

Easy Read Guide

Incident Handling Guide



At Parent to Parent, we take safety very seriously. This guide talks about accidents and things that are not expected and what we will do to keep people safe. This guide applies to all people who interact with Parent to Parent, including people with disabilities, parents, carers, staff members, and volunteers.

This guide has words that you may not know or understand.

We will try to explain them in a way to help you to understand.

What is an incident



Incidents

Are when something happens and a person gets hurt or is not safe.

Can happen to you or someone else



Examples

- 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



Call for help:

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



Report it:

Once everyone is safe, you should **report** what happened. That means telling someone at Parent to Parent who can make sure that help is provided. You could also talk to your family, your doctor, your support worker, someone you work with, or an advocate. You can do this by talking to the person on the phone or face-to-face or sending them an email.

The Chief Executive Officer or a Manager at Parent to Parent will tell the people who need to know about the incident.

What P2P will do if an incident happens



Investigate

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

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

Then they will look at the information and decide what needs to happen so the incident doesn't happen again.

This might mean making better policies and procedures, doing training, or changing the way things are done.

Closure



Getting a solution

Once we have worked out what happened, we will talk to you to tell you what we found out. We will do this as quickly as we can but sometimes it will take a bit of time. We might need to change some of our rules to make the way we do things better

We might need to report the incident to the NDIS Quality and Safeguards Commission. We will tell you that we are going to report it

You can read more about it here

[Reportable incidents | NDIS Quality and Safeguards Commission](#)



Write a report

We will write a report about the incident and what things need to happen. We will not let people see information that is private.

We will keep all of the papers somewhere where other people can't read them. We will follow the rules about private information.



Critical Incidents

If an incident is very bad we have to tell the NDIS Commission about it.

Sometimes we need to tell the Police.

This is called a critical incident.

Confidentiality and Guide information



Confidentiality and Documentation

We will keep the papers somewhere where other people can't read them. We will follow the rules about private information.



Training and review

We will make sure that our staff knows what to do to stop an incident from happening. We have policies that they need to read and know about.

We will keep on looking at this guide to see if we can make it better.

Contact Information



If you want to ask a question about this guide you can contact:

The Chief Executive Officer (CEO) by sending an email to manager@p2pqld.org.au