

SD – Easy English - Incidents

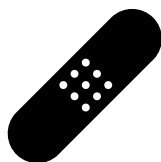
Incidents

This information sheet is about how incidents are treated within our organisation. You can ask for help to read this document, let us know if you would like us to help you.

You have the right to feel safe and receive good quality care. If you feel unhappy or unsafe with the services, it is okay to speak up. Headway Gippsland will always take action to make sure that you are okay.

This incident document will cover:

- How you can report an incident
- How we will respond to incidents
- What we will need to resolve the incident
- How we will help you
- How to make a complaint



What is an incident?

An incident is when something goes **wrong**. It often means something bad has happened to you or someone else.

For example this may include:

- Any time someone caused or could have caused you harm
- Any time you hurt someone else or someone felt you were going to hurt them
- Loss or damage to your belongings
- Taking the wrong medications
- A near miss or close call that could have caused harm

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How to report an incident

- If you have been involved in an incident you can report this incident by speaking to, or by writing a letter to:
 - The staff member who was there at the time;
 - A staff member you trust within the organisation;
 - Emailing ohs@headwaygippsland.org.au



How we respond to incidents

- Once an incident is identified our staff will make sure everyone is okay. If there is any immediate danger, staff will call 000.
- We will respond as quickly as possible to any incidents. Staff will investigate the incident and may need to ask you questions about what happened.
- Incidents that are less serious will be resolved by us.
- We may also let your family or carer know about the incident.



call
report

If an incident is more serious, we will involve other organisations which may include the police as well as external organisations.

We will involve these organisations to make sure you, and everyone else are safe.

What will we need to resolve the incident?

We will need to write the incident down, including what happened and we did in response. We may ask questions such as:

- What happened?
- What time did it happen?
- Where did it happen?
- Who was there?
- When did you tell someone?



what

We will listen and talk to you or your advocate about what happened and fix it.



how to

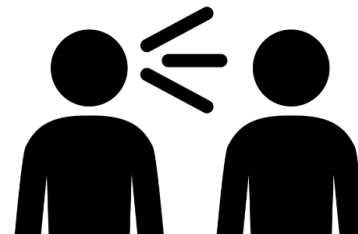
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How will we help you?

After the incident we will make sure you feel safe, we will help you to get help such as talking to a counsellor if you need it.

We will take actions to ensure the incident doesn't occur again.

We will make any changes to your supports to make sure the incident doesn't occur again.



Headway Gippsland will keep talking to you about what happened and will let you know what action we are taking.

How to make a complaint

- If you are unhappy with how your privacy has been handled, you can make a complaint.
- You can make a complaint by speaking to a person that you trust or writing a letter to Jenelle Henry (CEO)
j.henry@headwaygippsland.org.au
- You can write a complaint and send it to Po Box 49 Morwell 3840
- You can ring us on (03) 5127 7166 to make a complaint

