

Incident Response Policy

At Parent to Parent (P2P), safety is one of our primary concerns. This policy discusses incidents and what we do to keep people safe as well as how to report an incident. This policy applies to all people who interact with Parent to Parent, including people with disabilities, parents, carers, staff members, and volunteers. Information about Public Feedback and Complaints can be found [here](#).

What is an incident?

This is when an event or action happens and a person gets hurt or is not safe. Examples are:

- An accident
- When a person gets injured and needs to go to the doctor or hospital
- When someone's property gets damaged
- When someone hurts another person
- When someone does something that is against the rules or law

What you should do if an incident happens

If something happens to you, or you see something happen to someone else, you first need to make sure that everyone is safe. This could include calling **000** to request Police or an Ambulance.

Once everyone is safe, make a report of what happened as soon as you can. To do this you can call P2P on 1800 777 723, email details of the incident to manager@p2pqld.org.au or fill out a [Public Incident Report Form](#). This form can also be found on our website.

The information you should tell P2P includes:

- what happened,
- the date and time that it happened
- all the details that you can provide
- what action has been taken already
- Contact details for all involved parties

After the incident has been reported, it is worth considering talking to your family, your doctor, your support worker, someone you work with, or an advocate. Please let us know if you would like us to connect you to an advocate.

What P2P will do if an incident happens

Record

- If the information was received via phone or email, a Public Incident Report Form will be filled in with the details available. We will do this within 2 business days.

Investigate

- Parent to Parent will look at the information available and ask further questions to see why the incident happened.

- They will gather evidence, talk to people, and look at Parent to Parent's policies and procedures.

Assessment

- P2P's Management will look at the information to work out what action needs to be taken to contain, respond, and prevent future occurrences.
- This might include improving policies and procedures, doing staff training, or making other changes to the way things are done.

Communication

- P2P's Management will notify all the relevant parties of the outcome of the incident investigation, the assessment as well as any planned responses.

Confidentiality and Documentation

- We will record the outcome of the incident and the identified response.
- We will protect the privacy of everyone involved.

Training and Review

- We will ensure staff are trained in incident identification and management. We have policies that they need to read and know about.
- We will review this policy to identify improvements.

Contact Information

- If you want to ask a question about this policy or make a complaint, you can contact: The Chief Executive Officer (CEO) by sending an email to manager@p2pqld.org.au

Approval

- This policy was created by working with a person with intellectual disability and checked and approved by the Parent to Parent Board.