

Our commitment to: **Managing incidents**



Our Commitment

Your child's safety, wellbeing, dignity and rights are our highest priority.

We work hard to prevent incidents, but if something happens, or is alleged to have happened, we will respond promptly and take it seriously.

We have an incident management system to make sure incidents are identified, reported, recorded, investigated and resolved appropriately.

What is an incident?

An incident is something that happens in connection with our services that causes, or could have caused, harm to a child, young person, family member, staff member or visitor. This includes near misses, where nobody was harmed but something could have gone wrong.

This may include:

- an injury, accident or medical event
- abuse, neglect, exploitation or inappropriate conduct
- a privacy or information security breach
- an unsafe situation or failure to follow required procedures
- any other event that affects, or could affect, someone's safety or wellbeing.

An incident can be reported even if all the details are not yet known or the concern has not been confirmed.

If an incident happens

Our immediate priority is to make sure everyone is safe and provide any assistance needed.

We will then:

- report and record what happened
- notify your child's parent or carer
- assess the seriousness of the incident and any ongoing risks
- investigate what happened where required
- involve your family and seek your views
- provide support and keep you appropriately informed
- take action to prevent or reduce the risk of it happening again.

Our response will reflect the nature and seriousness of the incident, the harm or potential harm caused and the likelihood of it happening again.



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Supporting your family

We will continue to offer services and support to a family affected by an incident. We will listen to your views and involve you in the investigation and any proposed improvements where appropriate. Depending on the circumstances and your family's wishes, we may also offer support from an appropriate member of our team or help you connect with an external support service. You may involve a family member, support person or advocate at any stage.

Reporting serious incidents

Some incidents must be reported to an external authority. Depending on what has happened, this may include the NDIS Quality and Safeguards Commission, police, child protection agencies or another relevant authority. We will make any required reports within the appropriate timeframes and cooperate with relevant authorities.

Privacy and respect

Information about an incident will be handled sensitively and stored securely. We will respect the privacy, dignity and rights of everyone involved. Information will only be shared with those who need it to respond to or investigate the incident, or when we are required to share it by law.

Learning and improving

We review incidents and near misses to understand what happened, how effectively we responded and what could be improved. We use these learnings to strengthen our services, systems, training and safety practices.

Please speak up

Please tell a member of our team if something happens, does not feel right or could be unsafe. Raising a concern or reporting an incident will never negatively affect your child's access to services.