When Something Goes Wrong

Easy Read

This document tells you what an incident is, and how Axis Supports manages incidents.

There are 2 types of incident:

1. a general incident
2. a reportable incident.

A general incident is when:

- someone hurts you, or could have hurt you
- you hurt someone else
- you feel that someone is going to hurt you.

A reportable incident is when one of these happens:

- a death
- a serious injury
- abuse or neglect
- someone touches you in a sexual way or hurts your body when they should not
- sexual misconduct
- a restrictive practice is used when it should not be.

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If an incident happens

If you are involved in an incident, tell your support worker, your Operations Manager or a person you trust straight away.

If someone is in danger, call **000**.

Your Operations Manager will meet with you to write down what happened.

They will ask you:

- what happened
- who saw it
- when you told someone, and who you told
- how the incident affected you
- what could stop it happening again.

Your safety is important to us.

After an incident, we will help you get better.

How we help you

After an incident, we will:

- do all we can to make sure you are safe
- give you advice and support
- arrange counselling or medical help if you need it.

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We will support you by:

- dealing with the incident quickly
- helping you look after your health and wellbeing.

We will keep you up to date about how we are managing the incident.

Your Operations Manager will contact you to:

- talk about what happened
- tell you what we will do
- tell you what we have already done.

We will ask for:

- your thoughts about how we are fixing the problem
- your ideas about changes that could help you in the future.

Learning from incidents

Our managers look into every incident to work out what happened, and to stop it happening again.

We review the incident to make our service better. We:

- learn what happened
- make changes to stop it happening again.

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Some changes we might make are:

- changing how we work
- changing our policies
- more training for our staff.

Reportable incidents

A reportable incident is a serious incident, for example when you or another participant is badly hurt or treated badly.

If a reportable incident happens, we must tell the NDIS Commission.

We must tell them within 24 hours of finding out.

We send the forms to the NDIS Commission using the NDIS Commission Portal.

The NDIS Commission looks at what happened. They will tell us if we need to do anything else.

We will tell you what the NDIS Commission finds, and any actions we must take.

We keep what you tell us private.

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If you are not happy with how we handled an incident, you can tell the NDIS Commission.

- Call **1800 035 544** (free from a landline)
- Go to **ndiscommission.gov.au**

Contact us

Call us on **1300 696 888**

Ask for your Operations Manager.

Email us

Canberra: admin@axissupports.com.au
Sydney: adminnsw@axissupports.com.au

Visit us

Canberra office
Shop 6, 26-28 Winchcombe Court, Mitchell ACT 2911

Sydney office
Shop 1, 5 George Street, North Strathfield NSW 2137

If you need an interpreter, call TIS National on **131 450** and ask them to call us. If you are deaf or find it hard to hear or speak, use the National Relay Service and ask for **1300 696 888**.

Based on PROVIDERplus Easy Read templates (© PROVIDERplus Pty Ltd 2021), updated and adapted by Axis Supports.

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