something a customer does

That

- Hurts someone
- Or
- could have hurt someone
- Or
- makes someone feel unsafe.

## What we do when an incident happens

### 1. When an incident happens



We try to make sure everyone is safe.

We will write about

- what happened
- who was there

And

- what they did to help make it better.

We call this an **incident report**

### 2. We look at the incident report



We talk to the people involved in the incident.

Like

- who was hurt

or

- who could have been hurt

and

- anyone who saw what happened.



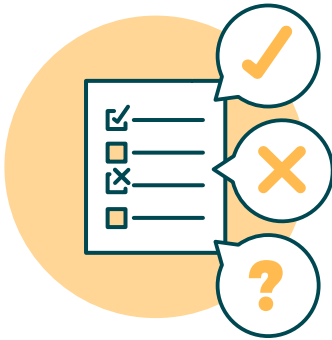
### Sometimes an incident may not be too serious.

Like no one is hurt badly.

We may be able to fix it quickly and easily.

We try to make sure an incident cannot happen again.

We say we **review** the incident.



### We will keep a record

- Of why the incident happened

And

- How we will stop it happening again



### Sometimes an incident is more serious.

We may need more time to find out

- what went wrong

and

- how to stop it happening again

We call this an **investigation**



### We may need to tell other people about the incident.

Like

- A carer
- A family member or guardian
- An agency who is helping you



### You have a right to **Privacy**

- We follow laws about keeping your information private.

We know that safety is important.



### We say we have a **duty of care** for

- Your safety
- and
- The safety of our workers.



### We follow laws and policies to keep everyone safe.

We only share your information without asking you

- to keep you or someone else safe
- or
- if the law tells us to.

We will tell you if we have to tell other people.



### Reportable incidents

Some incidents are very bad.

We call them **reportable incidents**.

Like

- someone dies or is badly hurt
  - » We say **death** or **serious injury**
  
- someone is hit or hurt by another person
  - » we say **abuse** or **neglect**
  
- someone touches you in a way you do not want them to
  - » we say **unlawful sexual or physical contact**
  - » or **assault**
  - » or **grooming**
  
- someone takes your money or things
  - » we say **abuse** or **neglect**
  
- someone does not let you have your human rights or movement
  - » we say someone uses a **restrictive practice**.





### When a reportable incident happens

We make sure everyone is safe.

When a really bad incident happens we have to tell



- The Police

or



NDIS Quality and Safeguards Commission

- the NDIS Quality and Safeguarding Commissioner

or



- The Aged Care Quality and Safety Commission

or



Government of Western Australia  
Mental Health Commission

- The Mental Health Commission.



NDIS Quality and Safeguards Commission

You can tell your complaint straight to the NDIS Commission.







We have to tell them within one day.

We say we follow **mandatory reporting**.

We find out

- what went wrong

and

- how to stop it happening again.



We say we do an **investigation**.

We tell you what we found out.

We tell you what we will do

- To keep everyone safe

and

- to stop it happening again.