

Incidents

Easy Read Version



CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
PSER07a	1.0	Incidents - Easy Read Policy	24/04/2024	CEO	

About this document



This information is written in an easy read way. We use pictures to explain some ideas.



You can ask for help to read this *Incidents* booklet. A friend, family member or support person may be able to help you.

Bold
Not bold

We have written some important words in **bold**, which means the letters are thicker and darker.

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What is a Incident?



An **incident** is when something goes **wrong**. It often means something bad has happened to you or someone else.

For example this may include:



- Any time someone caused or could have caused you **harm**
- Any time you hurt **someone** else or someone felt **you** were going to hurt them



- Loss or damage to your **belongings**



- Taking the **wrong** medications



- A near **miss** or close call that could have caused harm

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How to make a complaint



If you think there is a **problem** or you are **unhappy** about something. You can make a complaint.



Talk to **us first** and ask to make a complaint.



If you don't feel comfortable talking to your support provider, you can ask an **advocacy organisation** or **someone you trust** to help you.

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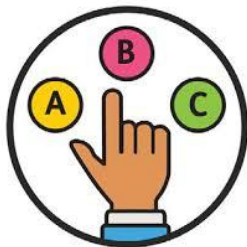
Managing Incidents



- After the incident we will make sure you feel **safe**, we will help you to get help such as talking to a **counsellor** if you need it.



- We will take **actions** to ensure the incident doesn't occur again.



- We will make any **changes** to your **supports** to make sure the incident doesn't occur again.



- St Michael's will keep **talking** to you about what **happened** and will let you know what **action** we are taking.

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Who can I ask for help?



If you would like help to make a complaint you can call:



NDIS Quality and Safeguards Commission

NDIS Quality and Safeguards Commission

1800 035 544



Advocacy Tasmania

1800 005 131 (Freecall)

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Contact Us

If you have any questions, you can contact St Michael’s by:



- **telephone** – (03) 6331 7651



- **email** –
feedback@stmichaels.asn.au



- **letter** – 22 Hoblers Bridge Road
Newstead, Tasmania 7250



- **online form** –
stmichaels.asn.au



- **asking a staff member**

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