# Getting Help When Something Goes Wrong at Place Like Home

Easy Read – Incident Management Policy

*"I have a right to have any incidents managed in a way that ensures my safety and to be reported appropriately."*- Client voice.

## About this Document 📝

- This document explains what we will do if something goes wrong or if someone may have been harmed.
- It is a short, Easy Read version of our Incident Management Policy.
- You can ask a support person, family member or advocate to read it with you.

## Your rights ⚖️

- You have the right to safe and good-quality supports.
- You have the right to be involved in decisions that affect you.
- You have the right to feel safe, respected and listened to.
- You have the right to tell us what is working and what is not working.
- You have the right to make a complaint.
- You have the right to have your information kept private and safe.
- You have the right to have a support person or advocate with you.
- You have the right to ask for an interpreter or Auslan if English is not your first language.

## What is an incident? ❗

An incident is something that happened and caused harm, or could have caused harm. For example:

- Someone is hurt or becomes very unwell.
- There is abuse, neglect or unsafe behaviour.
- A person is not supported the right way.
- There is a serious problem at home or in the community.
- A restrictive practice is used.

If you live in a SIL home, an incident could also be:

- A housemate hurts, scares or bullies you.
- Someone comes into your room without asking.
- A visitor makes you feel unsafe.
- Your medication or mealtime support is not done safely.
- Something happens in your home that makes you feel unsafe.
- You feel worried that speaking up could affect your home or supports.

## If something goes wrong ❗

We will:

- Respond quickly.
- Make sure people are safe.
- Call 000 if needed.
- Tell the right leader straight away.
- Support the person affected.
- Write down what happened in an incident report.
- Keep information private and only share it with people who need to know.

## How we will support you 🤝

If an incident affects you, we will:

- Listen to what you say happened.
- Ask how you are feeling and what support you need.
- Tell you what we are doing, as much as we can.
- Help you have a support person or advocate if you want one.
- Involve you in decisions as much as you want and are able.
- Keep you informed about what happens next.

## Looking into what happened 🔎

We may need to review or investigate what happened. We will:

- Look at what happened and why.
- Check whether anyone was harmed.
- Decide what needs to change.
- Learn from the incident so it does not happen again.
- Be fair to everyone involved.

If the usual manager should not investigate, another leader or an external person can do it.

## Sometimes we must report it 🚨

Some serious incidents must be reported to the NDIS Quality and Safeguards Commission.

This can include:

- The death of a person with disability.
- Serious injury.
- Abuse or neglect.
- Assault or sexual misconduct.

- A restrictive practice used without approval or not used the right way.

Sometimes we may also need to tell the police or another authority if the law says we must or if someone is at risk.

### Learning and improving 🌱

We learn from incidents. We will:

- Keep incident records.
- Review incidents regularly.
- Look for patterns or repeat problems.
- Improve plans, training and systems.
- Make changes to help keep people safe.

## What we ask from you and your family 🤝

We ask you (and your family/guardian) to:

- Tell us about if something goes wrong.
- Tell us if you feel unsafe, upset or worried.
- Share important information that helps us keep you safe,
- Tell us about changes to your situation.
- Please bring letters and reports from professionals to your staff so we can update how we support you.

## If you are worried or unhappy 😟

- You can tell:
    - a support worker
    - a House Manager / Team Leader
    - The Operations Director.
    - Tim or Lochie

- You can make a complaint. You can get help from an advocate.
- Complaints can help us fix problems and make our service better.
- You can also complain to the NDIS Quality and Safeguards Commission if you want.

## Need help to understand this document? 💬

- You can ask us to:
    - Read this page with you.
    - Use pictures, Easy Read, or your communication system.
    - Involve your family, guardian or advocate.

We want you to feel safe, heard and in control of your supports.

### Version Control

**Version:** 1.1 (July 2026)

**Change:** New Document

**Owner:** Operations Director

**Approved by:** Co-Founders

**Next review:** June 2027.

**Applies to:** All Place Like Home services and programs

**Version History:**

| Version | Changes |
|---|---|
| 1.0 | New Document |
| 1.1 | • Updated wording for consistency with Place Like Home Services terminology,<br>• added SIL home incident examples |