## 📖 What this policy is about

This policy explains what we do when something goes wrong or someone is hurt while we are supporting participants.

It helps keep everyone **safe** 👍 **, respected** 💬 **, and supported** 💜 .

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## 👨‍👩‍👧 Who this policy is for

This policy is for:

- Staff 👩‍💼

- Volunteers 🙋‍♀️

- Contractors 👷‍♀️

- Anyone involved with Soaring Sparrows participants

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## ✅ Our promise

Soaring Sparrows will:

- Act fast ⏱️ if something happens

- Keep participants safe 🛡️

- Tell the right people 📣 (NDIS, police, ambulance, etc.)

- Support the participant 💜

- Learn from the incident so it does not happen again 📚

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## 📌 Important words

**Incident** 🚨

Something that:

- Hurts a participant (body, feelings, money) 💔

- Is an emergency (hospital visit, mental health crisis) 🏥

- Involves abuse, neglect, or unsafe behaviour ❌

**Near Miss** ⚠️

Something that could have caused harm, but luckily did not.
Example: Someone nearly fell but caught themselves.

**Reportable Incident** 📝

An incident we MUST tell the NDIS Commission.
This includes:

- Death of a participant ⚰️

- Serious injury 🤕

- Abuse or neglect ❌

- Sexual or physical contact that is not OK 🚫

- Sexual misconduct 🚷

- Use of a restrictive practice that is not allowed ⛓️

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### 🛠️ What happens when an incident occurs?

**1. Staff reporting** 🗣️

- Tell your Manager or Director straight away ⏰

- Write an Incident Report within 24 hours 📝

**2. Telling others** 📣

Sometimes we must tell other services:

- NDIS Commission 🏛️ (within 24 hours if reportable)

- Police 🚓 (if a crime happened)

- Ambulance 🚑 (if serious injury or medical emergency)

- Child Abuse Report Line 👶 (if a child is at risk)

- Adult Safeguarding Unit 👨 👵 (if an adult is at risk)

- Mental Health Triage 📞 (if crisis support is needed)

## 3. Investigation 🔍

- Starts within 2 days

- Finished within 10 business days (unless more time is needed)

- Manager talks to staff and participants, looks at what happened, and finds out why

## 4. Supporting participants 💜

- We make sure you feel safe and supported

- You can have a family member, nominee, or advocate with you 👨‍👦

- We explain clearly what is happening 💬

- We help you get extra support (counselling, advocacy) if needed

## 5. Preventing future problems 🚫 ➡️ ✅

- We make an action plan 📝

- Train or re-train staff 👩‍🏫

- Update policies and systems 📝

- Share lessons with staff so everyone learns 🧠

## 6. Record keeping 📂

- All reports and documents are kept safe 🔒

- Only the right staff can see them 👀

- We keep records for at least 7 years 📅

## 🧑‍⚖️ Who does what?

- **All staff**: Report incidents quickly and honestly ⏰

- **Managers**: Check reports, investigate, support staff and participants 🧾

- **Director**: Make sure we follow NDIS and SA laws ⚖️ , give training 📚 , and improve the system 🛠️

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✅ This is your Easy Read guide to Incident Management.

If you want the **full policy**, please ask us.