

Incident Management



This document tells you what happens when there is an incident.

There are different kinds of incidents. Some examples of incidents are:



- If a provider hurts you, causes you to be hurt, or puts you at risk of being hurt.



- If you hurt someone.



- If someone feels threatened by your behaviour.



When an incident happens, we must record some information about it:

- We record everything we know about the incident to make a description.



- We record who saw the incident. These people are **‘Witnesses’**.



- We record when Devonfield Enterprises first heard about the incident and exactly what we were told.



It is important for Devonfield Enterprises to record these details about what happened, so we know you’re safe and healthy.



We will tell you what is happening during this process and ask you to share your ideas and feelings.



You can tell us directly about what happened in the incident.



We will talk to you or your advocate during the reporting process.



We will ask if you have any suggestions about what could be better, so this doesn't happen again.



We will update what we do and how we do it, so incidents won't happen again.

Some very serious incidents are called **'Reportable Incidents'**:



- If someone is seriously hurt or if someone dies.



- If someone is seriously abused or neglected, including sexual abuse.



- Serious restrictive practices.



When there is a **'reportable incident'**, we must make an official Incident Report and share it with NDIS.



If an incident happens, you need to tell Devonfield Enterprises



Call us: **6424 6133**

Or

Speak to us in person

Or

Email us: info@devonfield.com.au



There are also other organisations you can contact to help you and be your advocate.

An advocate can help communicate for you.



You can call **Speak Out Advocacy** on **6231 2344**.

OR



You can call **Advocacy Tasmania** on **1800 005 131**.



If you want to complain or think something is wrong about how Devonfield Enterprises handles an incident, you can call the **NDIS Quality and Safeguards Commission** on **1800 035 544**.

