

# Incident Management Fact Sheet



This is an easy read fact sheet on how UnitingSA works with your around Incidents.

When you see 'we', it means UnitingSA.



An incident is something that may have or did cause you or someone else to get hurt.

Why is incident management important?



Incident management is a way to look into each incident and work out why it happened or what could have been done to stop it.

We look at each incident to:

- Help make it not happen again
- See dangers early so people don't get hurt
- See any needs which are not being met
- Make the support you get better.





Reportable incidents are serious or possible incidents which have, or may hurt you or another person.

We have to report these incidents to an external agency.



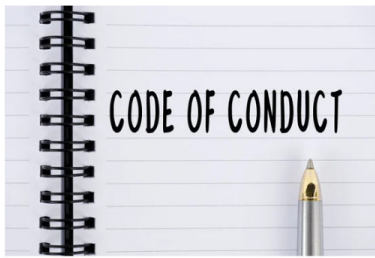
An external agency is another company that helps UnitingSA to deliver supports to you.

These may be:

- The NDIS Quality and Safeguards Commission
- Aged Care Quality and Safety Commission
- SA Housing Authority.



We would really like you to tell us of anything that upsets you to your Support Worker or their Supervisor.



Our staff have to tell us of events under our Code of Conduct.

A Code of Conduct tells everyone what is right and what is wrong when they work with UnitingSA.

How do we look at incidents?



We will get your information and put this in our system.



We pass on information to an external agency when we are told we have to.



A Supervisor will call you within 5 days to talk to you about what happened.



We will work with you and your support people to see what happened and create a plan so it doesn't happen again.



You will get feedback on what we did to resolve your report.



Personal information in reports will be kept safe. This is in our Privacy Policy.

You can ask for a copy of the Privacy Policy any time.

Our promise to you:



**# 1**

We will put your safety first.

We will quickly act on something that impacts the supports you receive.



We will also take steps to stop and answer to all things that may harm you.



You are always able to talk to your Support Worker or their Supervisor. Or call our Head Office on (08) 8440 2200.