

Easy English Incident Policy

Easy English



This guide is about how we manage incidents.



It is written in an easy-to-read way.



We use pictures to explain some ideas.



You can ask for help to read this information.

You can ask a family member or a friend to help you.

You can ask a support person to help you.

What is an incident?



An incident is when something happens that is unusual.

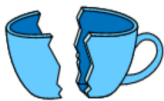


It often means something has gone wrong or something bad has happened.

We call it an incident when



- someone gets hurt



- something gets broken



- something dangerous happens that could have hurt someone.



We want you to tell us if you get hurt when you are using our service.



We want you to tell us if something happened that could have hurt you when using our service.



We want you to tell us if you do not feel safe so we can help you.

How to report an incident



Reporting an incident means telling us that something happened.



You can tell a staff member you trust.



You can tell the manager of the service.



You can tell a friend or family member and they can tell us.

How we manage an incident

Respond



We will check that everyone is ok and give first aid if needed.



We will call 000 if it is an emergency.

Report



We will write an incident report.



Staff will tell their manager what happened.

Investigate



A manager will investigate the incident.



They may need to ask you questions about what happened.



They look for why the incident happened and what we can do to stop it happening again.



We may tell your family or carer about the incident.



Some incidents need to be reported to someone else because they are very serious.

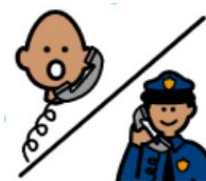
We call these reportable incidents.



We need to tell the NDIS Quality and Safeguards Commission about reportable incidents that happen to an NDIS participant.



We need to tell the Aged Care Quality and Safety Commission about reportable incidents that happen to a person who uses our aged care services.



We may need to tell the police about reportable incidents that may be a crime.

How we will help you



We will listen and talk to you or your support person about what happened and how to fix it.



After the incident we will make sure you feel safe.



We will make changes so the incident doesn't happen again.



You can ask us questions about how we managed an incident.



You can give us feedback about how we managed an incident.

How to contact us



Call us on 1800 275 753



Use the contact form on our website www.cpl.org.au

Click on the words Contact Us at the top of the page. Fill in the form.



Post a letter to Level 2, 340 Adelaide Street, Brisbane QLD 4000

We have written this document in an easy to read way.

The CPL Group acknowledges the Traditional Custodians of country throughout Australia and we pay our respects to Elders, past, present, and emerging.