

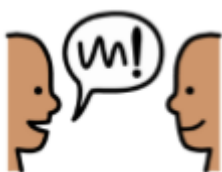
South West Disability Services take all steps to ensure your safety and wellbeing is upheld while you engage in supports.

In the event that you are involved in an incident we will take the following steps to support you through the process.



Ensure you are safe

When an incident occurs your health and safety will take priority



Contact your emergency contact or care network

We will get in contact with a nominated emergency contact or care network to let them know what has happened.



Apply First Aid

We will reach out to a First Aid representative if you need First Aid.



Incident report

We will document the incident and file an incident report form as a record



Review the incident

We will look at the incident and ensure we take steps to stop the incident from happening again or make improvements



NDIS Quality
and Safeguards
Commission

If your incident is a NDIS Reportable Incident

We will follow the Reportable Incident Guideline and report the incident to the NDIS Quality and Safe guards Commission

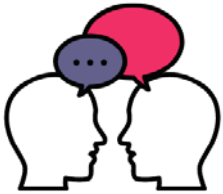
A Reportable incident includes:

- Death
- Serious injury
- Abuse or neglect
- Unlawful sexual or physical contact or assault
- Sexual misconduct against or in the presence of yourself or grooming practices
- Application of restrictive practice- not approved



Communicate with you through each step

We will take all reasonable steps to keep in contact with you and your nominated contact



Investigate the Incident

We will work with the NDIS Commission and businesses involved, while upholding your confidentiality to ensure we take all reasonable steps through this process



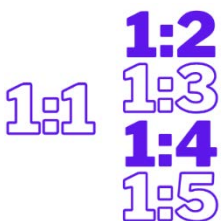
Findings

We will take all findings as a recommendation to make our service delivery better



Review your supports

We will ensure your supports are right for you following an incident and change if needed





Update your personal information

We will ensure your details and support profile is updated

If you have any questions in relation to an incident or this flyer please call, email or come in to see us.



Landline: 03 5564 8720

Mobile: 0468 534 947



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